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Tender

Social Media Moderation Services

NHS Digital

F02: Contract notice

Notice identifier: 2021/S 000-020591

Procurement identifier (OCID): ocds-h6vhtk-02d7de

Published 23 August 2021, 11:08am

Section I: Contracting authority

I.1) Name and addresses

NHS Digital

7 & 8 Wellington Place

Leeds

LS1 4AP

Email

nhsdcommercial@nhs.net

Country

United Kingdom

NUTS code

UKE42 - Leeds

Internet address(es)

Main address

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

Buyer's address

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

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<http://health.atamis.co.uk>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<http://health.atamis.co.uk>

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

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

<http://health.atamis.co.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

Social Media Moderation Services

Reference number

C40828

II.1.2) Main CPV code

- 98000000 - Other community, social and personal services

II.1.3) Type of contract

Services

II.1.4) Short description

Comment moderation services on activity around certain NHS campaigns on social media and paid-for content running across Facebook, Twitter and Instagram. Details of how to register an interest can be found at <https://health-family.force.com/s/Welcome> and click on View our Live Opportunities

II.1.5) Estimated total value

Value excluding VAT: £1,000,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 98000000 - Other community, social and personal services

II.2.3) Place of performance

NUTS codes

- UKE42 - Leeds

Main site or place of performance

Leeds

II.2.4) Description of the procurement

Comment moderation services on activity around certain NHS campaigns on social media and paid-for content running across Facebook, Twitter and Instagram. Details of how to register an interest can be found at <https://health-family.force.com/s/Welcome> and click on View our Live Opportunities

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: £1,000,000

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

Duration in months

48

This contract is subject to renewal

No

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.1.2) Economic and financial standing

List and brief description of selection criteria

See ITT documents

Minimum level(s) of standards possibly required

See ITT documents

III.1.3) Technical and professional ability

List and brief description of selection criteria

See ITT documents

Minimum level(s) of standards possibly required

See ITT documents

III.2) Conditions related to the contract

III.2.2) Contract performance conditions

See ITT 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

23 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

23 September 2021

Local time

2:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

VI.4) Procedures for review

VI.4.1) Review body

High Court

39 Victoria Street

London

SW1H 0EU

Country

United Kingdom

Internet address

<https://www.gov.uk/government/organisations/department-of-health-and-social-care>

VI.4.2) Body responsible for mediation procedures

NHS Digital

7 & 8 Wellington Place

Leeds

LS1 4AP

Country

United Kingdom

Internet address

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

VI.4.4) Service from which information about the review procedure may be obtained

NHS Digital

7 & 8 Wellington Place

Leeds

LS1 4AP

Country

United Kingdom

Internet address

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