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Tender

Tender for Computer-Aided Dispatch System For South Central Ambulance Service and Isle of Wight Ambulance Service 999 Operations

South Central Ambulance Service NHS Foundation Trust

F02: Contract notice

Notice identifier: 2024/S 000-002848

Procurement identifier (OCID): ocds-h6vhtk-043535

Published 29 January 2024, 8:19am

Section I: Contracting authority

I.1) Name and addresses

South Central Ambulance Service NHS Foundation Trust

Unit 7 & 8 Talisman Business Centre, Talisman Road

Bicester

OX26 6HR

Contact

Chris Keenleyside

Email

chris.keenleyside@scas.nhs.uk

Telephone

+44 7977376537

Country

United Kingdom

Region code

UKJ - South East (England)

Internet address(es)

Main address

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

Buyer's address

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

I.3) Communication

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

<https://health-family.force.com/s/Welcome>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://health-family.force.com/s/Welcome>

Tenders or requests to participate must be submitted to the above-mentioned address

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://health-family.force.com/s/Welcome>

I.4) Type of the contracting authority

Ministry or any other national or federal authority

I.5) Main activity

Health

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Tender for Computer-Aided Dispatch System For South Central Ambulance Service and Isle of Wight Ambulance Service 999 Operations

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 Foundation Trust is looking to procure a Commercial Off The Shelf (COTS) Computer-Aided Dispatch (CAD) system for its 999 operations. The system will also be used by the Isle of Wight Ambulance Service, as a service recipient as per the Terms and Condition for this procurement.

II.1.5) Estimated total value

Value excluding VAT: £8,780,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 72260000 - Software-related services
- 44316400 - Hardware
- 85143000 - Ambulance services

II.2.3) Place of performance

NUTS codes

- UKJ - South East (England)

II.2.4) Description of the procurement

South Central Ambulance Service NHS Foundation Trust (SCAS) is managing this procurement and will be the primary Buyer. The Isle of Wight Ambulance Service (IWAS) is a Service Recipient (as defined in the Mid Tier Terms and Conditions being used in this procurement).

SCAS is looking for a COTS solution not a development product. For the avoidance of doubt, tenderers must have:-

an emergency CAD system in operation with a UK ambulance service at the point of bidding.

A COTS product ready for use by a UK ambulance service at the point of bidding, and which meets our requirements.

The tender process will be run according to the Public Contracts Regulations 2015 and be governed by selecting the Most Economically Advantageous Tender, balancing the technical capabilities and service offering against the cost of each system.

We wish to complete a successful process which attracts competition in order to achieve value for money for SCAS.

The aim of the procurement is to:

Procure a comprehensive and intuitive system that allows users to easily input and access information and carry out their functions effectively e.g.:

record patient details

progress the triage pathways of a call

ensure that, where relevant, a resource can be dispatched to the location provided by the caller

and enable effective audits and investigations via a full audit trail and easy-to-access historical information.

Ensure continuing integration with other services and systems provided and used by the Authority e.g.

transfers of callers and records to and from NHS 111

clinical applications used by front line 999 crews for patient treatment;

Ordnance Survey (OS), Terrafix, Personal Demographic Service (PDS) etc.

Have a supplier who will work with SCAS to deliver the full benefits of the solution, including continuous improvement and investment in the solution for the duration of the contract.

Achieve a managed service and move towards cloud hosting over the lifetime of the contract, in line with the NHS Cloud First policy.

Work towards achieving greater integration between all service line systems in NHS 999, NHS 111 and the non-emergency Patient Transport Service (PTS).

II.2.5) Award criteria

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

II.2.6) Estimated value

Value excluding VAT: £8,780,000

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

Duration in months

72

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

Please refer to document 12 Pricing Table and the Optional Tab

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

This Procurement is for five years with an option to extend for a further year.

All the ITT documents can be accessed after on registering on the portal.

Please complete all the hardcopy documents as set out in the tender. These documents must be fully completed and uploaded as part of your tender submission. Failure to submit all such documents will lead to your bid being deemed to be non compliant.

Please ensure that you leave sufficient time to upload and submit your tender before the deadline stated in this notice. Late bids will not be evaluated.

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

18 March 2024

Local time

11:00am

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 September 2024

IV.2.7) Conditions for opening of tenders

Date

18 March 2024

Local time

11:00am

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic invoicing will be accepted

VI.4) Procedures for review

VI.4.1) Review body

South Central Ambulance Service NHS Foundation Triust

7-8 Talisman Business Centre

Bicester

OX26 6HR

Country

United Kingdom