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Contract

Provision of Eyecare electronic Referral System (EeRS) to NHS England Midlands Region

NHS England Midlands Region

F03: Contract award notice

Notice identifier: 2023/S 000-006067

Procurement identifier (OCID): ocds-h6vhtk-03ad64

Published 1 March 2023, 5:19pm

Section I: Contracting authority

I.1) Name and addresses

NHS England Midlands Region

Anglesey House, Wheelhouse Road, Towers Business Park,

Rugeley

WS15 1UL

Contact

Garry Mitchell

Email

commercial.procurementhub@nhs.net

Telephone

+44 7786275627

Country

United Kingdom

Region code

UK - United Kingdom

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

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

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

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

Provision of Eyecare electronic Referral System (EeRS) to NHS England Midlands Region

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 rapid review of referral processes, systems and forms across the Midlands Region identified that a variety of processes exist in each ICS area with varying degrees of manual and computer integration and clinical triage (this may be in primary or secondary care depending on where commissioned) and depending on the type of service.

Across the Midlands Region, a range of referral administration and referral management practices are in place for eyecare services. These are mixture of legacy systems, as well as provider managed processes.

Ophthalmology services in secondary care face enormous challenges with current workload. This is due to an ageing population, enhanced technology enabling more treatments and existing backlogs being made worse due to the Covid-19 pandemic. Ophthalmology currently has the highest number of outpatient appointments (including follow up appointments and referrals for management of long-term conditions) for any speciality. At present we know that waiting times vary across the various eyecare services, also, that the quality of referrals are variable resulting in inconsistent acceptances of cases and therefore a difference in access to services.

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: £1,809,400

II.2) Description

II.2.2) Additional CPV code(s)

- 48510000 - Communication software package
- 72200000 - Software programming and consultancy services

II.2.3) Place of performance

NUTS codes

- UKF - East Midlands (England)
- UKG - West Midlands (England)

II.2.4) Description of the procurement

The Midlands Region covers a very diverse area, for example Birmingham which is the UK's second biggest city, and Lincolnshire, which is the second largest English county where the land is predominantly used for agriculture. This results in significant differences in population densities and ease of access to care.

Within the 11 ICSs in scope, there are: -

- Circa 29 acute trusts and Independent Sector Providers (ISP's) delivering eye care services, and
- Circa 49 community providers commissioned by 11 ICSs in the Midlands region, and
- Circa 1289 Optical practices (sites).

There may also be out of Midlands Region optical practices that refer into providers within the Midlands Region or vice versa. The EeRS must facilitate cross border referrals via e-RS integration. It is envisaged that discharge/feedback letters will be made via existing processes whilst alternative electronic methods are developed (i.e., MESH/e-RS exploration).

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 70

Quality criterion - Name: Social Value / Weighting: 10

Price - Weighting: 20

II.2.11) Information about options

Options: Yes

Description of options

Extension options: for a period or periods of up to two further years

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Restricted 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: [2020/S 230-568420](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

14 February 2023

V.2.2) Information about tenders

Number of tenders received: 5

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

V.2.3) Name and address of the contractor

Monmedical Limited (Trading as Cinapsis Ltd)

Profile West Suite 2, First Floor, 950 Great West Road

Brentford

TW8 9ES

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

09728098

The contractor is an SME

Yes

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

Initial estimated total value of the contract/lot: £1,809,400

Total value of the contract/lot: £1,809,400

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

NHS England Midlands Region

Anglesey House, Wheelhouse Road, Towers Business Park,

Rugeley

WS15 1UL

Country

United Kingdom