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Tender

Student Award System

NHS Wales Shared Services Partnership-Procurement Services (hosted by Velindre University NHS Trust)

F02: Contract notice

Notice identifier: 2021/S 000-019985

Procurement identifier (OCID): ocds-h6vhtk-02d57f

Published 16 August 2021, 4:44pm

Section I: Contracting authority

I.1) Name and addresses

NHS Wales Shared Services Partnership-Procurement Services (hosted by Velindre University NHS Trust)

4-5 Charnwood Court,, Heol Billingsley, Parc Nantgarw

Cardiff

CF15 7QZ

Email

Michael.Veasey@wales.nhs.uk

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

<https://nwssp.nhs.wales/>

Buyer's address

https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA0221

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://etenderwales.bravosolution.co.uk/web/login.shtml>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://etenderwales.bravosolution.co.uk/web/login.shtml>

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

Student Award System

Reference number

AW049

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 purpose of the Student Awards System is to manage the processing of student bursary applications. The Student Awards Service Team process circa 9,600 student applications a year and receive circa 12,000 phones call a year.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKL - Wales

II.2.4) Description of the procurement

The purpose of the Student Awards System is to manage the processing of student bursary applications. The Student Awards Service Team process circa 9,600 student applications a year and receive circa 12,000 phones call a year.

The project scope will focus on the Students Awards Service and Student Streamlining Service within the Employment Services Division of NWSSP and will engage with key stakeholders such as Students, Higher Education Institutes and Commissioning body Health Education and Improvement Wales (HEIW).

The overall project scope is to provide a procured framework for Shared Services to draw down a Student Bursary Application solution to support the management of bursary applications and contribute to improving the bursary application experience for Healthcare Students. In addition to that, the solution is required to support a number of additional service efficiencies that have been identified and present timely opportunities to align with other key initiatives such as Student Streamlining. The solution will also be required to support the delivery of our entire services for Healthcare Students and stakeholders in both Welsh & English throughout each stage of the solution.

DELIVERABLES

The key deliverables for the Student Awards Bursary System will be bilingual & based on the following:

1. Implement, test & go live achieved before 31st March 2022 – Bursary solution.
2. Implement, test & go live Student Streamlining module – Autumn 2022. Interface will be required for this module.
3. Receive online student applications.
4. Request evidence to support the student application.
5. Enable assessment of the application and evidence by the service.
6. Adhere to Information Governance policies and procedures where applicable and maintains confidentiality.
7. Communicate application outcomes to students.
8. Provide knowledge management to students via solution.
9. The solution must be able to function in Welsh and English for students and operational stakeholders applying the same functionality principles at each stage of the solution and comply with Welsh Language Measure Act 2011 & Welsh Language Standards 2018.
10. Ability to monitor progress & performance through stages of student bursary pathway.
11. Digital dashboard that is interoperable for key end user & stakeholder.

i. Student dashboard

ii. Team dashboard

iii. Manager dashboard

iv. Stakeholder view

12. Suite of standard & customisable reporting based on business rules highlighting for example performance delays / bottlenecks within pathway with an ability to directly link with non-compliance records (drill down). This function would be available to the administrator licence.

13. Ability to interface with other NHS organisational systems (details of systems below).

14. Document management functionality & sharing across stakeholder group.

15. The solution must be the source of all communication and multi - faceted in respect of managing notifications, email, intelligent FAQ system.

16. Functionality to sign up to terms & conditions to an identifiable category of students. This function will also need to support multiple versions of the terms and conditions.

17. Push workload. For example re-assigning workload.

18. Solution must maximise use of technology to validate evidence.

19. Chatbot technology with AI.

20. Cloud based solution.

21. Compatible with Microsoft 365.

II.2.5) Award criteria

Quality criterion - Name: Technical / Weighting: 70

Cost criterion - Name: Cost / Weighting: 30

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

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

Extension periods of 12 months and 12 months available.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

See tender documentation for optional extras which may or may not be utilised during the contract duration.

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.1.2) 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

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

Date

16 September 2021

Local time

12:00pm

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

English, Welsh

IV.2.7) Conditions for opening of tenders

Date

17 September 2021

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

NOTE: The authority is using eTenderwales to carry out this procurement process. To obtain further information record your interest on Sell2Wales at

https://www.sell2wales.gov.wales/search/search_switch.aspx?ID=113254

(WA Ref:113254)

VI.4) Procedures for review

VI.4.1) Review body

High Court

Royal Courts of Justice, The Strand

London

WC2A 2LL

Telephone

+44 2079477501

Country

United Kingdom