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Planning

UHB Leased PC Replacement Managed Service - Market Engagement

University Hospitals Birmingham NHS Foundation Trust

F01: Prior information notice

Prior information only

Notice identifier: 2022/S 000-021756

Procurement identifier (OCID): ocds-h6vhtk-0359e6

Published 8 August 2022, 3:14pm

Section I: Contracting authority

I.1) Name and addresses

University Hospitals Birmingham NHS Foundation Trust

Mindelsohn Way

Birmingham

B15 2WB

Contact

Abdul Alim

Email

Abdul.Alim@uhb.nhs.uk

Telephone

+44 1213712000

Country

United Kingdom

NUTS code

UKG31 - Birmingham

Internet address(es)

Main address

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

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.3) Communication

Additional information can be obtained from another address:

BSOL Procurement Collaborative

Procurement Office, Ground Floor, Regent Court

Birmingham

B15 1NU

Email

Abdul.Alim@uhb.nhs.uk

Country

United Kingdom

NUTS code

UKG31 - Birmingham

Internet address(es)

Main address

https://nhs.bravosolution.co.uk/nhs_collaborative/web/login.html

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

https://nhs.bravosolution.co.uk/nhs_collaborative/web/login.html

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

UHB Leased PC Replacement Managed Service - Market Engagement

Reference number

PROC.08.0405

II.1.2) Main CPV code

- 72500000 - Computer-related services

II.1.3) Type of contract

Services

II.1.4) Short description

University Hospitals Birmingham NHS Foundation Trust are seeking to engage with suppliers interested in its upcoming requirement for a Leased PC Replacement Managed Service.

University Hospitals Birmingham NHS Foundation Trust (UHB), which manages and operates Queen Elizabeth Hospital Birmingham, Birmingham Heartlands Hospital, Solihull Hospital, Good Hope Hospital and Birmingham Chest Clinic, is one of the largest teaching hospital trusts in England, serving a regional, national and international population. The Trust is a regional centre for cancer, trauma, renal dialysis, burns and plastics, HIV and AIDS, as well as respiratory conditions like cystic fibrosis. It has expertise in premature baby care, bone marrow transplants and thoracic surgery and provides the largest solid organ transplantation programme in Europe. It provides a series of highly specialist cardiac, liver and neurosurgery services to patients from across the UK.

Having over 22,000 members of staff across five main sites and providing cutting edge medical services requires a significant investment in IT equipment and services. The Trust's IT department employs over 300 staff. It is regarded as a Global Digital Exemplar and is accredited with ISO9001 and ISO27001. The department maintains and supports over 45,000 hardware assets, including around 3,300 laptops and 11,000 PC devices.

To maintain a high level of service, serviceability and security, IT equipment is subject to a continual refresh cycle, in which around 4,000 Dell PCs installed at hospital and clinical locations across the Trust are replaced each year. The Trust now seeks a suitably

experienced and qualified contractor to fully manage all aspects of this service.

Suppliers who are able to offer solutions relevant to this requirement are invited to express an interest and respond to a market engagement questionnaire. Further details on how to do this are contained within the additional information section of this notice.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 48311000 - Document management software package
- 72100000 - Hardware consultancy services
- 72510000 - Computer-related management services
- 72512000 - Document management services
- 72810000 - Computer audit services
- 72820000 - Computer testing services

II.2.3) Place of performance

NUTS codes

- UKG31 - Birmingham

II.2.4) Description of the procurement

University Hospitals Birmingham NHS Foundation Trust wishes to establish a contract for Fully Managed PC Lease Replacement Services at the Trust's Premises and Locations, which include: Queen Elizabeth, Heartlands, Good Hope and Solihull Hospitals, Birmingham Chest Clinic and various community sites across Birmingham and Solihull.

The Contractor shall be able to provide to the Authority:

A full end-to-end service, with responsibility for managing the receipt, secure storage, configuration, transportation and installation of all leased PCs from the Trust's equipment supplier. However, ordering of equipment will remain the responsibility of the Trust.

Accessible document management system storing all signed contract, inventory and delivery note information.

Audit of new equipment received from the Trust's equipment supplier – a reporting mechanism must be in place, confirming: quantities received, quality of packaging and any damages. Damaged items are to be notified to, and returned to the lease PC supplier and replacements requested. The service provider must produce a documented procedure for this, which must meet the approval of the Trust and the lease PC supplier.

Asset inventory, accessible by the Trust – details of each device must be scanned and recorded, including but not limited to Asset and Service tags and location.

Secure transportation of Trust devices to Trust storage locations and hospital sites. Transfer of location information must be recorded and accessible by the Trust at all times.

Project planning and a schedule of works for recovery and replacement with new devices in the live environment which is aligned to the Trust's leased PC contract.

A documented procedure to action Trust requests for new leased PC installations, which should include: configuration of devices and adding the equipment's asset and lifecycle details to the lease replacement programme record.

Imaging and testing of all PCs to the Trust's standards prior to deployment. The Contractor must be able to complete this work at its own secure facility.

An onsite project team, which will act as an extension to the Trust's IT Services, to carry out all tasks associated with:

identification and communication with end users

review and recording existing end-user software installed on devices

installation and testing of all software onto replacement devices. For clarity, this includes specialist software applications installed on the device being replaced and not just the standard image.

recording of deployment location: Site/Building/Department/Room/data-outlet

recording completion of each PC replacement to the end-users' satisfaction

recording the physical state of each PC when being removed from its end-user location, rated in line with the Trust's lease PC supplier quality matrix

Removal from site and secure storage of the old PCs.

Secure, inventoried packaging of retired PCs ready for collection by the Trust's lease PC supplier.

Organisation, verification and recording of collections by the Trust's lease PC supplier in line with the Trust's contractual obligations to avoid late return charges.

This exercise is intended to provide potential bidders with the opportunity to review the Authority's Briefing Document and to provide information regarding the services they can offer that could meet these outline requirements. This builds on the Authority's commitment to engage with the market, by sharing information and seeking input from the market to enable us to develop the final specification and determine the appropriate route to market in a fair and transparent manner.

Suppliers who are able to offer solutions relevant to this requirement are invited to express an interest and respond to a market engagement questionnaire. Further details on how to do this are contained within the additional information section of this notice.

II.2.14) Additional information

Suppliers wishing to participate in this market engagement exercise and express an interest in this requirement should respond to the questionnaire via the online form on the Bravo Portal by 13:00 on 5th September 2022

Bravo ref: project__24425- UHB Leased PC Replacement Managed Service - Market Engagement

Direct link to response form:

<https://nhs.bravosolution.co.uk/go/6955036301827DA5099E>

II.3) Estimated date of publication of contract notice

7 November 2022

Section IV. Procedure

IV.1) Description

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: No

Section VI. Complementary information

VI.3) Additional information

Suppliers wishing to participate in this market engagement exercise and express an interest in this requirement should respond to the questionnaire via the online form on the Bravo Portal by 13:00 on 5th September 2022

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