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Tender

## **NCL CCG Digital Inclusion Support Services - Multi lot**

NHS North Central London Clinical Commissioning Group

F02: Contract notice

Notice identifier: 2022/S 000-000767

Procurement identifier (OCID): ocds-h6vhtk-030997

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

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

NHS North Central London Clinical Commissioning Group

Laycock PDC

Laycock Street

N1 1TH

#### **Contact**

Taofeeq Ladega

#### **Email**

[nelcsu.clinical-procurement@nhs.net](mailto:nelcsu.clinical-procurement@nhs.net)

#### **Telephone**

+44 7920500896

#### **Country**

United Kingdom

**NUTS code**

UKI - London

**Internet address(es)**

Main address

<https://northcentrallondonccg.nhs.uk/>

Buyer's address

<https://northcentrallondonccg.nhs.uk/>

**I.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://procontract.due-north.com/Advert?advertId=5cc6943f-2e6f-ec11-8110-005056b64545>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://procontract.due-north.com/Advert?advertId=5cc6943f-2e6f-ec11-8110-005056b64545>

Tenders or requests to participate must be submitted to the above-mentioned address

**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**

NCL CCG Digital Inclusion Support Services - Multi lot

Reference number

PRJ-1081

#### **II.1.2) Main CPV code**

- 85300000 - Social work and related services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

The Service is intended to be procured by means of 2 separate lots:

Lot 1 -- Facilitate more vulnerable patients to access NHS appointments and services digitally, through placing of smart phones in libraries and community hubs and loans to patients

Lot 2 - Educate and support Haringey patients to access primary care through digital channels, improving access and reducing demands on general practice

The contracts for both of the above will be offered on a 1 year contract with ability to extend by a further year.

The Provider will deliver the Service in accordance with the following principles:

- The Service must aim to ensure equal access by all Service User groups, reduce health inequalities and promote inclusion, tailoring the Service to support and target those with greatest need through a proportionate universalism approach and equality of access for people with protected characteristics under the Equality Act 2010
- Delivery of the Service will be tailored to the circumstances and culture of Service Users
- The Provider must build relationships and work with relevant local stakeholders (including local health economies and community sector organisations) to deliver a

relevant and inclusive programme

- The Provider should maximise the flexibility of their offering in order to increase reach for all, including communities who face the most barriers to access
- The Provider should ensure Service User involvement and engagement in the evaluation and improvement of the Service
- The Provider must engage proactively with provider services whilst recognising the competing demands on them
- All individuals must be treated with courtesy, respect and an understanding of their needs
- Ongoing improvements and adjustments will be made to the delivery of the Service as new evidence emerges local evaluation of the Service. The Provider acknowledges and agrees that the Service may be adjusted to respond to best available evidence, including (by way of example only) as a result of planned innovation-testing evaluation (e.g. a research project or time-limited pilot of a local innovation to improve the Service)

Total annual contract value for Lot 1 is £100,000. Total value for the two year period is £200,000.

Total annual contract value for Lot 2 is £20,000. Total value for the two year period is £40,000.

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

Value excluding VAT: £240,000

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

This contract is divided into lots: Yes

Tenders may be submitted for all lots

Maximum number of lots that may be awarded to one tenderer: 2

The contracting authority reserves the right to award contracts combining the following lots or groups of lots:

Lot 1 and 2

#### **II.2) Description**

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

Facilitate more vulnerable patients to access NHS appointments and services digitally, through placing of smart phones in libraries and community hubs and loans to patients

Lot No

1

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

- 85300000 - Social work and related services

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

NUTS codes

- UKI - London

Main site or place of performance

London

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

To enable more vulnerable patients to have access to NHS appointments and services, digitally, through placing of smart phones in libraries and community hubs and loans to patients.

To work with system partners across all sectors to identify potential service users, receive referrals and to provide suitable digital equipment.

Develop and administer a series of training interventions and support for patients to access NHS services digitally. Particular focus on attending appointments digitally, either through the loan of a device or through accessing facilities in a library or community hub.

In delivering that service:

- Confirm referral pathways with BEH, Whittington Health and North Middlesex and general practices for patients who could access appointments digitally
- Make proactive contact with BEH, Whittington Health and North Middlesex about developing the service. The approach is likely to focus on a few specialties in each organisation, demonstrating the value added to the organisation and then expanding further

- Make proactive contact with general practices about the service. Patients are not likely to access general practice appointments digitally, although a small number may. Practices may though refer patients who have multiple contacts with NHS services and would benefit from the loan of a smart phone

Liaise effectively with different organisations to identify locations with private spaces where patients can access appointments or other NHS services digitally, including:

- Rooms in Haringey libraries and community hubs
- Cultural associations, churches and mosques

Manage the appointment service at those sites so that provider trusts (BEH, North Middlesex, Whittington Health) can offer patients appointments at those locations.

Manage smart phones, (funded separately, so not to include in costs). Manage information governance processes. Monitor spend and activity on those phones. Remove phones from patients if not used appropriately or not used. Recruit and train volunteers or train patients to use those services.

Support effective evaluation of the initiative, working with a Steering Group and UCL Partners as our evaluation partner.

The contract is expected to commence on 01 April 2022, with the deadline for delivery the service 31 March 2023. The contract has an option to extend for additional one year at the sole discretion of the Authority.

#### **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: £200,000

#### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months

12

This contract is subject to renewal

Yes

Description of renewals

There is an option to extend the contract for an additional one year at the sole discretion of the the Authority

### **II.2.10) Information about variants**

Variants will be accepted: No

### **II.2.11) Information about options**

Options: No

### **II.2.14) Additional information**

Bidders are requested to review the contents of the RfQ guidance document carefully, register their organisation, and express their interest in the RfQ via the e-tendering portal (ProContract). RfQ documentation can be accessed following initial registration and expression of interest via the e-tendering portal:

<https://proContract.due-north.com/register>

Any reference to "the e-tendering portal" should be considered reflective of the above web address.

The RfQ has been issued through the e-tendering portal. All Bidders wishing to participate must complete and submit Bids that comply with the requirements set out in the RfQ document. Bidders are required to complete the Bid Response Document (Section F) for each of the lot they intend to submit a quotation for and upload it and any attachments as indicated onto the e-tendering portal before the deadline for submission of bids as specified in the RfQ document.

The advertisement on Procontract Portal can be accessed by <https://procontract.due-north.com/Advert?advertId=5cc6943f-2e6f-ec11-8110-005056b64545>

The deadline for the submission of the request for quotation for both lot 1 and lot 2 is Friday 11 February 2022 at 12:00

The deadline for any clarification questions is 5pm 4th February 2022. All clarification questions must be submitted via the messaging facility on procontract.

## **II.2) Description**

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

Educate and support Haringey patients to access primary care through digital channels, improving access and reducing demands on general practice

Lot No

2

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

- 80000000 - Education and training services

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

NUTS codes

- UKI - London

Main site or place of performance

London

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

Educate and support Haringey patients to access primary care through digital channels, improving access and reducing demands on general practice .

Develop and deliver a series of appropriate training interventions based on the NHS App (repeat prescriptions) and e-Consultation platforms (Accurx, e-Consult).

Develop and deliver a proactive outreach programme to reach patients.

- General practices, who will have lists of patients who order repeat prescriptions over the phone or have frequent contact who struggle with e-consultation mechanisms
- Care home staff who support patients access services
- Voluntary groups, including carers or pensioner groups
- Sheltered housing organisations
- Community groups, supporting particular ethnic minority groups

Support effective evaluation of the initiative, working with a Steering Group and UCL Partners as our evaluation partner.

The contract is expected to commence on 01 April 2022, with the deadline for delivery the service 31 March 2023. The contract has an option to extend for additional one at the discretion of the Authority.

#### **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: £40,000

#### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months

12

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: Yes

Description of options

There is an option to extend the contract for an additional one year at the sole discretion of the the Authority.

#### **II.2.14) Additional information**

Bidders are requested to review the contents of the RfQ guidance document carefully, register their organisation, and express their interest in the RfQ via the e-tendering portal (ProContract). RfQ documentation can be accessed following initial registration and expression of interest via the e-tendering portal:

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## **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

Please refer to the criteria in the RfQ documents.

#### **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.2) Conditions related to the contract**

#### **III.2.2) Contract performance conditions**

Please refer to the criteria in the RfQ documents.

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## **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

11 February 2022

Local time

12:00pm

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

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

Date

11 February 2022

Local time

1:00pm

Place

London

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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 payment will be used

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

NEL Commissioning Support Unit

1st Floor, 1 Lower Marsh

Waterloo, London

SE1 7NT

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