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Tender

Speak Up Helpline

Department of Health and Social Care

F02: Contract notice

Notice identifier: 2023/S 000-004676

Procurement identifier (OCID): ocds-h6vhtk-03a5f1

Published 15 February 2023, 3:07pm

Section I: Contracting authority

I.1) Name and addresses

Department of Health and Social Care

39 Victoria Street

London

SW1H 0EU

Contact

Andre Mederick

Email

ccsinbox@dhsc.gov.uk

Telephone

+44 1132045540

Country

United Kingdom

Region 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.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

Speak Up Helpline

Reference number

C81358

II.1.2) Main CPV code

- 79000000 - Business services: law, marketing, consulting, recruitment, printing and security

II.1.3) Type of contract

Services

II.1.4) Short description

The Department of Health and Social Care is looking to appoint a competent provider to deliver a signposting Speak up helpline and online tool for NHS and social care workers.

II.1.5) Estimated total value

Value excluding VAT: £362,531

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 79500000 - Office-support services
- 79512000 - Call centre
- 79990000 - Miscellaneous business-related services

II.2.3) Place of performance

NUTS codes

- UKI32 - Westminster

II.2.4) Description of the procurement

The Department of Health and Social Care (DHSC) is looking to appoint a competent provider to deliver a signposting Speak up helpline and online tool for NHS and social care workers. Speak Up is a priority for DHSC. The Department wants to see a culture across the NHS and social care sector where people are encouraged to speak up, and that concerns, e.g. about patient safety, are acted upon when they do. This service proposition supports that priority – as described in the government responses to the Freedom to Speak Up Review and Learning from Gosport - through the provision of a Speak Up helpline for the NHS and Social Care workers.

Project Reference: C81358

Contract Term: 12 months with the option to extend by 24 months in 12 month periods. The contract will commence on 1st June 2023

Estimated contract value (including extensions): £162,531 (plus £200,000 as maximum value of a potential variation in years 2 & 3 of the contract, excluding VAT. Therefore, possible total value for the duration of the contract £362,531.

The opportunity will be available on the DHSC Atamis eTendering System. Select this link to access and register your organisation to the Atamis system <https://health-family.force.com/s/Welcome>, if you have not already done so.

To find this opportunity in the eTendering system, select “Find Opportunities” and then search by project number or title. Once you have found the Opportunity, press the ‘Register Interest’ button to register your interest. This will make the project to appear on ‘My proposals and quotes’. From there you can review documents, send clarification messages, submit the response, or decline to respond, if you decide not to participate in the opportunity. For full details on the instruction to tender and terms of participations please refer to the Invitation to Tender document.

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: £362,531

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

Duration in months

12

This contract is subject to renewal

Yes

Description of renewals

The contract has an option to extend for up to 24 months in 12 month periods.

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

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

22 March 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: 22 March 2023

IV.2.7) Conditions for opening of tenders

Date

15 February 2023

Local time

12:00pm

Place

E-sourcing portal

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.4) Procedures for review

VI.4.1) Review body

The High Court

The Strand

London

WC2A 2LL

Country

United Kingdom

Internet address

<https://www.judiciary.uk/courts-and-tribunals/high-court/>