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Contract

Patient Management System

Welsh Ambulance Services NHS Trust

F03: Contract award notice

Notice identifier: 2024/S 000-002409

Procurement identifier (OCID): ocds-h6vhtk-0428e2

Published 24 January 2024, 12:53pm

Section I: Contracting authority

I.1) Name and addresses

Welsh Ambulance Services NHS Trust

Beacon House

Cwmbran

NP44 3AB

Email

emma.burns@wales.nhs.uk

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

<http://nwssp.nhs.wales/ourservices/procurement-services/>

Buyer's address

https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA0221

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 Management System

Reference number

STW.5148

II.1.2) Main CPV code

- 48000000 - Software package and information systems

II.1.3) Type of contract

Supplies

II.1.4) Short description

This contract is for the provision of a patient management system to be deployed within the NHS 111 Wales service.

The software solution is required to capture and record all calls received by the NHS 111 Wales service and meet all aspects patient management requirements to enable Welsh Ambulance Services call handlers and clinical contact centre staff deal with more than a million calls every year, 24/7 and 365 days a year.

In addition, the contract is for the supply of professional services to enable the implementation and training of the solution, supply of infrastructure hardware and as well as the relevant software licences for the software application itself this contract is also for the supply of the associated ongoing software support and maintenance services of the patient management system supplied.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £2,335,000

II.2) Description

II.2.2) Additional CPV code(s)

- 48810000 - Information systems
- 48814000 - Medical information systems
- 48800000 - Information systems and servers
- 48000000 - Software package and information systems
- 48100000 - Industry specific software package

II.2.3) Place of performance

NUTS codes

- UKL - Wales

II.2.4) Description of the procurement

This contract is for the provision of a patient management system to be deployed within the NHS 111 Wales service.

The software solution is required to capture and record all calls received by the NHS 111 Wales service and meet all aspects patient management requirements to enable Welsh Ambulance Services call handlers and clinical contact centre staff deal with more than a million calls every year, 24/7 and 365 days a year.

The patient management system is required to enable the full management of all 111 calls received by the Welsh Ambulance Services including, but not limited to, the ability to capture a complete record of all telephone calls received such as call times and actions

taken. The solution must be able to fully integrate with the Welsh Ambulance Services cisco telephone system and interface with the Welsh Ambulance Services 999 ambulance call queue, NHS 111 Wales non-clinical decision support software and NHS 111 Wales clinical decision support software (supplied separately).

The patient management system is required to recognise clinical coding systems to enable calls to be categorised and prioritised, support a gazetteer, enable clinical data collection as well as support operational and management reporting. The solution is required to be able to support access to the NHS 111 Wales service via video and provide an intuitive, safe interface for end users.

In addition, this requirement is for the supply of professional services to enable the implementation and training of the solution, supply of infrastructure hardware and as well as the relevant software licences for the software application itself this requirement is also for the supply of the associated ongoing software support and maintenance services of the patient management system supplied.

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: Yes

Description of options

Option to extend for a further period of 24 months in annual increments or for the full 24-month period at the sole discretion of the contracting authority.

II.2.13) Information about European Union Funds

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

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Award of a contract without prior publication of a call for competition in the cases listed below

- Extreme urgency brought about by events unforeseeable for the contracting authority

Explanation:

The legacy software currently utilised by the NHS 111 Wales service must be replaced as the software has reached end of life and the contract will expire on the 20th May 2024. A competitive dialogue procurement was undertaken to procure a replacement solution and a contract awarded but following a joint review of the project with the supplier a decision was reached to end the delivery of the replacement software solution. There is now an urgent need to replace the legacy software and the replacement must be fully implemented and go-live by the 30th April 2024, to safely decommission the legacy software and transition to the new software solution. This is to ensure NHS 111 Wales service provision can continue, with minimal disruption, in the interim to any future national NHS 111 Wales and urgent primary care strategic plans for a longer-term solution.

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-037557](#)

Section V. Award of contract

Contract No

STW.5148

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

20 December 2023

V.2.2) Information about tenders

Number of tenders received: 1

Number of tenders received from SMEs: 1

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 1

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

MIS EMERGENCY SYSTEMS LTD

MIS EMERGENCY SYSTEMS LTD, Charnwood House

NORTHWICH

CW97UG

Country

United Kingdom

NUTS code

- UKL - Wales

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £2,335,000

Section VI. Complementary information

VI.3) Additional information

The Contract Value provided in this VEAT Notice is in aggregate and is inclusive of the 36-month term and the 24-month optional extension period.

This interim solution is being implemented to meet an urgent need to ensure operational services can seamlessly continue with minimal disruption and strategic procurement plans for a longer-term digital solution to meet NHS 111 Wales and urgent primary care needs will be re-visited and developed before the expiry of this contract.

(WA Ref:138344)

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