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Tender

## **Workforce Management System**

South Central Ambulance Service NHS Foundation Trust

F02: Contract notice

Notice identifier: 2021/S 000-000961

Procurement identifier (OCID): ocds-h6vhtk-028b17

Published 18 January 2021, 1:06pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

South Central Ambulance Service NHS Foundation Trust

Units 7 and 8 Talisman Business Centre, Talisman Road

Bicester

OX26 6HR

#### **Contact**

Viv Hichens

#### **Email**

[viv.hichens@scas.nhs.uk](mailto:viv.hichens@scas.nhs.uk)

#### **Telephone**

+44 7867449533

#### **Country**

United Kingdom

**NUTS code**

UKJ1 - Berkshire, Buckinghamshire and Oxfordshire

**National registration number**

N/A

**Internet address(es)**

Main address

<https://www.scas.nhs.uk>

Buyer's address

<https://supplierlive.proactisp2p.com>

**I.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://supplierlive.proactisp2p.com>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://supplierlive.proactisp2p.com>

**I.4) Type of the contracting authority**

Body governed by public law

**I.5) Main activity**

Health

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Workforce Management System

Reference number

DN186

#### **II.1.2) Main CPV code**

- 48000000 - Software package and information systems

#### **II.1.3) Type of contract**

Supplies

#### **II.1.4) Short description**

South Central Ambulance Service NHS Foundation Trust (SCAS) is seeking to procure a fully supplier hosted, managed and onward going developed, Software as a Service provided Workforce Management Software System for use by all UK Ambulance Trusts.

All UK Ambulance Trusts currently use GRS and there is a desire to seek a solution which will provide a total workforce management solution, incorporating the functionality currently provided by other interdependent systems.

SCAS, as lead Contracting Authority, is seeking to appoint a Supplier by 6th April 2021 who will be responsible for developing an all-encompassing system suitable for use by all Ambulance Trusts for a go live date for SCAS, and potentially at least two other Ambulance Trusts, of 1st April 2022.

Please see the following link for details of all the Ambulance Trusts who may draw down on the contract:

<https://aace.org.uk/uk-ambulance-service/map-of-nhs-ambulance-services/>

The Authority seeks bids from organisations which can demonstrate experience of providing a complex Workforce Management Software System for use with a wide range of different personnel and who, whether or not they currently provide services to the NHS, can demonstrate:

i) a clear understanding and appreciation of:

- the complexities of the NHS;
- the Agenda for Change;
- NHS Terms and Conditions;
- The substantial range and complexity of the personnel employed and the differing terms under which they are employed;
- The interplay within the NHS marketplace and the interaction between the Department of Health, NHSE, NHSI, Clinical Commissioning Group and many other groups.

ii) High levels of competency in developing and continually updating a system to deliver 100% accurate information in terms of hours worked by differing personnel;

iii) The ability to ensure effective, live and accurate integration between hours worked and the Authority's payroll system.

iv) Proven methodology for delivering the changing needs of an NHS body which employs a wide range of different personnel needing to take account of the Working Time Regulations and the interplay between annual leave, absence, TOIL, overtime, rostering and self-rostering.

v) The expertise to delivery effective and accurate integration with and data feed from the worked hours data to the Trust's Payroll provider system.

SCAS intend letting a contract for up to 10 years (an initial 5 years from the point of award on 6th April 2021 and then four years from go live on 1st April 2022 with the option thereafter to extend by multiples of one year up to a further five years).

Other Ambulance Trusts would have the option of drawing down on the ensuing contract during its lifetime with the intention of a co-terminus date for all those Trusts utilising the contract opportunity.

SCAS intends that the contract will involve a proactive Ambulance user group who will agree on the development pathway for each following year in conjunction with the Supplier for the benefit of all participating Trusts and, ultimately, the Trust's patients.

The system purchased by SCAS will also be made available to Isle of Wight NHS Trust as part of a co-operation set up between the two public bodies under Regulation 12(7). The procurement of this third-party supplier via a fully compliant OJEU process means that no private supplier has been placed "at an advantage vis-à-vis its competitors."

### **II.1.5) Estimated total value**

Value excluding VAT: £29,640,000

### **II.1.6) Information about lots**

This contract is divided into lots: No

## **II.2) Description**

### **II.2.2) Additional CPV code(s)**

- 48450000 - Time accounting or human resources software package

### **II.2.3) Place of performance**

NUTS codes

- UKJ1 - Berkshire, Buckinghamshire and Oxfordshire

### **II.2.4) Description of the procurement**

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All UK Ambulance Trusts currently use GRS and there is a desire to seek a solution which will provide a total workforce management solution, incorporating the functionality currently provided by other interdependent systems.

SCAS, as lead Contracting Authority, is seeking to appoint a Supplier by 6th April 2021 who will be responsible for developing an all-encompassing system suitable for use by all Ambulance Trusts for a go live date for SCAS, and potentially at least two other Ambulance Trusts, of 1st April 2022.

Please see the following link for details of all the Ambulance Trusts who may draw down on the contract:

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The Authority seeks bids from organisations which can demonstrate experience of providing a complex Workforce Management Software System for use with a wide range of different personnel and who, whether or not they currently provide services to the NHS, can demonstrate:

i) a clear understanding and appreciation of:

- the complexities of the NHS;
  - the Agenda for Change;
  - NHS Terms and Conditions;
  - The substantial range and complexity of the personnel employed and the differing terms under which they are employed;
  - The interplay within the NHS marketplace and the interaction between the Department of Health, NHSE, NHSI, Clinical Commissioning Group and many other groups.
- ii) High levels of competency in developing and continually updating a system to deliver 100% accurate information in terms of hours worked by differing personnel;
- iii) The ability to ensure effective, live and accurate integration between hours worked and the Authority's payroll system.
- iv) Proven methodology for delivering the changing needs of an NHS body which employs a wide range of different personnel needing to take account of the Working Time Regulations and the interplay between annual leave, absence, TOIL, overtime, rostering and self-rostering.
- v) The expertise to delivery effective and accurate integration with and data feed from the worked hours data to the Trust's Payroll provider system.

SCAS intend letting a contract for up to 10 years (an initial 5 years from the point of award on 6th April 2021 and then four years from go live on 1st April 2022 with the option thereafter to extend by multiples of one year up to a further five years).

Other Ambulance Trusts would have the option of drawing down on the ensuing contract during its lifetime with the intention of a co-terminus date for all those Trusts utilising the contract opportunity.

SCAS intends that the contract will involve a proactive Ambulance user group who will agree on the development pathway for each following year in conjunction with the Supplier for the benefit of all participating Trusts and, ultimately, the Trust's patients.

The system purchased by SCAS will also be made available to Isle of Wight NHS Trust as part of a co-operation set up between the two public bodies under Regulation 12(7). The procurement of this third-party supplier via a fully compliant OJEU process means that no private supplier has been placed "at an advantage vis-à-vis its competitors."

At this stage there is no definite commitment from the other Ambulance Trusts to draw

down under the Contract being let by SCAS, but a number of Trusts have expressed direct interest with at least one other Trust with a current Contract that is due to expire on 31 March 2022, enabling them to utilise the Contract scheduled to start on 1 April 2022.

The estimated value is based upon all thirteen Ambulance Trusts drawing down on the ensuing contract.

#### **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

#### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Start date

6 April 2021

End date

31 March 2026

This contract is subject to renewal

Yes

Description of renewals

The Contract may be extended by up to a further 60 months in increments of 12 months to be agreed with the successful supplier.

#### **II.2.10) Information about variants**

Variants will be accepted: No

#### **II.2.11) Information about options**

Options: No

#### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

#### **II.2.14) Additional information**

Suppliers instructions in how to express an interest in the tender:

- 1) The eSourcing Proactis portal can be found via the following URL:  
<https://supplierlive.proactisp2p.com>
- 2) Click on the Opportunities column to the right of the page.
- 3) Filter on the customer name column using 'South' and 'Central'
- 4) Click 'Show Me' and then download the documents.
- 5) Register for the opportunity following the instructions.

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## **Section III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **III.1.2) Economic and financial standing**

Selection criteria as stated in the procurement documents

#### **III.1.3) Technical and professional ability**

Selection criteria as stated in the procurement documents

### **III.2) Conditions related to the contract**

#### **III.2.2) Contract performance conditions**

As detailed within the Invitation to Tender documents.

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Open procedure

Accelerated procedure

Justification:



Prior Information Notice issued a minimum of 35 days before this Contract Notice via reference: 2020/S 243-603134

The Contracting Authority has engaged effectively with the market, providing prior information and engaging with a large number of interested parties. All of this information is made available as part of the ITT pack.

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: Yes

#### **IV.2) Administrative information**

##### **IV.2.1) Previous publication concerning this procedure**

Notice number: [2020/S 243-603134](#)

##### **IV.2.2) Time limit for receipt of tenders or requests to participate**

Date

1 February 2021

Local time

12:00pm

##### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

##### **IV.2.6) Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 3 (from the date stated for receipt of tender)

##### **IV.2.7) Conditions for opening of tenders**

Date

1 February 2021

Local time

12:00pm

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

### **VI.2) Information about electronic workflows**

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

South Central Ambulance Service NHS Foundation Trust

Units 7 and 8 Talisman Business Centre, Talisman Road

Bicester

OX6 6HR

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