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Tender

Occupational Health Service & Employee Assist Programme

David MacBrayne HR (UK) Limited

F02: Contract notice

Notice identifier: 2021/S 000-006204

Procurement identifier (OCID): ocds-h6vhtk-029fae

Published 26 March 2021, 12:08pm

Section I: Contracting authority

I.1) Name and addresses

David MacBrayne HR (UK) Limited

Ferry Terminal

Gourock

PA19 1QP

Contact

Alison Ure

Email

alison.ure@calmac.co.uk

Telephone

+44 1475650243

Country

United Kingdom

NUTS code

UKM - Scotland

Internet address(es)

Main address

<http://www.calmac.co.uk>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA10923

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.3) Communication

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

www.publictendersscotland.publiccontractsscotland.gov.uk

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

www.publictendersscotland.publiccontractsscotland.gov.uk

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Other activity

Ferry Operator, Transport

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Occupational Health Service & Employee Assist Programme

II.1.2) Main CPV code

- 71317210 - Health and safety consultancy services

II.1.3) Type of contract

Services

II.1.4) Short description

David MacBrayne Limited (DML) is the parent company of CalMac Ferries Ltd, supported by a human resource subsidiary, David MacBrayne HR (UK) Ltd (DML HR). DML HR have a requirement for an Occupational Health (OH) service and Employee Assist Programme (EAP) with the aim of boosting wellbeing with ultimately a reduction in absence and sickness.

This Procurement is split into 2 Lots, Lot 1 - Occupational Health and Lot 2 - Employee Assist Programme. Suppliers may bid for both Lots. Each Lot will be evaluated separately

II.1.5) Estimated total value

Value excluding VAT: £200,000

II.1.6) Information about lots

This contract is divided into lots: Yes

Tenders may be submitted for all lots

II.2) Description

II.2.1) Title

Occupational Health Service

Lot No

1

II.2.2) Additional CPV code(s)

- 71317200 - Health and safety services
- 71317210 - Health and safety consultancy services
- 75122000 - Administrative healthcare services

II.2.3) Place of performance

NUTS codes

- UKM - Scotland

II.2.4) Description of the procurement

David MacBrayne Limited (DML) is the parent company of CalMac Ferries Ltd, supported by a human resource subsidiary, David MacBrayne HR (UK) Ltd (DML HR).

DML HR have a requirement for an Occupational Health (OH) service with the aim of boosting wellbeing with ultimately a reduction in absence and sickness.

Requirements are listed below and stated if Essential or Desirable:

Lot 1 Occupational Health Services

Geographical spread – to cover full network - remote accessibility Essential

Time/Content of Reports - number of telephone referrals; face-to-face referrals; time from referral to solution. Essential

Escalation process to challenge conflicting reports/seek clarity Essential

Additional services – GAD Assessments; Stress Audits; Stress Risk Assessments, CBT; Physio; Nutritionist - face to face and virtual etc. Workplace and Work station assessments. Sourcing costings and timeframes from 'private' hospitals for surgery/Scans/Clinical Psychological Assessments & treatment Essential

Monthly KPI Reporting Essential

Health Surveillance - Hearing tests; Hand-arm vibration syndrome; lung function tests. Nightwatch Assessments Essential

Sector Experience Essential

Quarterly OCH Case Review Panel (Doctor) where required Desirable

Technology Solutions (access for all patients to an Online Self-Help module(s) as part of therapy) Desirable

Health promotion and wellbeing - smoking, alcohol and substance misuse. As part of this strategy, requesting activities such as flu vaccinations or health checks e.g. BMI, cholesterol and BP. Desirable

The contract for this service will be let for an initial two-year duration, with optional periods of 2 x 12 months. The total contract duration is up to four years.

DML HR will contract with the most economically advantageous bidder.

DML HR may request Bidders to present their bids.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 50

Price - Weighting: 50

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

Duration in months

24

This contract is subject to renewal

Yes

Description of renewals

This contract shall operate for a term of 2 years with an option to extend for up to an additional two 12 month periods.

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

Envisaged number of candidates: 3

Objective criteria for choosing the limited number of candidates:

The Procurement will be conducted through the use of the Competitive Procedure with Negotiation. All queries about this procurement must be made via the PCS-T messaging system.

The process we will apply is:

Statements including the specific requirements can be found within Section III.1.3 of the Contract Notice.

Bidders must pass the minimum standards sections of the SPD(Scotland).

Part III and Section B of Part IV will be scored on a pass/fail basis, and section C of part IV of the SPD(Scotland) will be scored in the following way:

Questions 4C 1.2 of the SPD will be scored using the following methodology:

100- Excellent. Response is completely relevant and excellent overall. The response is comprehensive, unambiguous and demonstrates

thorough experience, knowledge or skills/capacity/capability relevant to providing similar services to similar clients.

75 - Good. Response is relevant and good. The response is sufficiently detailed to demonstrate a good amount of experience, knowledge or skills/capacity/capability relevant to providing similar services to similar clients.

50 - Acceptable. Response is relevant and acceptable. The response demonstrates broad previous experience, knowledge and skills/capacity/capability but may lack in some aspects of similarity e.g. previous experience, knowledge or skills may not be of a similar nature.

25 - Poor. Response is partially relevant but generally poor. The response shows some elements of relevance to the criterion but contains insufficient/limited detail or explanation to demonstrate

previous relevant experience/ capacity/capability.

0 - Unacceptable. Nil or inadequate response. Fails to demonstrate previous experience/capacity/capability relevant to this criterion.

The responses to the questions at Section III.1.3 of the Contract Notice will be weighted in the following way. Please see SPD(Scotland) Question 4C.1.2: 100%.

DML HR will take a minimum of three highest scoring bidders through and they will be invited to submit a tender.

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

Economic operators may be excluded from this competition if they are in any of the situations referred to in regulation 58 of the Public Contracts (Scotland) Regulations 2015.

II.2) Description

II.2.1) Title

Employee Assist Programme

Lot No

2

II.2.2) Additional CPV code(s)

- 71317200 - Health and safety services
- 71317210 - Health and safety consultancy services
- 75122000 - Administrative healthcare services

II.2.3) Place of performance

NUTS codes

- UKM - Scotland

II.2.4) Description of the procurement

David MacBrayne Limited (DML) is the parent company of CalMac Ferries Ltd, supported by a human resource subsidiary, David MacBrayne HR (UK) Ltd (DML HR).

DML HR have a requirement for an Employee Assist Programme (EAP) with the aim of boosting wellbeing with ultimately a reduction in absence and sickness.

Requirements are listed below and stated if Essential or Desirable:

Lot 2 Employee Assist Programme

Geographical spread – to cover full network - remote accessibility Essential

Monthly KPI Reporting Essential

Sector Experience Essential

Technology Solutions (access for all patients 3.1 to an Online Self-Help module(s) as part of therapy) Desirable

The contract for this service will be let for an initial two-year duration, with optional periods of 2 x 12 months. The total contract duration is up to four years.

DML HR will contract with the most economically advantageous bidder.

DML HR may request Bidders to present their bids.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 50

Price - Weighting: 50

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

Duration in months

24

This contract is subject to renewal

Yes

Description of renewals

This contract shall operate for a term of 2 years with an option to extend for up to an additional two 12 month periods.

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

Envisaged number of candidates: 3

Objective criteria for choosing the limited number of candidates:

The Procurement will be conducted through the use of the Competitive Procedure with Negotiation. All queries about this procurement must be made via the PCS-T messaging system.

The process we will apply is:

Statements including the specific requirements can be found within Section III.1.3 of the Contract Notice.

Bidders must pass the minimum standards sections of the SPD(Scotland).

Part III and Section B of Part IV will be scored on a pass/fail basis, and section C of part

IV of the SPD(Scotland) will be scored in the following way:

Questions 4C 1.2 of the SPD will be scored using the following methodology:

100- Excellent. Response is completely relevant and excellent overall. The response is comprehensive, unambiguous and demonstrates

thorough experience, knowledge or skills/capacity/capability relevant to providing similar services to similar clients.

75 - Good. Response is relevant and good. The response is sufficiently detailed to demonstrate a good amount of experience, knowledge or skills/capacity/capability relevant to providing similar services to similar clients.

50 - Acceptable. Response is relevant and acceptable. The response demonstrates broad previous experience, knowledge and skills/capacity/capability but may lack in some aspects of similarity e.g. previous experience, knowledge or skills may not be of a similar nature.

25 - Poor. Response is partially relevant but generally poor. The response shows some elements of relevance to the criterion but contains insufficient/limited detail or explanation to demonstrate

previous relevant experience/ capacity/capability.

0 - Unacceptable. Nil or inadequate response. Fails to demonstrate previous experience/capacity/capability relevant to this criterion.

The responses to the questions at Section III.1.3 of the Contract Notice will be weighted in the following way. Please see SPD(Scotland) Question 4C.1.2: 100%.

DML HR will take a minimum of three highest scoring bidders through and they will be invited to submit a tender.

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

Economic operators may be excluded from this competition if they are in any of the situations referred to in regulation 58 of the Public Contracts (Scotland) Regulations 2015.

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

List and brief description of selection criteria

Please refer to these statements when completing section 4B of the SPD (Scotland)

Statement for 4B.2

Bidders must provide their ("specific") yearly turnover for the last 3 financial years.

Statement for 4B.4

Bidders must demonstrate a Current Ratio of greater than 1.

Current Ratio will be calculated as follows; Net Current Assets divided by Net Current Liabilities

There must be no qualification or contra-indication from any evidence provided in support of the bidder's economic and financial standing

Statement for 4B5.1

It is a requirement for this contract that bidders hold or commit to obtain prior to the commencement of any subsequently awarded contract the types of Insurance indicated below;

Employer's (Compulsory) Liability Insurance = 5 Million GBP

Public Liability Insurance = 5 Million GBP

Professional Indemnity and/or Medical Negligence: 5 Million GBP

III.1.3) Technical and professional ability

List and brief description of selection criteria

This SPD (Scotland) is designed to allow DML HR to review evidence of prior experience and should not make forward-looking statements or predict where services or products may have utility for DML.

2.3 Part 4C 1.2 of the SPD (Weighting 100%) - In relation to the outlined description in Part 11.2.4 of Contract Notice, bidders are required to describe and demonstrate past experiences (in the last 3 years) in delivering similar service and relevance to DML HR bearing in mind the remote locations of some of our staff. You should include values of these Contracts

2.4 Q2.4.2 of the SPD (Weighting Pass/Fail) - Bidders will be required to provide contacts of references as detailed in Part 4C 1.2.

2.5 Q4C.7 of the SPD - Bidders will be required to produce certificates drawn up by independent bodies attesting that the bidder complies with the required environmental management systems or standards in accordance with BS EN ISO 14001:2015 (or equivalent) or produce other means of proof concerning required environmental management systems or standards.

2.6 Q4D.1 of the SPD - Bidders will be required to produce certificates drawn up by independent bodies attesting that the bidder complies with the required Quality Assurance standards in accordance with BS EN 9001:2015 (or equivalent) or produce other means of proof concerning their quality assurance schemes.

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

27 April 2021

Local time

12:00pm

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

12 May 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: 6 months before contract end date

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

Estimated Value of this Procurement is 200,000 GBP.

Questions in the ITT will be scored using the following methodology:

100 - Excellent - Response is completely relevant and excellent overall. The response is comprehensive, unambiguous and demonstrates a thorough understanding of the requirement and provides details of how the requirement will be met in full.

75 - Good - Response is relevant and good. The response is sufficiently detailed to demonstrate a good understanding and provides details on how the requirement will be fulfilled.

50 - Acceptable Response is relevant and acceptable. The response addresses a broad understanding of the requirement but may lack details on how the requirement will be fulfilled in certain areas.

25 - Poor Response is partially relevant but generally poor. The response addresses some elements of the requirement but contains insufficient/limited detail or explanation to demonstrate how the requirement will be fulfilled.

0 - Unacceptable Nil or inadequate response. Fails to demonstrate an ability to meet the requirement

Award Criteria questions can be found in the ITT together with the weightings.

COMPETITIVE PROCEDURE WITH NEGOTIATION EXPLANATION -Competitive Procedure with Negotiation (CPN) this is a two-stage procedure run along the same lines as a Restricted procedure. This requires interested parties to complete a pre-qualification stage by submitting a Single Procurement Document Scotland (SPD) before being invited to submit a tender. This down selection process allows us to limit the number of parties receiving the full tender and moving forward to the negotiation phase(s).

Under CPN tenders are submitted from down selected suppliers and are then subject to evaluation and negotiation and then re-submitted to finalise positions and allow selection of a preferred bidder.

In the event when DML HR down select to more than three (3) DML HR reserve the right to down select to three (3) prior to moving to negotiate with supplier for final offers, this

would be based on the Most Economically Advantageous Tender score achieved.

DML HR reserves the right not to conclude any Contract from either Lot for this Procurement.

The buyer is using PCS-Tender to conduct this PQQ exercise. The Project code is 18139. For more information see:

<http://www.publiccontractsscotland.gov.uk/info/InfoCentre.aspx?ID=2343>

(SC Ref:644302)

VI.4) Procedures for review

VI.4.1) Review body

Sheriff Court House

1 Nelson Street

Greenock

PA15 1TR

Email

greenock@scotcourts.gov.uk

Telephone

+44 1475787073

Country

United Kingdom