

This notice in TED website: <http://ted.europa.eu/udl?uri=TED:NOTICE:300769-2018:TEXT:EN:HTML>

**United Kingdom-Newcastle Upon Tyne: Business services:
law, marketing, consulting, recruitment, printing and security
2018/S 132-300769**

Contract notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1) Name and addresses

NHS Business Services Authority
Stella House, Goldcrest Way, Newburn Riverside Business Park
Newcastle Upon Tyne
NE15 8NY
United Kingdom
Contact person: Angela Nixon-Moore
Telephone: +44 1912127319
E-mail: angela.nixon-moore@nhs.net
Fax: +44 1912446486
NUTS code: UK

Internet address(es):

Main address: <https://nhsbsa.bravosolution.co.uk>
Address of the buyer profile: <https://www.nhsbsa.uk>

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.3) Communication

Access to the procurement documents is restricted. Further information can be obtained at: <https://nhsbsa.bravosolution.co.uk>
Additional information can be obtained from the abovementioned address
Tenders or requests to participate must be submitted electronically via: <https://nhsbsa.bravosolution.co.uk>
Tenders or requests to participate must be submitted to the abovementioned address

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:

NHS Forms, Print, Exemptions, Cards and EHIC
Reference number: 17_09_09

II.1.2) **Main CPV code**

79000000

II.1.3) **Type of contract**

Services

II.1.4) **Short description:**

Establishment of a single supplier framework agreement for print related services for the NHSBSA and the wider NHS including but not limited to secure and non secure forms, NHS cards, exemptions and European Health Insurance Cards (EHIC) and pensions payroll information.

II.1.5) **Estimated total value**

Value excluding VAT: 56 000 000.00 GBP

II.1.6) **Information about lots**

This contract is divided into lots: no

II.2) **Description**

II.2.1) **Title:**

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

22458000

64216200

79800000

79811000

79820000

II.2.3) **Place of performance**

NUTS code: UK

Main site or place of performance:

The main place of performance is the UK with the potential for circa 5 500 EHIC packs distributed to the (EU) and (EEA) and number of NHS Pensions payroll information is issued (worldwide) each year.

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

The Contracting Authority intends to establish a single supplier framework for the provision of print management, production and distribution of Stock Secure and Stock Non Secure NHS forms and print, NHS Exemptions and EHIC, and NHS Pensions Payroll Information. Under the framework agreement the successful supplier will be required to establish, host and maintain an Online Ordering Portal which will be accessible by the Contracting Authority and various Authorised Users and Ordering Organisations in accordance with the terms of the framework agreement. In certain cases the public can also order products via the Suppliers dedicated Contact Centre/Helpdesk.

As part of the framework arrangement the successful supplier will be expected to establish, host, maintain and operate a Contact Centre/Helpdesk with a range of catalogues to order secure and non secure forms:

The Online Ordering Portal will provide access to catalogues detailing the goods/services which may be purchased including in relation to Secure and/or Non Secure Goods. The Portal shall be designed to ensure that only those users with authorisation to purchase particular goods/products/services shall have access to view those products/goods/services on the portal

The Secure Catalogues will include items such as prescription forms used in England and Wales and the Non Secure Catalogues will include national products used across the NHS. These range from dental record cards, specialist neonatal screening cards, pension employer products and multipart patient record and information packs. In addition the successful supplier will be required to produce and manage a Help with Health Costs (HwHC) Catalogue consisting of a number of leaflets, posters and application forms.

The Secure Forms produced by the supplier must also contain a number of physical security features which may include the use of speciality inks, papers and printed elements and the successful supplier must ensure it has various mandatory security controls in place to deliver the service.

The Supplier may also be required to produce and distribute personalised products relating to exemptions such as those set out below. Current requirements are card or paper based at present but this may change during the Term. By way of example only the Contracting Authority may update its requirements to incorporate a digital print solution for:

- Pre-payment Certificate (PPC),
- Maternity Exemption (Matex),
- Medical Exemption (Medex),
- Tax Credits (TC)

In addition to the above, it is anticipated that the successful supplier will personalise, print and dispatch official sensitive NHS Pensions information to scheme members periodically.

The Products will range from P60's, payroll information and newsletters annually, some of which are issued monthly and the majority form part of an annual (bulk job) over 3 calendar months of the year.

The Tendering Organisations are required to sign and return a completed Non-disclosure Agreement to the Authority prior to the issue of the full requirements document (Schedule 2.1 Appendices and the data pack).

The Authority intends to host a supplier day in Newcastle upon Tyne on 24.7.2018 and/or 25.7.2018 which will consist of a presentation followed by individual 1-2-1 sessions with Tendering Organisations. The Tendering Organisations will only be invited to the Supplier day following receipt of the Non-disclosure Agreement detailed above.

A pre-tender market engagement exercise was carried out on 11.12.2017 additional information can be found at: Additional information can be found at:

[https://www.contractsfinder.service.gov.uk/Notice/56e79a29-74ae-4fc1-acd4-8e2c66e94564?](https://www.contractsfinder.service.gov.uk/Notice/56e79a29-74ae-4fc1-acd4-8e2c66e94564?p=@8=UFQxUIRRPT0=NjJNT0)

[p=@8=UFQxUIRRPT0=NjJNT0](#) and

<http://ted.europa.eu/TED/notice/udl?uri=TED:NOTICE:472995-2017:TEXT:EN:HTML> and <http://ted.europa.eu/udl?uri=TED:NOTICE:197570-2018:TEXT:EN:HTML&src=0>

Registration with Bravo is detailed in section II.2.14)

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: 56 000 000.00 GBP

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:

One 24 month extension

II.2.10) **Information about variants**

Variants will be accepted: no

II.2.11) **Information about options**

Options: no

II.2.12) **Information about electronic catalogues**

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

Register your company on the eSourcing portal. Browse to Portal: <https://nhsbsa.bravosolution.co.uk>

Select "Click here to register" to register

— Accept t's and c's click "continue". Enter your business and user details

— Note your username and click "Save".

You will receive an email with your unique password.

2) Express an Interest in the opportunity: Login with username/password. Click OK

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:

Framework Agreement based upon the Cabinet Office Model Services Contract with Amendments

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

III.1.5) Information about reserved contracts

III.2) Conditions related to the contract

III.2.1) Information about a particular profession

III.2.2) Contract performance conditions:

III.2.3) Information about staff responsible for the performance of the contract

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 a single operator

In the case of framework agreements, provide justification for any duration exceeding 4 years:

Due to the unique nature of the service, the cost & time to procure and transition to a new provider this framework is being established for an initial Term of 3 years, note this period does not include the transition period. The Contracting Authority believes this is justified based on the investment required in respect of transfer of stock holding and future innovation in the print market

IV.1.4) Information about reduction of the number of solutions or tenders during negotiation or dialogue

IV.1.6) Information about electronic auction

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.2.1) Previous publication concerning this procedure

Notice number in the OJ S: [2018/S 088-197570](#)

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

Date: 14/08/2018

Local time: 12:00

IV.2.3) **Estimated date of dispatch of invitations to tender or to participate to selected candidates**

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: 9 (from the date stated for receipt of tender)

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

Date: 14/08/2018

Local time: 12:00

Section VI: Complementary information

VI.1) **Information about recurrence**

This is a recurrent procurement: yes

VI.2) **Information about electronic workflows**

VI.3) **Additional information:**

The value in section II.2.6 is an estimate of the value over the term of the Framework. There are a number of variables which could affect the value of the contract and the value could be less than the value stated in the "II.2.6".

All information will be confirmed in the procurement documents.

Any resulting contract will be considered as a contract made in England according to English Law and will be subject to the exclusive jurisdiction of the English Courts;

The Contracting Authority is not liable for any costs incurred by those expressing an interest in or tendering for this contract including but not limited to where the contract award procedure is cancelled or adjusted for any reason. No reimbursement of costs shall be available.

Tenders and all supporting documents must be priced in sterling and all payments made in relation to the project must be in sterling.

Dialogue and correspondence will be conducted in English.

The Contracting authority reserves the right to require deposits, guarantees, bonds, insurance cover and/or other forms of security as it deems appropriate.

Grouping of bidders may be required to form a separate limited liability company or other legal form and/or one that takes full responsibility and/or liability and/or confirm that each takes joint and several liability

VI.4) **Procedures for review**

VI.4.1) **Review body**

N/A

N/A

United Kingdom

VI.4.2) **Body responsible for mediation procedures**

VI.4.3) **Review procedure**

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

VI.5) **Date of dispatch of this notice:**

10/07/2018