

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/004932-2021>

Award

## **Supply of AccuRx System to Betsi Cadwaladr University Health Board**

NHS Wales Shared Services Partnership-Procurement Services (hosted by Velindre University NHS Trust)

F15: Voluntary ex ante transparency notice

Notice identifier: 2021/S 000-004932

Procurement identifier (OCID): ocds-h6vhtk-029ab5

Published 11 March 2021, 11:56am

### **Section I: Contracting authority/entity**

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

NHS Wales Shared Services Partnership-Procurement Services (hosted by Velindre University NHS Trust)

Alder House Alder Court St.Asaph Business Park

St.Asaph

LL17 OJL

#### **Contact**

Ian Jones

#### **Email**

[ian.r.jones@wales.nhs.uk](mailto:ian.r.jones@wales.nhs.uk)

#### **Telephone**

+44 1745366813

**Country**

United Kingdom

**NUTS code**

UKL - WALES

**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](https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA0221)

**I.4) Type of the contracting authority**

Regional or local authority

**I.5) Main activity**

Health

---

**Section II: Object****II.1) Scope of the procurement****II.1.1) Title**

Supply of AccuRx System to Betsi Cadwaladr University Health Board

**II.1.2) Main CPV code**

- 48000000 - Software package and information systems

**II.1.3) Type of contract**

Supplies

**II.1.4) Short description**

AccuRx is a communication tool used in primary care to bring everyone together who is involved in a patient's care. AccuRx build tools that allow GPs and other health professionals to communicate more effectively with their patients in order to deliver top quality care. This includes medical surveys, text and photo responses, patient triage, text messaging, Covid vaccination booking, and with the plus version video consultations and digital documents.

Prior to the pandemic accuRx had already established itself as a popular chain SMS product and during the course of the pandemic it has evolved quickly to provide other functionalities. For clinical practitioners who use it there is a consensus that it is one of the most transformative software applications to come into general practice in recent years. It is especially useful for the new way of working across primary care as a result of the pandemic. Its benefits include less trips to surgeries leading to reduced Covid transmission risk, less traffic congestion and environmental pollution, a freeing up of administration time and less patient congestion aiding social distancing. All benefits that will continue into the future. The system links into clinical systems such as EMIS already in use in general practice and additional functionalities include bulk messaging and direct emailing consultants.

Until the 31st March 2021 accuRx has been free to use for general practices across Betsi Cadwaladr University Health Board and it is felt that losing this service will have a detrimental effect on the ability of practices to run in a seamless and efficient way. One of the benefits of accuRx is the responsiveness of the software engineers to design and implement additional functionalities. An example of this would be a video consulting tool which was put in place in the space of about 5 days.

#### **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: £395,270

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

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

- 48000000 - Software package and information systems

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

NUTS codes

- UKL - WALES

Main site or place of performance

North Wales

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

AccuRx is a communication tool used in primary care to bring everyone together who is involved in a patient's care. AccuRx build tools that allow GPs and other health professionals to communicate more effectively with their patients in order to deliver top quality care. This includes medical surveys, text and photo responses, patient triage, text messaging, Covid vaccination booking, and with the plus version video consultations and digital documents.

Prior to the pandemic accuRx had already established itself as a popular chain SMS product and during the course of the pandemic it has evolved quickly to provide other functionalities. For clinical practitioners who use it there is a consensus that it is one of the most transformative software applications to come into general practice in recent years. It is especially useful for the new way of working across primary care as a result of the pandemic. Its benefits include less trips to surgeries leading to reduced Covid transmission risk, less traffic congestion and environmental pollution, a freeing up of administration time and less patient congestion aiding social distancing. All benefits that will continue into the future. The system links into clinical systems such as EMIS already in use in general practice and additional functionalities include bulk messaging and direct emailing consultants.

Until the 31st March 2021 accuRx has been free to use for general practices across Betsi Cadwaladr University Health Board and it is felt that losing this service will have a detrimental effect on the ability of practices to run in a seamless and efficient way. One of the benefits of accuRx is the responsiveness of the software engineers to design and implement additional functionalities. An example of this would be a video consulting tool which was put in place in the space of about 5 days.

#### **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**

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

- The procurement falls outside the scope of application of the regulations

Explanation:

AccuRx is a communication tool used in primary care to bring everyone together who is involved in a patient's care. AccuRx build tools that allow GPs and other health professionals to communicate more effectively with their patients in order to deliver top quality care. This includes medical surveys, text and photo responses, patient triage, text messaging, Covid vaccination booking, and with the plus version video consultations and digital documents.

Prior to the pandemic accuRx had already established itself as a popular chain SMS product and during the course of the pandemic it has evolved quickly to provide other functionalities. For clinical practitioners who use it there is a consensus that it is one of the most transformative software applications to come into general practice in recent years. It is especially useful for the new way of working across primary care as a result of the pandemic. Its benefits include less trips to surgeries leading to reduced Covid transmission risk, less traffic congestion and environmental pollution, a freeing up of administration time and less patient congestion aiding social distancing. All benefits that will continue into the future. The system links into clinical systems such as EMIS already in use in general practice and additional functionalities include bulk messaging and direct emailing consultants.

Until the 31st March 2021 accuRx has been free to use for general practices across Betsi Cadwaladr University Health Board and it is felt that losing this service will have a detrimental effect on the ability of practices to run in a seamless and efficient way. One of the benefits of accuRx is the responsiveness of the software engineers to design and implement additional functionalities. An example of this would be a video consulting tool which was put in place in the space of about 5 days.

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

The procurement is covered by the Government Procurement Agreement: No

---

## **Section V. Award of contract/concession**

A contract/lot is awarded: Yes

### **V.2) Award of contract/concession**

#### **V.2.1) Date of conclusion of the contract**

5 March 2021

#### **V.2.2) Information about tenders**

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

#### **V.2.3) Name and address of the contractor/concessionaire**

accuRx

Unit 3, 27 Downham Road

London

N15AA

Telephone

+44 2070992279

Country

United Kingdom

NUTS code

- UK - UNITED KINGDOM

The contractor/concessionaire is an SME

Yes

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

Initial estimated total value of the contract/lot/concession: £125,050

Total value of the contract/lot/concession: £204,910

---

## **Section VI. Complementary information**

### **VI.3) Additional information**

Features required

Digital documents PLUS

Text + Photo PLUS

Request a text or photo response

Attach a document

Video consultations PLUS

Flores for asthma and covid monitoring essential

Flores Plus option - home BP monitoring, pre check diabetes questions, mental health reviews in particular.

Batch messaging/appointment – reminders

Triage tool – to fit in with total triage

Vaccination booking (accuBook) – to enable practice booking but importantly across a group of practices – e.g. for vaccination bookings across an area

Patient triage utility, some of these practices already have e-Consult.

Willingness to engage and work with general practices in a responsive and timely way.

(WA Ref:108846)

### **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