

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/013406-2021>

Contract

Workforce Management System

South Central Ambulance NHS Foundation Trust

F03: Contract award notice

Notice identifier: 2021/S 000-013406

Procurement identifier (OCID): ocds-h6vhtk-028aaa

Published 14 June 2021, 5:14pm

Section I: Contracting authority

I.1) Name and addresses

South Central Ambulance NHS Foundation Trust

7-8 Talisman Business Centre

BICESTER

OX266HR

Contact

Viv Hichens

Email

viv.hichens@scas.nhs.uk

Telephone

+44 7867449533

Country

United Kingdom

NUTS code

UKJ1 - Berkshire, Buckinghamshire and Oxfordshire

Internet address(es)

Main address

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

Buyer's address

<https://supplierlive.proactisp2p.com>

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

Workforce Management System

Reference number

DN186

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 NHS Foundation Trust (SCAS) is seeking to procure a fully

supplier hosted, managed and onward going developed, Software as a Service provided

Workforce Management Software System for use by all UK Ambulance Trusts.

All UK Ambulance Trusts currently use GRS and there is a desire to seek a solution which will

provide a total workforce management solution, incorporating the functionality currently provided by other interdependent systems.

SCAS, as lead Contracting Authority, is seeking to appoint a Supplier by 6th April 2021 who

will be responsible for developing an all-encompassing system suitable for use by all

Ambulance Trusts for a go live date for SCAS, and potentially at least two other Ambulance

Trusts, of 1st April 2022.

Please see the following link for details of all the Ambulance Trusts who may draw down on

the contract:

<https://aace.org.uk/uk-ambulance-service/map-of-nhs-ambulance-services/>

The Authority seeks bids from organisations which can demonstrate experience of providing

a complex Workforce Management Software System for use with a wide range of different personnel and who, whether or not they currently provide services to the NHS, can demonstrate:

i) a clear understanding and appreciation of:

- the complexities of the NHS;
- the Agenda for Change;
- NHS Terms and Conditions;
- The substantial range and complexity of the personnel employed and the differing terms under which they are employed;
- The interplay within the NHS marketplace and the interaction between the Department of

Health, NHSE, NHSI, Clinical Commissioning Group and many other groups.

ii) High levels of competency in developing and continually updating a system to deliver 100% accurate information in terms of hours worked by differing personnel;

iii) The ability to ensure effective, live and accurate integration between hours worked and the Authority's payroll system.

iv) Proven methodology for delivering the changing needs of an NHS body which employs a wide range of different personnel needing to take account of the Working Time

Regulations

and the interplay between annual leave, absence, TOIL, overtime, rostering and selffrostering.

v) The expertise to delivery effective and accurate integration with and data feed from the worked hours data to the Trust's Payroll provider system.

SCAS intend letting a contract for up to 10 years (an initial 5 years from the point of award on

6th April 2021 and then four years from go live on 1st April 2022 with the option thereafter to

extend by multiples of one year up to a further five years).

Other Ambulance Trusts would have the option of drawing down on the ensuing contract during its lifetime with the intention of a co-terminus date for all those Trusts utilising the contract opportunity.

SCAS intends that the contract will involve a proactive Ambulance user group who will agree

on the development pathway for each following year in conjunction with the Supplier for the

benefit of all participating Trusts and, ultimately, the Trust's patients.

The system purchased by SCAS will also be made available to Isle of Wight NHS Trust as part

of a co-operation set up between the two public bodies under Regulation 12(7). The procurement of this third-party supplier via a fully compliant OJEU process means that no private supplier has been placed "at an advantage vis-à-vis its competitors."

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £29,640,000

II.2) Description

II.2.2) Additional CPV code(s)

- 48450000 - Time accounting or human resources software package

II.2.3) Place of performance

NUTS codes

- UKJ1 - Berkshire, Buckinghamshire and Oxfordshire

II.2.4) Description of the procurement

South Central Ambulance Service NHS Foundation Trust (SCAS) is seeking to procure a fully

supplier hosted, managed and onward going developed, Software as a Service provided Workforce Management Software System for use by all UK Ambulance Trusts.

All UK Ambulance Trusts currently use GRS and there is a desire to seek a solution which will

provide a total workforce management solution, incorporating the functionality currently provided by other interdependent systems.

SCAS, as lead Contracting Authority, is seeking to appoint a Supplier by 6th April 2021 who

will be responsible for developing an all-encompassing system suitable for use by all Ambulance Trusts for a go live date for SCAS, and potentially at least two other Ambulance

Trusts, of 1st April 2022.

Please see the following link for details of all the Ambulance Trusts who may draw down on

the contract:

<https://aace.org.uk/uk-ambulance-service/map-of-nhs-ambulance-services/>

The Authority seeks bids from organisations which can demonstrate experience of providing a complex Workforce Management Software System for use with a wide range of different

personnel and who, whether or not they currently provide services to the NHS, can demonstrate:

i) a clear understanding and appreciation of:

- the complexities of the NHS;
- the Agenda for Change;
- NHS Terms and Conditions;
- The substantial range and complexity of the personnel employed and the differing terms under which they are employed;
- The interplay within the NHS marketplace and the interaction between the Department of

Health, NHSE, NHSI, Clinical Commissioning Group and many other groups.

ii) High levels of competency in developing and continually updating a system to deliver

100% accurate information in terms of hours worked by differing personnel;

iii) The ability to ensure effective, live and accurate integration between hours worked and the Authority's payroll system.

iv) Proven methodology for delivering the changing needs of an NHS body which employs a

wide range of different personnel needing to take account of the Working Time Regulations

and the interplay between annual leave, absence, TOIL, overtime, rostering and selfrostering.

v) The expertise to delivery effective and accurate integration with and data feed from the worked hours data to the Trust's Payroll provider system.

SCAS intend letting a contract for up to 10 years (an initial 5 years from the point of award on

6th April 2021 and then four years from go live on 1st April 2022 with the option thereafter to

extend by multiples of one year up to a further five years).

Other Ambulance Trusts would have the option of drawing down on the ensuing contract during its lifetime with the intention of a co-terminus date for all those Trusts utilising the contract opportunity.

SCAS intends that the contract will involve a proactive Ambulance user group who will agree

on the development pathway for each following year in conjunction with the Supplier for the

benefit of all participating Trusts and, ultimately, the Trust's patients.

The system purchased by SCAS will also be made available to Isle of Wight NHS Trust as part

of a co-operation set up between the two public bodies under Regulation 12(7). The procurement of this third-party supplier via a fully compliant OJEU process means that no private supplier has been placed "at an advantage vis-à-vis its competitors."

At this stage there is no definite commitment from the other Ambulance Trusts to draw down

under the Contract being let by SCAS, but a number of Trusts have expressed direct interest

with at least one other Trust with a current Contract that is due to expire on 31 March 2022,

enabling them to utilise the Contract scheduled to start on 1 April 2022.

The estimated value is based upon all thirteen Ambulance Trusts drawing down on the ensuing contract.

II.2.5) Award criteria

Quality criterion - Name: E-Rostering / Weighting: 15

Quality criterion - Name: Software Integration / Weighting: 15

Quality criterion - Name: Additional Functionality from current capabilities / Weighting: 10

Quality criterion - Name: Implementation plan / Weighting: 5

Quality criterion - Name: After Sales Service/Support / Weighting: 5

Quality criterion - Name: SaaS Managed Service and Customer Roadmap Delivery / Weighting: 10

Quality criterion - Name: Technical Requirements / Weighting: 10

Price - Weighting: 30

II.2.11) Information about options

Options: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

Accelerated procedure

Justification:

Prior Information Notice issued a minimum of 35 days before this Contract Notice via reference: 2020/S 243-603134

The Contracting Authority has engaged effectively with the market, providing prior information and engaging with a large number of interested parties. All of this information is

made available as part of the ITT pack.

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: [2021/S 000-000852](#)

Section V. Award of contract

Contract No

SCAS000723

Title

Workforce Management System

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

6 May 2021

V.2.2) Information about tenders

Number of tenders received: 5

Number of tenders received by electronic means: 5

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Allocate Software Limited

1 Church Road

Richmond

TW9 2QE

Country

United Kingdom

NUTS code

- UKI - London

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Initial estimated total value of the contract/lot: £29,640,000

Lowest offer: £3,000,000 / Highest offer: £29,640,000 taken into consideration

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

South Central Ambulance Service NHS Foundation Trust

Units 7 & 8, Talisman Business Centre, Talisman Road

Bicester

OX26 6HR

Email

viv.hichens@scas.nhs.uk

Telephone

+44 7867449533

Country

United Kingdom

Internet address

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