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Tender

Patient/Carer Feedback Service Website

National Procurement, NHS Scotland

F02: Contract notice

Notice identifier: 2021/S 000-030829

Procurement identifier (OCID): ocds-h6vhtk-02ffe4

Published 10 December 2021, 2:14pm

Section I: Contracting authority

I.1) Name and addresses

National Procurement, NHS Scotland

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

Edinburgh

EH12 9EB

Contact

Paul McKinney

Email

paul.mckinney@nhs.scot

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

Patient/Carer Feedback Service Website

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 NSS is acting on behalf of The Scottish Government Planning and Quality Division in procuring the appropriate technology and services to provide a Patient/Carer feedback website for NHS Scotland.

II.1.5) Estimated total value

Value excluding VAT: £900,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems

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 NSS is acting on behalf of The Scottish Government Planning and Quality Division in procuring the appropriate technology and services to provide a Patient/Carer feedback website for NHS Scotland.

The requirement is for a website that enables people to post their experiences of receiving health and care services publicly online. Although anonymous, the site should record where the person is based (by postcode) and what service they are offering feedback about. The feedback will then be sent by the Service Provider to the appropriate healthcare service manager or clinician for a response or responses, which will be published online alongside the original post. The system will enable any resulting dialogue to be posted online in order to share learning and facilitate improvement. The service provider will be expected to provide training and support to organisations, throughout the contract, to encourage best use of feedback i improvement to services.

The service will be available to all NHS Territorial Boards and certain Special Boards in Scotland and should include provision to allow other health and social care providers to become registered responders. The site shall record whether each story is posted by a patient, service user, parent/guardian, family member, carer, member of staff, or someone posting on behalf of a patient or carer, and this information shall be made available in reports to registered organisations.

II.2.5) Award criteria

Quality criterion - Name: Response to NHS NSS Requirements / Weighting: 85

Price - Weighting: 15

II.2.6) Estimated value

Value excluding VAT: £900,000

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

II.2.14) Additional information

The budget for the specification is 800000 GBP over a 4 year term. However, the value may increase by up to 100000 GBP for extension pilot programmes.

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

All suppliers bidding for this requirement must submit a completed Single Procurement Document (SPD), which can be found within project 20258 on PCS-Tender.

III.1.2) Economic and financial standing

List and brief description of selection criteria

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 commence 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

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

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 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

- UK Government 14 Cloud Security Principles

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

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: 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: 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.

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).

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

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

14 January 2022

Local time

12:00pm

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

English

IV.2.7) Conditions for opening of tenders

Date

14 January 2022

Local time

12:00pm

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 budget for the specification is 800000 GBP over a 4 year term. However, the value may increase by up to 100000 GBP for extension pilot programmes.

Economic operators may be excluded from this competition if they are in any of the situations referred to in regulation 58 of the Public Contracts (Scotland) Regulations 2015.

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.

Bidders will need to describe how they will commit to fair work practices for workers (including any agency or subcontractor workers) engaged in the delivery of this contract.

The buyer is using PCS-Tender to conduct this ITT exercise. The Project code is 20258. For more information see:

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

(SC Ref:676273)

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.