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Tender

Integrated Incident, Risk Management & Patient Safety System

The Common Services Agency (more commonly known as NHS National Services Scotland) ("NSS")

F02: Contract notice

Notice identifier: 2022/S 000-015304

Procurement identifier (OCID): ocds-h6vhtk-03426e

Published 1 June 2022, 10:07am

Section I: Contracting authority

I.1) Name and addresses

The Common Services Agency (more commonly known as NHS National Services Scotland) ("NSS")

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

Edinburgh

EH12 9EB

Email

paul.mckinney@nhs.scot

Telephone

+44 1698794410

Country

United Kingdom

NUTS code

UKM - Scotland

Internet address(es)

Main address

<http://www.nss.nhs.scot/browse/procurement-and-logistics>

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

Integrated Incident, Risk Management & Patient Safety System

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

NHS Scotland are looking to procure a integrated incident, risk management and patient safety system.

II.1.5) Estimated total value

Value excluding VAT: £5,000,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 72265000 - Software configuration services
- 72263000 - Software implementation services
- 72267000 - Software maintenance and repair services
- 72261000 - Software support services
- 72260000 - Software-related services
- 72268000 - Software supply services

II.2.3) Place of performance

NUTS codes

- UKM - Scotland

Main site or place of performance

Scotland

II.2.4) Description of the procurement

NHS Scotland has a requirement to deliver an integrated incident, risk management and patient safety system. The current system ensures NHS boards are compliant with relevant legislation and satisfies a number of legal obligations and allows production of both local and national clinical reporting. The current system is nearing end of life, with no further development expected from supplier.

The high level system requirement & purpose are as follows:

- Incidents - report, manage and investigate incidents and near misses, including Serious Adverse Events (SAE) enabling compliance with SAE policy and statutory returns (e.g. Duty of Candour).
- Claims - record all claims made against health boards, acting as both the medical negligence claims register and legal claims register, as required by health boards Scheme of Delegation to be maintained.
- FOI - record all FOI requests made and record responses, reviews and appeals thereto. This enables health boards to report to the Scottish Information Commissioner on particular elements of performance as required, and ensure we comply with the relevant legislation in this.
- Complaints - record complaints made to health boards allowing monitoring and reporting of such data.
- Risk Register – a central repository for Risk Registers, capturing both risks that arise from our activities and external risks from the environment in which we operate. This allows a process for controls, mitigation and escalation.
- M&M Reviews - support the management of Mortality & Morbidity (M&M) review meetings .
- Care Experience - record, collate and theme Care Experience feedback reports, a key component of how we define quality care.

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: £5,000,000

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

Duration in months

48

This contract is subject to renewal

Yes

Description of renewals

The intention is to have a 48 month Framework agreement. Any subsequent call off contracts will have a 4 year term with optional extension periods of 2 x 12 months.

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

Envisaged minimum number: 5

Objective criteria for choosing the limited number of candidates:

This Procurement will be conducted through the use of the Restricted Procedure. All queries about this procurement must be made via the PCS-T messaging system.

Section III.1.2 of the Contract Notice and Section 4B of the SPD (Scotland) will be scored on a pass/fail basis.

Section III.1.3 of the Contract Notice and Section 4C of the SPD (Scotland) will be scored in the following way:

0 - Unacceptable as determined by: no response or no information provided in response to the question where there is a requirement to

provide a response or information; and/or a response which demonstrates a significant misunderstanding of the question; and/or a response

which demonstrates no relevant experience in terms of scale, complexity, scope and

match to proposed service characteristics; and/or a

response which does not demonstrate capacity and capability (in terms of resources and appropriately qualified and experienced personnel).

1 - Weak as determined by: a response which provides minimum information in response to the question; and/or a response which

demonstrates minimum relevant experience in terms of scale, complexity, scope and match to proposed service characteristics; and/or a

response which fails to satisfactorily answer the question; and/or a response which demonstrates limited capacity and capability (in terms

of resources and appropriately qualified and experienced personnel) to deliver requirement.

3 - Fair as determined by: a response which provides the majority but not all of the information requested; and/or reasonable evidence of

relevant experience in terms of scale, complexity, scope and match to proposed service characteristics indicated in the response; and/or a

response which demonstrates reasonable capacity and capability (in terms of resources and appropriately qualified and experience

personnel).

5 - Good as determined by: a response which meets all aspects of the question and provides all information requested; and/or a response

which is comprehensive, unambiguous and demonstrates adequate and complete evidence of experience in terms of scale, complexity,

scope and match to proposed service characteristics and adequate capacity and capability.

- The responses to the questions of Section 4C of the SPD (Scotland) will be weighted the following way:

4C.1.2: 50%, 4C.2: 25%, 4C.6 and 4.6.1 (combined): 20%, 4C.7: 5%.

- We envisage taking the five 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

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

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) Regulations 2015.

III.1.2) Economic and financial standing

Minimum level(s) of standards possibly required

SPD Q.4B.1.1: Bidders are required to provide statement of accounts or extracts relating to their business for the previous 3 years.

Where any are risks identified by the Authority as part of the due diligence carried out on the above information the Authority may require

bidders to provide additional information to demonstrate financial standing. Additional information can include but not be limited to:

- parent company accounts (if applicable)
- deeds of guarantee
- bankers statements and references
- accountants' references
- management accounts
- financial projections, including cash flow forecasts
- details and evidence of previous contracts, including contract values
- capital availability.

Bidders who cannot provide suitable evidence of a secure financial standing may be excluded from the procurement.

Q.4B.5.1 and Q.4B.5.2: 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:

Employers liability insurance: 5 000 000 GBP;

Public liability insurance: 1 000 000 GBP;

Professional indemnity insurance: 1 000 000 GBP.

III.1.3) Technical and professional ability

List and brief description of selection criteria

4C.1.2 Please provide details of three relevant examples of services carried out during the last three years.

Weighting of 50% as per scoring model in section II.2.9.

4.C.2 Bidders will be required to confirm details of the technicians or technical bodies such as ISO or equivalent who they can call upon, especially those responsible for quality control. Please provide examples such as the following:

- Cyber Essentials
- ISO 9001 - Quality Management Systems
- ISO 19650 - Building Information Modelling (BIM)
- ISO 19510 - Object Management Group Business Process Model and Notation
- ISO 27001 - Information Security Management
- ISO 27017 - Code of practice for information security controls
- ISO 27018 - Code of practice for protection of personally identifiable information (PII) in public clouds acting as PII processors
- ISO 55001 - Asset Management
- UK Government 14 Cloud Security Principles

Please state the relevance of any such educational and professional qualifications.

Weighting of 25% as per scoring model in section II.2.9.

4C.6: Bidders will be required to confirm that they and/or the service provider have relevant educational and professional qualifications such as the following: PRINCE2, ISO27001 or equivalent ITIL qualifications [Helpdesk, etc] or equivalent other professional qualifications relevant to the services outlined in the Contract Notice.

Please state the relevance of any such educational and professional qualifications.

And:

4C.6.1: Bidders will be required to confirm that they and/or the service provider's managerial staff have relevant educational and

professional qualifications such as the following: PRINCE2, ISO27001 or equivalent ITIL qualifications [Helpdesk, etc] or equivalent

other professional qualifications relevant to the services outlined in the Contract Notice.

Please state the relevance of any such educational and professional qualifications.

Weighting of 20% (4C.6 and 4C.6.1 combined) as per scoring model in section II.2.9.

4C.7: Bidders will be required to confirm that they will employ environmental management measures that meet the following requirements:

Compliance with the Waste Electrical and Electronic Equipment Directive (WEEE).

Weighting of 5% as per scoring model in section II.2.9.

4C.10: Bidders will be required to confirm whether they intend to subcontract and, if so, for what proportion of the contract.

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Restricted procedure

IV.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

Framework agreement with a single operator

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: [2020/S 096-230688](#)

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

Date

1 July 2022

Local time

12:00pm

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

25 August 2022

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

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

The Common Services Agency (more commonly known as National Services Scotland) ('the Authority') acting through its division National Procurement, is undertaking this procurement of Integrated Incident, Risk Management & Patient Safety System ('Products') on behalf of all entities constituted pursuant to the National Health Service (Scotland) Act 1978, (i.e. all NHS Scotland Health Boards, Special Health Boards and the Authority or other NHS Organisation established pursuant to the NHS (Scotland) Act 1978), any integrated Joint Boards established pursuant to the new Public Bodies (Joint Working) Scotland Act 2014 (collectively hereafter referred to as 'Participating Authorities'), where applicable and Scottish Hospices.

The estimated values referred to in Section II.1.5 and 11.2.6 covers the 48 months call off contract duration and the 24 month extension period.

The award criteria questions and weightings will be published in the ITT.

The buyer is using PCS-Tender to conduct this ITT exercise.

A sub-contract clause has been included in this contract. For more information see:

<http://www.publiccontractsscotland.gov.uk/info/InfoCentre.aspx?ID=2363>

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

<http://www.publiccontractsscotland.gov.uk/info/InfoCentre.aspx?ID=2361>

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

The Public Sector in Scotland is committed to the delivery of high quality public services, and recognises that this is critically dependent on a workforce that is well-rewarded, well-motivated, well-led, has access to appropriate opportunities for training and skills development, diverse and engaged in decision making. These factors are also important for workforce recruitment and retention, and thus continuity of service.

Public Bodies in Scotland are adopting fair work practices, which include:

- a fair and equal pay policy that includes a commitment to supporting the living wage, including, for example being a living wage accredited employer;
- clear managerial responsibility to nurture talent and help individuals fulfil their potential, including for example, a strong commitment to

modern apprenticeships and the development of Scotland's young workforce;

- promoting equality of opportunity and developing a workforce which reflects the population of Scotland in terms of characteristics such

as age, gender, religion or belief, race, sexual orientation and disability;

- support for learning and development;

- stability of employment and hours of work, and avoiding exploitative employment practices, including for example no inappropriate use

of zero-hours contracts;

- flexible working (including for example practices such as flexi-time and career breaks) and support for family friendly working and wider

work life balance;

- support progressive workforce engagement, for example Trade Union recognition and representation where possible, otherwise alternative arrangements to give staff an effective voice. In order to ensure the highest standards of service quality in this contract we expect contractors to take a similarly positive approach to fair work practices as part of a fair and equitable employment and reward package.

The buyer is using PCS-Tender to conduct this PQQ exercise. The Project code is 21462. For more information see:

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

The Contracting Authority does not intend to include a sub-contract clause as part of

community benefits (as per Section 25 of the Procurement Reform (Scotland) Act 2014) in this contract for the following reason:

It's not anticipated that a sub contract clause will be required as part of this procurement.

The Contracting Authority does not intend to include any community benefit requirements in this contract for the following reason:

There will be no community benefits clause included in this contract as this will be a non-scored element of the ITT.

(SC Ref:694810)

VI.4) Procedures for review

VI.4.1) Review body

Sheriff Court House

27 Chambers Street

Edinburgh

EH1 1LB

Email

edinburgh@scotcourts.gov.uk

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

Economic operators should approach the contracting authority in the first instance. However, the only formal remedy is to apply to the courts:

An economic operator that suffers, or is at risk of suffering, loss or damage attributable to a breach of duty under the Public Contracts (Scotland) Regulations 2015 or the Procurement Reform (Scotland) Act 2014, may bring proceedings in the Sheriff Court or the Court of Session.

