

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/001091-2023>

Tender

Digital Patient Communications including a Hybrid Print and Post Solution

Hywel Dda University Health Board

F02: Contract notice

Notice identifier: 2023/S 000-001091

Procurement identifier (OCID): ocids-h6vhtk-03973f

Published 13 January 2023, 12:23pm

Section I: Contracting authority

I.1) Name and addresses

Hywel Dda University Health Board

Ty Gorwel, St Davids Park, Jobswell Road

Carmarthen

SA31 3BB

Contact

Sara Pell

Email

sara.pell@wales.nhs.uk

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

<http://nwssp.nhs.wales/ourservices/procurement-services/>

Buyer's address

https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA0221

I.3) Communication

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

<https://etenderwales.bravosolution.co.uk/home.htm>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://etenderwales.bravosolution.co.uk/home.htm>

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

<https://etenderwales.bravosolution.co.uk/home.htm>

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Health

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Digital Patient Communications including a Hybrid Print and Post Solution

Reference number

HDD-OJEU-52193

II.1.2) Main CPV code

- 79811000 - Digital printing services

II.1.3) Type of contract

Services

II.1.4) Short description

Hywel Dda University Health Board (" HDUHB") are seeking to commission the provision of a Digital Patient Communications including a Hybrid Print & Post Solution in order to modernise the way we communicate with our patients, allowing patients to have a choice on how the Health Board communicates with them and to provide a future proofed platform.

II.1.5) Estimated total value

Value excluding VAT: £2,100,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 64000000 - Postal and telecommunications services

II.2.3) Place of performance

NUTS codes

- UKL14 - South West Wales

Main site or place of performance

Within Hywel Dda University Health Board that covers the counties of Carmarthenshire, Pembrokeshire & Ceredigion.

II.2.4) Description of the procurement

Hywel Dda University Health Board (" HDUHB") are seeking to commission the provision of Digital Patient Communications including a Hybrid Print & Post Solution in order to modernise the way we communicate with our patients, allowing patients to have a choice on how the Health Board communicates with them and to provide a future proofed platform.

The objectives of the project are to improve in four strategic areas of priority:

- Patient Experience & Safety - Accurate and better communication to our patients with less errors and supporting patient's choices
- Operational - Sustainable and improved communication turnaround time with time saved, lower costs and with a manageable process
- Governance - Remaining compliant, improved data security, trackable and auditable amendments
- Efficiency and Cost Saving - Reduction in all aspects of appointments (Did Not Attend), operational and resource savings and reduction in natural resource consumption.

The service will be based around the following:

Attendance Optimisation (i.e., patient reminder, text reminder services)

A communications platform, allowing patient preferences to be provided by the patient, in order to improve such services incorporating requirements of the Welsh Language Act 1993, Equality Act 2010, and those patients with sensory loss.

Provision of hybrid mail service

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

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

The contract has a 24 month extension option, that can be exercised in increments of not less than 12 months. The maximum contract term will be 60 months with all extension options.

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

Potential Bidders are invited to a virtual 'Supplier Information Event' at 2pm on Friday 20th January 2023. If you are interested in attending the event please email Sara.pell@wales.nhs.uk by Thursday 19th January 2023.

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

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

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

Date

17 February 2023

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

Tender must be valid until: 30 June 2023

IV.2.7) Conditions for opening of tenders

Date

17 February 2023

Local time

12:00pm

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.3) Additional information

All responses must meet the criteria outlined in the Single Procurement Document (SPD).

The Contracting Authority reserves the right to award the contract in whole, in part or annul the tendering process and not award any contract.

The Contracting Authority will not accept SPD questionnaires and completed tender documents after the stated closing date.

All documents to be priced in sterling and all payments made in sterling.

The tendering process will be undertaken via electronic means using the Bravo e-tendering system

<https://etenderwales.bravosolution.co.uk>

Instructions on how to participate in this tender opportunity:

To complete your response, please access the tender documents via the Bravo ETenderWales portal reference:

project_52193 Digital Patient Communications including Hybrid Print and Post Solution
ITT Code 100246.

Instructions: Register your company on the eSourcing portal (this is only required once). Browse to the eSourcing portal: <https://etenderwales.bravosolution.co.uk> and click the link to register — Accept the terms and conditions and click "continue" — Enter your correct business and user details — Note the username you chose and click "save" when

complete — You will shortly receive an email with your unique password (please keep this secure).

2. Express an Interest in the tender — Log in to the portal with the username/password — Click the "PQQs/ITTs open to all" suppliers" link.(these are pre-qualification questionnaires (SPD) or invitations to tender (ITT) open to any registered supplier)—Click on the relevant PQQ/ITT to access the content— Click the "express interest"

button at the top of the page — This will move the PQQ/ITT in to your "my PQQs/myITTs" page.(this is a secure area reserved for your projects only)—You can now access any attachments by clicking "buyer

attachments "in the "PQQ/ITT details" box

3. Responding to the tender —Click "my response "under "PQQ/ITT details", you can choose to "create

response "or to "decline to respond"(please give a reason if declining)—You can now use the "messages"

function to communicate with the buyer and seek any clarification — Note the deadline for completion, then follow the on screen instructions to complete the PQQ/ITT—There may be a mixture of online & offline actions

for you to perform(there is detailed online help available)You must then submit your reply using the "submit response" button at the top of the page.

If you require any further assistance please consult the online help or contact the eTendering helpdesk.

NOTE: The authority is using eTenderwales to carry out this procurement process. To obtain further information

record your interest on Sell2Wales at <https://www.sell2wales.gov.wales>.

NOTE: The authority is using eTenderwales to carry out this procurement process. To obtain further information record your interest on Sell2Wales at https://www.sell2wales.gov.wales/search/search_switch.aspx?ID=127967

(WA Ref:127967)

VI.4) Procedures for review

VI.4.1) Review body

High Court

Royal Courts of Justice, The Strand

London

WC2A 2LL

Telephone

+44 2079477501

Country

United Kingdom