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Tender

## **External Workforce Resources Framework Agreement**

Digital Health and Care Wales (DHCW)

F02: Contract notice

Notice identifier: 2022/S 000-036393

Procurement identifier (OCID): ocids-h6vhtk-0393c2

Published 22 December 2022, 1:48pm

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

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

Digital Health and Care Wales (DHCW)

Ty Glan-yr-Afon, 21 Cowbridge Road East

Cardiff

CF11 9AD

#### **Contact**

Allison Roblin

#### **Email**

[allison.roblin1@wales.nhs.uk](mailto:allison.roblin1@wales.nhs.uk)

#### **Country**

United Kingdom

## **NUTS code**

UK - United Kingdom

## **Internet address(es)**

Main address

<http://dhcw.nhs.wales>

Buyer's address

[https://www.sell2wales.gov.wales/search/Search\\_AuthProfile.aspx?ID=AA0221](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>

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>

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://etenderwales.bravosolution.co.uk>

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

Body governed by public law

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

Health

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## **Section II: Object**

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

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

External Workforce Resources Framework Agreement

Reference number

P812

#### **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**

Digital Health and Care Wales (“DHCW”) is seeking to establish a multi-lot, multi-vendor Framework Agreement to secure external resources from the market to provide DHCW with the required level of capacity and capability to meet the organisation’s Business Plan and objectives.

The Framework will consist of 5 lots with at least one (1) supplier (“Contractors”) but no more than four (4) suppliers awarded a place on each lot.

Each lot shall be formed in two (2) parts:

- Input based resource requirements, where the services of one (1) or more individual is required for a finite period of time to augment existing resources and improve capacity for and/or contribute to or provide a specific deliverable.
- Output based assignments, where a package of work issued by the Authority is based on a requirements or design specification according to a defined scope and within an agreed timescale, working independently with an appropriately structured team, managed by the Supplier.

Each lot shall be set up as follows:

- Lot 1 – Planning and Delivery
- Lot 2 – Specialist Application Development
- Lot 3 – Specialist Infrastructure Delivery
- Lot 4 – Networking Design and Management
- Lot 5 – End User Computing Arrangements

Suppliers will be able to bid for a maximum of 3 lots only.

The Framework will enable DHCW to call off requirements via a “mini competition” or “direct award” arrangement via work-package based assignments.

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

Value excluding VAT: £10,000,000

### **II.1.6) Information about lots**

This contract is divided into lots: Yes

Tenders may be submitted for maximum number of lots  
3

## **II.2) Description**

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

Specialist Application Development

Lot No

2

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

- 72000000 - IT services: consulting, software development, Internet and support

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

NUTS codes

- UKL - Wales

Main site or place of performance

Digital Health and Care Wales

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

Lot 2 is to provide DHCW with specialist application development resources to support DHCW in the delivery of a complex set of products and services. Suppliers will be required to provide the resources to meet the following input-based requirements:

- Application developers augmenting in-house product teams
- Devops, integration and technical deployment
- Test resources
- User experience design
- Product architects
- Technical Scrum Masters (or equivalent)
- Clinical safety specialists

DHCW also requires specialist resources to support the delivery of the following examples of output-based work packages:

- Application Development (full life cycle)
- Product Architecture and Interoperability Development
- Data and analytics development

#### **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: 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) Description**

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

Specialist Infrastructure Delivery

Lot No

3

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

- 72000000 - IT services: consulting, software development, Internet and support

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

NUTS codes

- UKL - Wales

Main site or place of performance

Digital Health and Care Wales

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

Lot3 is to provide DHCW with specialist infrastructure delivery resources to support DHCW in the delivery of a complex set of products and services. Suppliers will be required to provide the resources to meet the following input-based requirements:

- On premise infrastructure and cloud engineers
- Infrastructure operations
- Infrastructure Design

DHCW also requires specialist resources to support the delivery of the following examples of output-based work packages:

- System Infrastructure / Technical architecture design

#### **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: 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) Description**

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

Networking Design and Management

Lot No

4

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

- 72000000 - IT services: consulting, software development, Internet and support

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

NUTS codes

- UKL - Wales

Main site or place of performance

Digital Health and Care Wales

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

Lot 4 is to provide DHCW with specialist networking design and management resources to support DHCW in the delivery of a complex set of products and services. Suppliers will be required to provide the resources to meet the following input-based requirements:

- Network Engineer

- Security Specialist

DHCW also requires specialist resources to support the delivery of the following examples of output-based work packages:



- Cyber security, communications and networking design

### **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: 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) Description**

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

End User Computing Requirements

Lot No

5

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

- 72000000 - IT services: consulting, software development, Internet and support

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

NUTS codes

- UKL - Wales

Main site or place of performance

Digital Health and Care Wales

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

Lot 5 is to provide DHCW with specialist end user computing resources to support DHCW in the delivery of a complex set of products and services. Suppliers will be required to provide the resources to meet the following input-based requirements:

- Service Desk Analyst
- Senior Service Desk Analyst
- Service Desk Team Leader
- End User Computing Engineer

DHCW also requires specialist resources to support the delivery of the following examples of output-based work packages:

- Deployment of printer upgrade programme for GP practices across Wales

### **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: 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) Description**

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

Planning and Delivery

Lot No

1

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

- 72000000 - IT services: consulting, software development, Internet and support

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

NUTS codes

- UKL - Wales

Main site or place of performance

Digital Health and Care Wales

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

Lot 1 is to provide DHCW with specialist planning and delivery resources to support DHCW in the delivery of a complex set of products and services. Suppliers will be required to provide

the resources to meet the following input-based requirements:

- Project Manager
- Programme Manager
- Change Manager
- Other project administrative roles

DHCW also requires specialist resources to support the delivery of the following examples of output-based work packages:

- Strategy and change management programme

### **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: 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

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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

Envisaged maximum number of participants to the framework agreement: 20

#### **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

26 January 2023

Local time

11:30am

**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: 6 (from the date stated for receipt of tender)

**IV.2.7) Conditions for opening of tenders**

Date

26 January 2023

Local time

12:00pm

Place

eTenderwales Bravo Solution Portal

Information about authorised persons and opening procedure

All bids will remain sealed until the tender closes and will then be opened sequentially by the Procurement Lead.

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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**

The Bravo Solution project code for this procurement is: 51687

The ITT code is: 100137

Suppliers Instructions - How to Express Interest in this Tender~:

1. Register your company on the eSourcing portal (this is only required once)

- Browse to the eSourcing Portal:

<https://etenderwales.bravosolution.co.uk>

- Click the link to register

- Accept the terms and conditions and click 'continue'

- Enter your correct business and user details

- Note the username you chose and click 'Save' when complete

- You will shortly receive an email with your unique password (please keep this secure)

2. Express an Interest in the tender:

- Login to the portal with the username/password

- Click the 'PQQs / ITTs Open To All Suppliers' link. (These are Pre-Qualification

Questionnaires or Invitations to Tender open to any registered supplier)

- Click on the relevant PQQ/ ITT to access the content
- 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

### 3. Responding to the tender

- 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 onscreen instructions to complete the PQQ/ ITT
- There may be a mixture of online & 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.

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=126034](https://www.sell2wales.gov.wales/search/search_switch.aspx?ID=126034)

(WA Ref:126034)

## **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