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Tender

Digital Technical Clinical Support (DTCS) Framework Agreement

Guy's and St Thomas' NHS Foundation Trust

F02: Contract notice

Notice identifier: 2025/S 000-002663

Procurement identifier (OCID): ocds-h6vhtk-046ce3

Published 27 January 2025, 10:51am

Section I: Contracting authority

I.1) Name and addresses

Guy's and St Thomas' NHS Foundation Trust

Great Maze Pond

London

SE1 9RT

Contact

Christopher Black

Email

cds@gstt.nhs.uk

Country

United Kingdom

Region code

UKI44 - Lewisham and Southwark

Internet address(es)

Main address

<https://www.lpp.nhs.uk/>

Buyer's address

<https://www.lpp.nhs.uk/>

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://health-family.force.com/s/Welcome>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://health-family.force.com/s/Welcome>

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

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://health-family.force.com/s/Welcome>

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

Digital Technical Clinical Support (DTCS) Framework Agreement

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

A new framework agreement to replace the Clinical Digital Professional Services (CDPS) framework which expired on 03 January 2025. The new framework will cover the full suite of clinical digital professional services, including services pertaining to both proprietary solutions and opensource solutions. All standalone, clinical system focused professional services, will be covered.

The Authority intends to award this framework via five lots as follows:

Lot 1 – Cloud Hosting, Environment Build, Operation and Maintenance Professional Services

Lot 2 – Design, Development, and Deployment Professional Services

Lot 3 – Implementation Professional Services

Lot 4 – Integration Professional Services

Lot 5 – General Clinical Digital Professional Services. Including Support, Strategy, Optimization Business Case

The framework agreement will allow for further competition and direct award to all awarded suppliers.

All documentation and information regarding the framework can be found on the Health

Family Single eCommerce System and Bidders are welcomed to register their interest using Atamis project reference: C331058

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 72590000 - Computer-related professional services
- 72227000 - Software integration consultancy services
- 72254000 - Software testing
- 72262000 - Software development services
- 72263000 - Software implementation services
- 72212331 - Project management software development services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

The scope of this multi lot framework agreement includes the full suite of digital technical support services for clinical systems, including services pertaining to both proprietary solutions and opensource solutions. The intention of the framework is to cover all standalone, clinical system focused digital support, required from public sector contracting authorities.

The type of Services the Authority are looking to include within remit of the framework are as follows:

- Technical architecture, development, integration;
- Specialist programme delivery,
- PMO and planning;

- Digital communications;
- Financial management;
- Specialist technology consultancy;
- Digital strategy and business case support;
- Information Governance;
- Clinical safety.

Suppliers should have significant experience in the provision of professional services pertaining to proprietary (i.e. closed-source) clinical software solutions for use in healthcare environments. These professional services must relate to the identification and/or requirements design and/or deployment and implementation of proprietary clinical systems/software solutions.

Suppliers must provide evidence of directly relevant and hands-on experience of working with the types of technologies and platforms found within clinical environments, experience of working within the complex, digital health and care landscape.

An example of a large-scale healthcare environment may be an environment hosting over 10m discrete person records with growth of up to 1m per month, with over 700 contributing GP organisations, over 10 contributing acute trusts and other types of health and social care providers using transactional real-time messaging and bulk data transfers. Total stored data may exceed 70 TB, on average over 20 database servers and over 80 application servers, all of which may be anticipated to increase over time:

- analysis, architecture, and design services;
- clinical informatics and data modelling expertise;
- software development services;
- assurance, testing, and clinical safety services;
- technical custodian services;
- deployment of new publisher and subscriber feeds;
- population health and SQL services;
- project delivery services;
- business analyst and technical specification services.

The framework agreement will allow for both further competition and direct award to all awarded suppliers.

NHS London Procurement Partnership has received approval from NHSE CCF, the Cabinet Office's Central Digital and Data Team and Commercial Team to release this ITT.

The provisional timeline for the procurement is as follows:

Pin Released - June 2024

Engage Market - October 2024

NHS CCF / Cabinet Office OBC Approval - January 2025

ITT Released - January 2025

Evaluation of Tenders - April 2025

NHS CCF / Cabinet Office FBC Approval - May 2025

Framework Award - June 2025

Whilst NHS London Procurement Partnership does not intend to depart from the above timetable, it reserves the right to do so at any stage. NHS London Procurement Partnership reserves the right to pause, extend deadlines or cancel this process at any time.

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

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.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-017107](#)

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

Date

24 March 2025

Local time

4:00pm

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

IV.2.7) Conditions for opening of tenders

Date

27 January 2025

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

The framework agreement shall include the following organisations in the United Kingdom and their respective statutory successors and organisations created as a result of structural re-organisations or organisational changes, this may include but is not limited to:

- Central government departments & their executive agencies (a list of such departments and executive agencies can be found at <http://www.cabinetoffice.gov.uk/government-business/government-ministers-responsibilities.aspx>);
- Non-departmental public bodies (NDPBs) (a list of NDPBs can be found at Annex A to the Public Bodies Directory 2007 published by the cabinet office) which can be found at: <https://www.gov.uk/guidance/public-bodies-reform>;
- National Health Service (NHS) bodies, including Clinical Commissioning Groups, NHS trusts, NHS foundation trusts, a Special Health Authority and a Local Health Board in England and Wales and other constituent bodies in Wales, Scotland and Northern Ireland, including but not limited to, the Scottish ambulance service, lists of all of such NHS bodies can be found at:
<http://www.nhs.uk/ServiceDirectories/pages/nhstrustlisting.aspx>
<http://www.wales.nhs.uk/nhswalesaboutus/structure>,
<https://www.scot.nhs.uk/organisations/>
<http://www.hscni.net/index.php?link=hospitals>
- All Local Authorities, a list of such authorities being available at:
http://www.direct.gov.uk/en/DI1/Directories/Localcouncils/AToZOfLocalCouncils/DG_A-Z_LG
- All Combined Authorities, a list of such authorities being available at:
<https://www.local.gov.uk/topics/devolution/combined-authorities>
- Police forces and other emergency services, including fire and rescue services, the maritime and Coast guard agency and other rescue authorities a list of police authorities and fire and rescue services can be found respectively at the following:
<http://www.police.uk/forces.htm>

<https://www.fireservice.co.uk/information/ukfrs/>

- Educational establishments i.e. schools maintained by local authorities; academies; city technology colleges; further education establishments, and universities:

<https://www.gov.uk/check-a-university-is-officially-recognised/recognised-bodies>

- Registered social landlords (RSLs), a list of such authorities being available at:

<https://www.gov.uk/government/publications/current-registered-providers-of-social-housing>

- Registered charities, as detailed at: <http://www.charity-commission.gov.uk/>

- Devolved and other administrations within the British Isles, including those detailed at:

Scotland: <http://scotland.gov.uk/Home> and <http://www.scottish.parliament.uk/>

Wales: <http://new.wales.gov.uk/?llang=en,OJ/S>

Isle of Man: <https://www.gov.im/>

- Healthcare providers in the Channel Islands

<https://gov.gg>

<https://www.gov.je>

VI.4) Procedures for review

VI.4.1) Review body

The High Court

The Strand

London

WC2A 2LL

Country

United Kingdom

Internet address

<https://www.judiciary.uk/courts-and-tribunals/high-court/>