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**United Kingdom-London: Health services
2017/S 041-075811**

Contract notice

Services

Directive 2004/18/EC

Section I: Contracting authority

I.1) Name, addresses and contact point(s)

The Secretary of State for Health acting through the Department of Health
79 Whitehall

For the attention of: Garry Raisbeck

SW1A 2NS London

United Kingdom

E-mail: supplier.helpdesk@dh.gsi.gov.uk

Internet address(es):

General address of the contracting authority: <https://www.gov.uk/government/organisations/department-of-health>

Address of the buyer profile: <https://www.gov.uk/government/organisations/department-of-health/about/procurement>

Electronic access to information: <https://www.gov.uk/government/organisations/department-of-health/about/procurement>

Electronic submission of tenders and requests to participate: <https://www.gov.uk/government/organisations/department-of-health/about/procurement>

Further information can be obtained from: The above mentioned contact point(s)

Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained from: The above mentioned contact point(s)

Tenders or requests to participate must be sent to: The above mentioned contact point(s)

I.2) Type of the contracting authority

Ministry or any other national or federal authority, including their regional or local sub-divisions

I.3) Main activity

Health

I.4) Contract award on behalf of other contracting authorities

The contracting authority is purchasing on behalf of other contracting authorities: no

Section II: Object of the contract

II.1) Description

II.1.1) Title attributed to the contract by the contracting authority:

Health and Adult Social Care — Speaking up Helpline and Information.

II.1.2) Type of contract and location of works, place of delivery or of performance

Services

Service category No 11: Management consulting services [6] and related services

Main site or location of works, place of delivery or of performance: UK.
NUTS code UK

II.1.3) Information about a public contract, a framework agreement or a dynamic purchasing system (DPS)

The notice involves a public contract

II.1.4) Information on framework agreement

II.1.5) Short description of the contract or purchase(s)

The Department of Health (DH) helps people live better for longer. We lead, shape and fund health and care in England, making sure people have the support, care and treatment they need, with compassion, respect and the dignity they deserve.

An organisation is sought to provide a Speaking Up package of services for people who work in the NHS and Adult Social Care sector and for providers of NHS services and Adult Social Care services. The objective of the guidance and signposting helpline is to support people who wish to speak up about matters that affect the delivery of care, particularly patient safety.

The DH require the Speaking Up helpline to provide:

1. a telephone helpline;
2. a website;
3. guidance and 'signposting' — available during and outside 'open hours';
4. escalation procedures where issues such as potential safeguarding situations need to be acted upon;
5. user feedback;
6. performance data for regular reporting of management information; and
7. awareness raising / promotion activity.

The target customer base for the helpline service is:

1. NHS workers (including trainees, agency staff, and those that work outside of normal working hours);
2. Staff employed in the adult social care sector (including trainees, agency staff, and those that work outside of normal working hours);
3. NHS and social care employing organisations;
4. Contractors for the NHS and social care sector.

The DH the organisation to provide:

1. 'Intelligent guidance' for people who wish to speak up from the Health and Adult Social Care sectors, including 'signposting' to appropriate material, to support them in 'speaking up';
2. Access to guidance on 'Speaking Up' (including whistleblowing) for organisations within the NHS and social care environment; and
3. Promote the helpline to those that may wish to use it.

This procurement is being undertaken by the DH for use by a wide range of people that work in the NHS and Health and Social Care. Within the NHS these may include but are not limited to DH Arm's Length Bodies (ALBs), Special Health Authorities (SHAs), non-departmental public bodies (NDPBs), all NHS bodies including but not limited to health service bodies as defined in section 9 of the NHS Act 2006 (as updated and amended), NHS Foundation Trusts, providers of NHS funded care, any government department, agency or other statutory body and any successor bodies to these entities. The Authority may be required to novate the contract to any of the bodies identified in this notice post award.

Full details about how to access the tender documents are provided in section VI.3) Additional information: of this contract notice.

II.1.6) Common procurement vocabulary (CPV)

85100000, 85000000

II.1.7) Information about Government Procurement Agreement (GPA)

The contract is covered by the Government Procurement Agreement (GPA): yes

II.1.8) Lots

This contract is divided into lots: no

II.1.9) Information about variants

Variants will be accepted: no

II.2) Quantity or scope of the contract

II.2.1) Total quantity or scope:

The contract length will be for an initial period of ten (10) months followed by four (4) optional extensions of twelve (12) months i.e. 10m+12m+12m+12m+12m. The optional extensions will be exercised at the sole discretion of the authority.

Estimated value excluding VAT:

Range: between 100 000 and 500 000 GBP

II.2.2) Information about options

Options: yes

Description of these options: The contract length will be for an initial period of ten (10) months followed by four (4) optional extensions of twelve (12) months i.e. 10m+12m+12m+12m+12m. The optional extensions will be exercised at the sole discretion of the authority.

Provisional timetable for recourse to these options:

in months: 10 (from the award of the contract)

II.2.3) Information about renewals

This contract is subject to renewal: no

II.3) Duration of the contract or time limit for completion

Duration in months: 58 (from the award of the contract)

Section III: Legal, economic, financial and technical information

III.1) Conditions relating to the contract

III.1.1) Deposits and guarantees required:

Details are provided in the Instruction documents issued as part of the Invitation to Tender (ITT) pack.

III.1.2) Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them:

Details are provided in the Instruction documents issued as part of the Invitation to Tender (ITT) pack.

III.1.3) Legal form to be taken by the group of economic operators to whom the contract is to be awarded:

Details are provided in the Instruction documents issued as part of the Invitation to Tender (ITT) pack.

III.1.4) Other particular conditions

The performance of the contract is subject to particular conditions: no

III.2) Conditions for participation

III.2.1) Personal situation of economic operators, including requirements relating to enrolment on professional or trade registers

Information and formalities necessary for evaluating if the requirements are met: All participants must provide the information requested for technical and professional ability as set out in the Invitation to Tender (ITT). Details are provided in the Instruction documents issued as part of the Invitation to Tender (ITT) pack.

III.2.2) Economic and financial ability

Information and formalities necessary for evaluating if the requirements are met: We will exclude Potential Providers where there is a high risk of:

Insolvency over the lifetime of the contract.

Inability to cope with the contract size.

Insufficient financial capacity to deliver the services effectively.

You will be awarded a pass in this section if you meet these requirements:

You must have a current ratio (current assets/current liabilities as referenced in the last audited accounts) greater than or equal to 1

Where these requirements are not met (or where information is not available), we may seek further information including unaudited accounts, management accounts, cash-flow statements and any other appropriate documentation.

An assessment will be made using all available information, including financial accounts submitted, established indicators of risk and financial strength through Dunn & Bradstreet (or equivalent), financial value and nature of the project.

We may (at our sole discretion) award a pass mark where Potential Providers can provide a guarantee of performance and financial standing through a parent company guarantee from the ultimate asset-owning parent and/or a performance bond.

Only in the event material concerns may not be rectified will Potential Providers receive a Fail.

Minimum level(s) of standards possibly required: All participants must provide the information requested for technical and professional ability as set out in the Invitation to Tender (ITT). Details are provided in the Instruction documents issued as part of the Invitation to Tender (ITT) pack.

III.2.3) **Technical capacity**

Information and formalities necessary for evaluating if the requirements are met:

All participants must provide the information requested for technical and professional ability as set out in the Invitation to Tender (ITT). Details are provided in the Instruction documents issued as part of the Invitation to Tender (ITT) pack.

Minimum level(s) of standards possibly required:

All participants must provide the information requested for technical and professional ability as set out in the Invitation to Tender (ITT). Details are provided in the Instruction documents issued as part of the Invitation to Tender (ITT) pack.

III.2.4) **Information about reserved contracts**

III.3) **Conditions specific to services contracts**

III.3.1) **Information about a particular profession**

Execution of the service is reserved to a particular profession: no

III.3.2) **Staff responsible for the execution of the service**

Legal persons should indicate the names and professional qualifications of the staff responsible for the execution of the service: no

Section IV: Procedure

IV.1) **Type of procedure**

IV.1.1) **Type of procedure**

Open

IV.1.2) **Limitations on the number of operators who will be invited to tender or to participate**

IV.1.3) **Reduction of the number of operators during the negotiation or dialogue**

IV.2) Award criteria

IV.2.1) Award criteria

The most economically advantageous tender in terms of the criteria stated below

1. Price. Weighting 35
2. Quality — Method Statement. Weighting 20
3. Quality — Process Map of Health and Social Care Whistleblowing routes.. Weighting 10
4. Quality — Team Members. Weighting 10
5. Quality — Website and Technology. Weighting 10
6. Quality — Risk and Reporting Of Management Information. Weighting 5
7. Quality — Promotion of the Service. Weighting 5
8. Quality — Contract Implementation, Transfer and Exit. Weighting 5

IV.2.2) Information about electronic auction

An electronic auction will be used: no

IV.3) Administrative information

IV.3.1) File reference number attributed by the contracting authority:

ITT 60371 Health and Adult Social Care – Speaking up Helpline and Information

IV.3.2) Previous publication(s) concerning the same contract

Prior information notice

Notice number in the OJEU: [2016/S 242-442278](#) of 15.12.2016

IV.3.3) Conditions for obtaining specifications and additional documents or descriptive document

Time limit for receipt of requests for documents or for accessing documents: 22.3.2017 - 17:00

Payable documents: no

IV.3.4) Time limit for receipt of tenders or requests to participate

27.3.2017 - 11:00

IV.3.5) Date of dispatch of invitations to tender or to participate to selected candidates

IV.3.6) Language(s) in which tenders or requests to participate may be drawn up

English.

IV.3.7) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 3 (from the date stated for receipt of tender)

IV.3.8) Conditions for opening of tenders

Date: 27.3.2017 - 11:01

Place:

Electronically, via web-based portal.

Persons authorised to be present at the opening of tenders: no

Section VI: Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: no

VI.2) Information about European Union funds

The contract is related to a project and/or programme financed by European Union funds: no

VI.3) Additional information

This procurement exercise will be conducted via the DH's e-Tendering portal. We call this system BMS (Business Management System). Applicants wishing to be considered for the Health and Adult Social Care Speaking up Helpline and Information tender (ITT 60371) must register their details and download and complete

the Invitation to Tender (ITT) documents and submit their response via BMS. The following link will take you to the guidance documentation for using the BMS i.e. to register and download instructions on how to respond.

<https://www.gov.uk/government/organisations/department-of-health/about/procurement>

If you require assistance, please contact the Supplier Helpdesk on +44 1132545777 or supplier.helpdesk@dh.gsi.gov.uk This helpdesk is available 10:00 to 16:00, Monday to Friday excluding Bank Holidays.

Registration is a simple 1-step process; supplier must register as a company/organisation; then each employee who may undertake a tendering exercise must then register as an individual. Once this stage is completed, it is then possible to register an expression of interest for this tender. Note: Standard BMS functionality will only acknowledge one recipient per supplier for each individual tender. If you require the tender to be seen by multiple users we suggest using a centralised e-mail address (dhtenders@example.com).

Log on instructions are as follows:

Stage 1 — Registration (New suppliers):

Those who have not previously contracted with DH will first need to ensure that their company details are registered in the system:

- a) Go to the link above;
- b) Click on 'New Supplier';
- c) Complete and send the details in the automated e-mail that appears;
- d) Within 3 working days, you will receive an e-mail with your login information; a unique username and password.

Note: Standard BMS functionality requires the registered e-mail address to function as individual's username.

Stage 2 — Post Registration (those already registered):

Once registered, candidates must express interest as follows:

- a) Go to the link above;
- b) Select 'Login into e-Tendering System';
- c) Select sourcing home page and enter Invitation to Tender (ITT) number (ITT 660371 'Health and Adult Social Care — Speaking up Helpline and Information') (as given in IV.3.1) above) in search field provided.

VI.4) **Procedures for appeal**

VI.4.1) **Body responsible for appeal procedures**

High Court
WC2A 2LL London
United Kingdom

Body responsible for mediation procedures

High Court
WC2A 2LL London
United Kingdom

VI.4.2) **Lodging of appeals**

Precise information on deadline(s) for lodging appeals: If you have a complaint or seek to challenge the outcome, please follow the guidance contained within the Invitation to Tender (ITT) documentation.

VI.4.3) **Service from which information about the lodging of appeals may be obtained**

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

24.2.2017