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Tender

Information Management Systems 4 (IMS4)

Department of Health and Social Care

F02: Contract notice

Notice identifier: 2021/S 000-003238

Procurement identifier (OCID): ocds-h6vhtk-02940d

Published 18 February 2021, 2:41am

Section I: Contracting authority

I.1) Name and addresses

Department of Health and Social Care

39 Victoria Street

London

SW1H 0EU

Contact

Sachin Joshi

Email

sachin.joshi@dhsc.gov.uk

Country

United Kingdom

NUTS code

UKI32 - Westminster

Internet address(es)

Main address

<https://www.gov.uk/government/organisations/department-of-health-and-social-care>

Buyer's address

<https://www.gov.uk/government/organisations/department-of-health-and-social-care>

I.3) Communication

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

https://health-family-contract-search.secure.force.com/ProSpend_CS_ContractPage?SearchType=Projects&uid=a074J000007FG6MQAW&searchStr=IMS4&sortStr=Recently+Published&page=1&filters=

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

https://health-family-contract-search.secure.force.com/ProSpend_CS_ContractPage?SearchType=Projects&uid=a074J000007FG6MQAW&searchStr=IMS4&sortStr=Recently+Published&page=1&filters=

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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

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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

Information Management Systems 4 (IMS4)

Reference number

Atamis Ref: C12244

II.1.2) Main CPV code

- 72000000 - IT services: consulting, software development, Internet and support

II.1.3) Type of contract

Services

II.1.4) Short description

The Department of Health and Social Care IMS4 Programme is the contract for the provision of information management services to the Department. In line with our 2016 strategy, we have transformed our services to enable smarter working and moved a significant amount of services to the cloud. A number of services have been transitioned back into DHSC and managed by our 'Cloud Team.' Our aim is to continue our transition to the cloud where possible, standardise and rationalise the number of solutions that we offer, and run them in collaboration with our selected partner. We will deliver a new way of working that is underpinned by a clear operating model that defines roles, responsibilities and the flow of work between teams. This tender process is to appoint a single service provider to operate and deliver the IMS4 requirement. We are using a SQ to identify a maximum of 5 bidders to invite to CPN. For more information please register on the DHSC Atamis eCommercial system.

II.1.5) Estimated total value

Value excluding VAT: £25,000,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKI - LONDON

Main site or place of performance

London, Leeds and other DHSC Regional offices

II.2.4) Description of the procurement

This tender process aims to appoint a single service provider to operate and deliver the IMS4 requirement. The Services to be included are itemised in the Invitation to Tender (ITT) which is available to download from within the Atamis eCommercial system. They include but are not restricted to the following high-level areas:- Service Desk; End-to-end Service Management; - End User Compute; - Networks; Telephony Support; Network Operations Centre;- Cloud infrastructure Services;- Security Operations Centre (SOC);- VIP Services;The contract will be awarded for an initial 5yrs with the option to extend based on successful performance for a further 2yrs.The envisaged start date for the contract is 10/08/2021, and all services are expected to be transitioned by the 10/03/2022.Potential Bidders are first required to complete the online Selection Questionnaire (SQ) within the Atamis eCommercial system. There are twelve scored questions within Section 6: Technical and Professional Ability, which will allow potential bidders to demonstrate their suitability with answers linked to named reference sites.Once the SQ submission has been scored, the panel will then rank the potential bidders and apply our Financial Due Diligence process to those ranked highest. We envisage to invite four potential bidders who ranked the highest at SQ and also pass the Financial Due Diligence. In the event a 5th bidder scores within 5% of the 4th place bidder, then that bidder will also be invited to the CPN stage. Full instructions on how to complete the SQ, and the scoring methodology is available within the ITT documentation, and within the Atamis eCommercial system.The second stage will entail the invitation to Tender. Only those invited will be asked to submit a fully costed tender submission. The Contract will be evaluated on the Most Economically Advantageous Tender (MEAT) with a Quality score out of 70% / Price score out of 30%.Full instructions on how to respond to the ITT, and the scoring methodology is available within the ITT documentation, and also within the Atamis eCommercial system.Please also note that a Non-Disclosure Agreement (NDA) will also need to be signed and returned by Bidders' who request access to the Confidential/Sensitive documentation at the SQ stage, and definitely for the ITT Stage. For more information you MUST register on the DHSC Atamis eCommercial system at the following link: https://health-family-contract-search.secure.force.com/ProSpend_CS_Con

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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: £25,000,000

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

Duration in months

60

This contract is subject to renewal

Yes

Description of renewals

A single 24-mth extension if activated.

II.2.9) Information about the limits on the number of candidates to be invited

Envisaged number of candidates: 4

Objective criteria for choosing the limited number of candidates:

We envisage short-listing the 4 highest ranking Bidders after the Selection Questionnaires have been scored, and the Financial Due Diligence is completed. In the event that the 5th place Bidder is within 5% of the 4th placed Bidder's score, then they will also be short-listed. A maximum of 5 Bidders will be short-listed to the ITT stage.

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

For more information you MUST register on the DHSC Atamis eCommerce system at the following link: https://health-family-contract-search.secure.force.com/ProSpend__CS_ContractPage?SearchType=Projects&uid=a074J000007FG6MQAW&searchStr=IMS4&sortStr=Recently+Published&page=1&filters=

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

Please refer to the Draft Contract within the ITT pack

III.2.3) Information about staff responsible for the performance of the contract

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Competitive procedure with negotiation

IV.1.4) Information about reduction of the number of solutions or tenders during negotiation or dialogue

Recourse to staged procedure to gradually reduce the number of solutions to be discussed or tenders to be negotiated

IV.1.5) Information about negotiation

The contracting authority reserves the right to award the contract on the basis of the initial tenders without conducting negotiations

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

22 March 2021

Local time

5:00pm

IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates

19 February 2021

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: 6 (from the date stated for receipt of tender)

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: There is an option for a 24-month extension to this contract (after the initial 60-month period. There will be a need to re-procure this service during this time period, or sooner if the extension is not activated.

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

For more information you MUST register on the DHSC Atamis eCommercial system at the following link: https://health-family-contract-search.secure.force.com/ProSpend__CS_ContractPage?SearchType=Projects&uid=a074J000007FG6MQAW&searchStr=IMS4&sortStr=Recently+Published&page=1&filters=

VI.4) Procedures for review

VI.4.1) Review body

High Court

39 Victoria Street

London

SW1H 0EU

Country

United Kingdom

Internet address

<https://www.gov.uk/government/organisations/department-of-health-and-social-care>

VI.4.2) Body responsible for mediation procedures

High Court

39 Victoria Street

London

SW1H 0EU

Country

United Kingdom

Internet address

<https://www.gov.uk/government/organisations/department-of-health-and-social-care>