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Award

## **NHS 111 Wales Online Symptom Checkers**

Welsh Ambulance Services University NHS Trust

F15: Voluntary ex ante transparency notice

Notice identifier: 2025/S 000-006740

Procurement identifier (OCID): ocids-h6vhtk-04e689

Published 21 February 2025, 1:28pm

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

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

Welsh Ambulance Services University NHS Trust

Beacon House, William Brown Close

Cwmbran

NP44 3AB

#### **Email**

[emma.burns@wales.nhs.uk](mailto: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](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

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## **Section II: Object**

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

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

NHS 111 Wales Online Symptom Checkers

Reference number

2425-100-STA-WAS

#### **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 supply of an online symptom checker software solution for members of the public to access via the 111 Wales Website. The symptom checkers are required for public use, to aid decision making, provide self-care information and access to urgent unscheduled care.

The symptom checkers provide an alternative service to the 111 Wales telephony service and this contract will enable the symptom checkers to be based on those triage algorithms currently used by non-clinical call handlers within the 111 Wales telephony service.

The symptom checkers will enable a member of the public to answer a series of questions about their symptoms and then provide health information. Depending upon the outcome a person may for example be signposted to contact another service such as a pharmacist. The solution will also enable an end user to enter their demographic details and through integration with other 111 Wales systems enable subsequent remote clinical assessment and call back to be facilitated.

The solution is required to be accessible from the 111 Wales Website however whilst the solution will be interoperable with the 111 Wales Website the 111 Wales Website itself is out of scope of this contract.

This contract is also for the supply of professional services to enable the implementation of the solution as well as the associated licences for the software. The contract also includes the supply of ongoing support and maintenance 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: £765,000

## **II.2) Description**

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

- 48800000 - Information systems and servers
- 48810000 - Information systems
- 48814000 - Medical information systems
- 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 supply of a new software solution to replace the online symptom checkers currently deployed on the 111 Wales website.

This solution will include a web application providing the public facing front end for the online symptom checker software solution that will be separate to but integrated with the existing 111 Wales website. The 111 Wales online symptom checker software will capture a patient's symptoms and, through the application of an algorithm, provide more information about those symptoms. The output includes details regarding where to go for help, which care services to potentially contact next, and where to find more information about the symptoms. The online symptom checkers will provide educational content and care-service signposting only and does not offer any form of diagnosis or treatment in relation to the symptoms.

The purpose of the online symptom checkers is to provide an alternative service to the 111 Wales telephony service based on the same solution ("algorithms") as the non-clinical triage algorithms currently used by call handlers within the 111 Wales telephony service.

The solution is required to assess a range of symptoms and health conditions, using clinically validated algorithms and providing no less than the 76-symptom checkers currently available online via the 111 Wales Website. The solution must also provide triage outcome levels that are the equivalent as the 111 Wales telephony service.

The online symptom checkers are required to provide clear and easily understood health information that can contain links to other 111 Wales Website pages to provide the end user with additional information where required. The solution is also required to have the ability for an end user to input demographic information at the start of self-triage to provide tailored triage flow and results. In addition, the solution is required to enable demographic information to be transferred to other call handling and triage systems to allow subsequent remote clinical assessment from the 111 Wales telephony service and other local health and wellbeing services across Wales to be able to facilitate a call back if needed.

The software solution will be hosted locally within the Trust's datacentres using existing infrastructure already in-place that is currently used to deploy other 111 Wales systems.

In addition, this contract is for the supply of professional services to enable the implementation of the solution as well as the relevant software licences for the software itself. The contract is also for the supply of the associated ongoing support and maintenance services.

#### **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

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Negotiated without a prior call for competition

- The works, supplies or services can be provided only by a particular economic operator for the following reason:
  - absence of competition for technical reasons

## Explanation:

The current system used by non-clinical call takers in the 111 Wales telephony service uses proprietary algorithms and the proposed system will be based on these algorithms. No alternative or substitute exists to meet the capability currently in use that could reasonably be configured and/or deployed in the timescale required by the Welsh Ambulance Services University NHS Trust (the 'Trust') or without the Trust unreasonably investing a disproportionate amount of public money and Trust time (for example, by deploying clinically validated algorithms based on those currently used within the 111 Wales telephony service and through mitigating the need to invest in new datacentre hardware infrastructure). The proposed contract would be complementary to the current 111 Wales decision support software that is live and in widespread use across the 111 Wales service and configured to specifically fit the Trust processes.

The proposed supplier, Priority Solutions Inc is the only supplier capable of supplying a solution that will have the same level of triage outcome levels as the current 111 Wales telephony service. This requirement is essential given the new online symptom checker solution will be required to capture patient demographic details and integrate with and transfer data in real-time to the 111 Wales call handling and triage systems. As well as enable transfer of information and call back from other service providers such as GP Out of Hours. Currently patients are advised to call 111 which then impacts the demand for 111 telephony services. To ensure the appropriate flow of patients between services it is essential triage outcome levels are the equivalent to the existing 111 telephony service.

Additionally, there is a lack of a commercial product available with NHS England for example having developed their own in-house solutions. Symptom Checker solutions in the marketplace are generally not targeted towards 111 services but for primary care and emergency departments. Accordingly, there is currently no readily available symptom checker solution capable of deployment in a 111 environment. Only Priority Solutions Inc can supply an interoperable and complementary system.

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

The procurement is covered by the Government Procurement Agreement: No

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

### **Contract No**

2425-100-STA-WAS

A contract/lot is awarded: Yes

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

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

21 February 2025

#### **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**

Priority Solutions Inc.

110 S Regent St, STE 500

SLC

84111

Country

United States

NUTS code

- US - United States

The contractor/concessionaire is an SME

Yes

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

Total value of the contract/lot/concession: £765,000

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## **Section VI. Complementary information**

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

The Contract Value provided in this VEAT Notice is in aggregate and is inclusive of the 48-month term of contract.

(WA Ref:148349)

### **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