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Tender

## **National Framework Agreement for Audiology Patient Management Systems**

Countess of Chester Hospital NHS Foundation Trust

F02: Contract notice

Notice identifier: 2021/S 000-018520

Procurement identifier (OCID): ocids-h6vhtk-02cfc6

Published 2 August 2021, 10:45pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Countess of Chester Hospital NHS Foundation Trust

Liverpool Road

Chester

CH2 1UL

#### **Email**

[info@coch-cps.co.uk](mailto:info@coch-cps.co.uk)

#### **Country**

United Kingdom

#### **NUTS code**

UK - United Kingdom

#### **Internet address(es)**

Main address

[www.coch.nhs.uk](http://www.coch.nhs.uk)

## **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.nhssourcing.co.uk](http://www.nhssourcing.co.uk)

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

[www.nhssourcing.co.uk](http://www.nhssourcing.co.uk)

Tenders or requests to participate must be submitted to the above-mentioned address

## **I.4) Type of the contracting authority**

Ministry or any other national or federal authority

## **I.5) Main activity**

Health

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

National Framework Agreement for Audiology Patient Management Systems

Reference number

F/079/AUD/21/IB

#### **II.1.2) Main CPV code**

- 48000000 - Software package and information systems

#### **II.1.3) Type of contract**

Supplies

#### **II.1.4) Short description**

The Countess of Chester Hospital NHS Foundation Trust, through its commercial procurement services, wishes to award a multi-supplier national framework agreement with two lots:

Lot 1: Provision of Complete Audiology Patient Management System;

Lot 2: Provision of Ongoing Service, Maintenance and Support.

Lot 2 is expected to be used to award contracts for the ongoing maintenance of an already installed system.

Tenders may be submitted for one or both lots.

#### **II.1.5) Estimated total value**

Value excluding VAT: £15,000,000

#### **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**

Provision of Complete Audiology Patient Management System

Lot No

1

### **II.2.2) Additional CPV code(s)**

- 48000000 - Software package and information systems

### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

### **II.2.4) Description of the procurement**

Lot 1 concerns the provision of a complete Audiology Patient Management System, including all associated service, maintenance and support. This includes support for the transition from a legacy system.

### **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

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

Duration in months

48

This contract is subject to renewal

No

### **II.2.10) Information about variants**

Variants will be accepted: Yes

### **II.2.11) Information about options**

Options: Yes

Description of options

The term of this framework agreement will be two years (24 months) from the commencement date with an option to extend twice for a further one year (12 months) on each occasion. The maximum duration of this framework agreement will be four years (48 months).

### **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) Description**

### **II.2.1) Title**

Provision of Ongoing Service, Maintenance and Support

Lot No

2

### **II.2.2) Additional CPV code(s)**

- 48000000 - Software package and information systems

### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

### **II.2.4) Description of the procurement**

Lot 2 is for any Client that has an existing Audiology Patient Management System and needs to procure ongoing services to enable the continued operation of the system.

### **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

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

Duration in months

48

This contract is subject to renewal

No

#### **II.2.10) Information about variants**

Variants will be accepted: Yes

#### **II.2.11) Information about options**

Options: Yes

Description of options

The term of this framework agreement will be two years (24 months) from the commencement date with an option to extend twice for a further one year (12 months) on each occasion. The maximum duration of this framework agreement will be four years (48 months).

#### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

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### **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

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### **Section IV. Procedure**

## **IV.1) Description**

### **IV.1.1) Type of procedure**

Open 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 several operators

### **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

6 September 2021

Local time

2:00pm

### **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

8 September 2021

Local time

2:00pm

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## **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**

How to express interest and bid for this opportunity

- 1) Browse to the esourcing portal <https://www.nhssourcing.co.uk> and click on view current opportunities;
- 2) Select the title of the ITT.
- 3) Review the ITT, framework agreement specification, prerequisites and list of eligible users (you may do this without registering).
- 4) Register your organisation on the eSourcing portal (this is only required once).
- 5) Accept the portal terms and conditions and click 'continue', enter your organisation and user details; note the username you chose and click 'Save' when complete; you will shortly receive an e-mail with your unique password (please keep this secure);
- 6) Login to the portal with the username/password.
- 7) Click the 'PQQs/ITTs Open To All Suppliers' link (These are pre-qualification questionnaires or invitations to tender open to any registered supplier).
- 8) Click on the relevant PQQ/ITT to access the content.
- 9) Click the 'Express Interest' button at the top of the page. This will move the PQQ/ITT into your 'My PQQs/My ITTs' page (This is a secure area reserved for your projects only). You can now access any attachments by clicking 'Buyer Attachments' in the



‘PQQ/ITT Details’ box.

10) Responding to the ITT. Click ‘My Response’ under ‘PQQ/ITT Details’, you can choose to ‘Create Response’ or to ‘Decline to Respond’ (please give a reason if declining).

You can now use the messages function to communicate with the buyer and seek any clarification. Note the deadline for completion, then follow the on-screen instructions to complete the ITT There may be a mixture of online and offline actions for you to perform (there is detailed online help available). You must then submit your reply using the ‘Submit Response’ button at the top of the page. If you require any further assistance please consult the online help or contact the eTendering help desk.

## **VI.4) Procedures for review**

### **VI.4.1) Review body**

Royal Courts of Justice

London

Country

United Kingdom