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Tender

Patient Advice and Support Service for NHS Scotland

NSS National Procurement

F02: Contract notice

Notice identifier: 2022/S 000-010886

Procurement identifier (OCID): ocds-h6vhtk-0319e7

Published 28 April 2022, 8:52am

Section I: Contracting authority

I.1) Name and addresses

NSS National Procurement

Gyle Square (NSS Head Office), 1 South Gyle Crescent

Edinburgh

EH12 9EB

Contact

Sharon Muir

Email

sharon.muir@nhs.scot

Telephone

+44 07855137179

Country

United Kingdom

NUTS code

UKM - Scotland

Internet address(es)

Main address

<http://www.nhsscotlandprocurement.scot.nhs.uk/>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA11883

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

<https://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

<https://www.publictendersscotland.publiccontractsscotland.gov.uk/>

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

Patient Advice and Support Service for NHS Scotland

Reference number

NP79823

II.1.2) Main CPV code

- 85312310 - Guidance services

II.1.3) Type of contract

Services

II.1.4) Short description

Provision of the Patient Advice and Support Service (PASS) as described in Section 18 of the Patient Rights (Scotland) Act 2011 (asp 5).

II.1.5) Estimated total value

Value excluding VAT: £4,500,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKM - Scotland

Main site or place of performance

All entities constituted pursuant to the National Health Service (Scotland) Act 1978.

II.2.4) Description of the procurement

The Patient Advice and Support Service is an independent service which provides free, accessible and confidential information, advice and support to patients and members of the public regarding NHSScotland healthcare.

The contractor will provide and/or co-ordinate a consistent service to patients and other members of the public where those affected wish to give feedback or comments or raise concerns or complaints about NHS services in Scotland.

Further details are contained within the Statement of Requirements within the tender documentation.

Note: The estimated contract value of 4.5 million GBP would be the total contract value for an initial 3 year term plus 2 x 12 month extensions.

The buyer is using PCS-Tender to carry out this procurement process. Please note this is a separate website and if you are not already registered, registration will be required.

To access PCS-Tender, record your interest in this notice and access the tender documentation please visit <https://www.publictendersscotland.publiccontractsscotland.gov.uk> and search for project Code 21185 under ITTs Open to All Suppliers. Please use the Search/Filter function, then select Project Code from the drop down. Please note that once you have expressed interest in the ITT it will move to your My ITTs area.

For further information on using PCS-Tender, please read the Supplier Response Guide: <https://www.publictendersscotland.publiccontractsscotland.gov.uk/esop/pts-host/public/pts/supplierhelppage/PCS-TSupplierResponseGuide.pdf>

If you have already registered on Public Contracts Scotland and PCS-Tender and paired your accounts you can access PCS-Tender through your Public Contracts Scotland Control Panel.

II.2.5) Award criteria

Quality criterion - Name: Service Provision, Improvements and Innovation / Weighting: 27%

Quality criterion - Name: Staff Performance and Management / Weighting: 17%

Quality criterion - Name: Service Transition including co-ordination with existing Patient Advice and Support Service / Weighting: 16%

Quality criterion - Name: Monitoring, Evaluation and Reporting of Management Information / Weighting: 10%

Price - Weighting: 30%

II.2.6) Estimated value

Value excluding VAT: £4,500,000

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

Start date

1 April 2023

End date

31 March 2026

This contract is subject to renewal

Yes

Description of renewals

The Authority is entitled at its sole discretion to extend by up to a further two (2) periods of twelve (12) months.

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.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

Detail contained within the tender documents.

III.1.2) Economic and financial standing

Minimum level(s) of standards possibly required

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

It is a requirement of this contract that bidders hold, or can commit to obtain prior to the commencement of any subsequently awarded contract, the types and levels of insurance indicated below:

Employer's (Compulsory) Liability Insurance of 5 million GBP (This requirement relates to SPD 4B.5.1) and

Public Liability Insurance of 2 million GBP (This requirement relates to SPD 4B.5.2)

III.1.3) Technical and professional ability

List and brief description of selection criteria

Detail contained within the tender 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.2.1) Previous publication concerning this procedure

Notice number: [2022/S 000-004939](#)

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

Date

30 May 2022

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

Duration in months: 3 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

30 May 2022

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 payment will be used

VI.3) Additional information

The estimated 4,500,000 GBP value (0.9 million GBP per annum) referred to in this notice is for the whole 5 year contract duration, inclusive of extension options. The agreement will be funded by the Scottish Government and is therefore outside the scope of VAT.

Fair work practices. It is a mandatory requirement of this agreement that the awarded contractor must commit to fair work practices for workers (including any sub-contractor workers) engaged in the delivery of this service and that those staff directly supporting this service will be paid the Real Living Wage.

The buyer is using PCS-Tender to conduct this ITT exercise. The Project code is 21185. For more information see:

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

Community benefits are included in this requirement. For more information see:

<https://www.gov.scot/policies/public-sector-procurement/community-benefits-in-procurement/>

A summary of the expected community benefits has been provided as follows:

It is a mandatory requirement that potential framework participants agree to support the concept, provision and ongoing development of community benefits provision in relation to this framework.

Potential framework participants are required to agree to this mandatory requirement. They are also requested to provide a brief summary of the community benefits that have recently been delivered within Scotland, if at all, and also what impact and outcomes these have achieved.

Potential framework participants are required to summarise any proposed community benefits that will be developed and delivered as part of this contract if successful or,

alternatively, potential framework participants confirm that they will engage with the NHS Scotland's Community Benefits Gateway (CBG). This gateway, developed through requests from suppliers seeking opportunities to support the delivery of community benefits within the contracting region, provides information on community benefit opportunities. The CBG is a free and easy to use online service that connects NHS Scotland suppliers with third sector community organisations within Scotland and will be used for tracking and reporting and is an approved compliant route to the realisation of community benefits.

For further information please visit -

<https://www.nss.nhs.scot/procurement-and-logistics/sustainability/access-our-community-benefit-gateway/>

(SC Ref:691152)

VI.4) Procedures for review

VI.4.1) Review body

Sheriff Court House

27 Chambers Street

Edinburgh

EH1 1LB

Country

United Kingdom