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Tender

## **Telephone and Messaging Based Advice & Guidance Service for Health Professionals**

NHS Hertfordshire and West Essex Integrated Care Board

F02: Contract notice

Notice identifier: 2024/S 000-004709

Procurement identifier (OCID): ocids-h6vhtk-043982

Published 12 February 2024, 6:06pm

The closing date and time has been changed to:

**9 April 2024, 5:00pm**

See the [change notice](#).

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

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

NHS Hertfordshire and West Essex Integrated Care Board

Charter House Parkway

Welwyn Garden City

AL8 6JL

#### **Contact**

Lisa Innes

#### **Email**

[Lisa.innes1@nhs.net](mailto:Lisa.innes1@nhs.net)

**Country**

United Kingdom

**Region code**

UKH23 - Hertfordshire

**Internet address(es)**

Main address

<https://www.hertsandwestessex.icb.nhs.uk/>

Buyer's address

<https://www.hertsandwestessex.icb.nhs.uk/>

**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

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Telephone and Messaging Based Advice & Guidance Service for Health Professionals

Reference number

C244252

#### **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**

NHS Hertfordshire and West Essex Integrated Care Board (referred to as the Commissioner) are inviting suitably qualified and experienced providers to express their interest in delivering an Telephone and Message based Advice and Guidance Service to Health Care Professionals across the NHS Hertfordshire and West Essex Integrated Care System.

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

Value excluding VAT: £3,000,000

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

This contract is divided into lots: No

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

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

- 85140000 - Miscellaneous health services

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

NUTS codes

- UKH - East of England

Main site or place of performance

Herefordshire and West Essex

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

NHS Hertfordshire and West Essex Integrated Care Board (referred to as the Commissioner) are inviting suitably qualified and experienced providers to express their interest in delivering an Telephone and Message based Advice and Guidance Service to Health Care Professionals across the NHS Hertfordshire and West Essex Integrated Care System.

The key aims and objectives of the digital platform will be to enable both telephone based and clinically secure photo messaging application for the provision of Clinical Advice & Guidance for a range of clinical specialties.

The platform will provide a consistent level of stability and importantly a high level of connectivity with exceptional connection times measured in seconds.

The service is able to offer a range of specialties covering both physical and mental health.

The service is integrated with key local providers in HWE Integrated Care System (ICS) but is backed up by a network of NHS clinicians located outside of Hertfordshire and West Essex but within the UK.

The service will allow healthcare professionals to speak to other healthcare professionals locally or where not available to other healthcare professionals based elsewhere in the UK. The service will provide access to these UK based healthcare professionals either through their own network or through a third-party network that they will sub-contract.

This ensures that primary care always has access to immediate clinical advice and guidance.

The provision of healthcare professionals outside of HWE should be in a manner that does not result in a detrimental effect on NHS patients or services, nor diminish the public resources that are available for the NHS.

The service will also be available to other healthcare professionals and organisations

within HWE ICS to allow appropriate advice and guidance to be given.

The process is a one stage open process.

The contract will be for a period of 3 years with the option to extend for up to a further 2 years, commencing 1st August 2024.

The annual contract value is £600,000 inclusive of VAT (£1,800,000 for the initial 3-year term with an option to extend for a further 2 years totalling £3,000,000 over the total 5 year term).

Please note there is a financial threshold associated with this procurement. Any bids exceeding £600,000 per annum will be excluded from evaluation and disqualified from the process. No bids over £600,000 per annum will be accepted.

To register your interest, please follow the link below, and search for the project reference as detailed: <https://health-family.force.com/s/Welcome>

Project Reference: C244252

Project Name: Telephone and Messaging Based Advice & Guidance Platform for Health Professionals

#### **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: £3,000,000

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

Start date

1 August 2024

End date

31 July 2029

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

The contract will be for an initial period of 3 years with the option to extend for up to a further 2 years, commencing 1st August 2024.

#### **II.2.13) Information about European Union Funds**

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

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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**

Originally published as:

Date

15 March 2024

Local time

5:00pm

Changed to:

Date

9 April 2024

Local time

5:00pm

See the [change notice](#).

**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**

Tender must be valid until: 15 June 2024

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

Date

15 March 2024

Local time

6:00pm

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

### **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/>