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Contract

Clinical Pathways Interface and Implementation Support

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

F03: Contract award notice

Notice identifier: 2023/S 000-006888

Procurement identifier (OCID): ocds-h6vhtk-03b0e5

Published 9 March 2023, 12:27pm

Section I: Contracting authority

I.1) Name and addresses

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

4-5 Charnwood Court, Heol Billingsley, Parc Nantgarw,

Cardiff

CF15 7QZ

Contact

Gareth Rees

Email

gareth.rees9@wales.nhs.uk

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

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

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

Clinical Pathways Interface and Implementation Support

Reference number

AW102

II.1.2) Main CPV code

- 85323000 - Community health services

II.1.3) Type of contract

Services

II.1.4) Short description

The purposes of the Clinical Pathways Interface and Implementation Support are twofold:

1. Clinical Pathways Interface.

To provide and manage a digital website for the publication of nationally agreed, but locally delivered, clinical pathways, processes and procedures to be used by NHS Wales clinicians to support evidence-based care organised around the individual and their family, as close to home as possible.

2. Implementation Support.

To support, at both national and local levels, the development of skills and organisational cultures in NHS organisations to create, adapt, and implement such clinical pathways at scale and at pace.

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: £8,063,643

II.2) Description

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems
- 72263000 - Software implementation services

II.2.3) Place of performance

NUTS codes

- UKL - Wales

II.2.4) Description of the procurement

1. Clinical Pathways Interface.

The Clinical Pathways Interface is expected to be a website, easily accessible from clinicians' desktops, tablets and mobile phones, that displays easy-to-read, current, evidence-based clinical pathways, processes and procedures, based on a standard template. The website is expected to be accessible from both within and outside of the secure NHS network. The web pages will be easily and rapidly updated by the Supplier at the request of the NHS Wales organisations both at a national and local level. The web pages will also contain hyperlinks to relevant local services, contact telephone numbers and email addresses, resources for continuing professional development and appraisal, and national or international guidance and case studies relevant to a specific clinical pathway. The solution is required to accommodate whole systems pathways from community prevention (including non-health partners, social prescribing/conservative management options) through to primary and secondary care intervention, discharge, further follow-up and ongoing self-management.

The intended outcome of the implementation support is to maximise the speed of adoption of the Clinical Pathways Interface by all clinicians in all NHS Wales organisations.

2. Implementation Support.

The Implementation Support is expected to act at two levels:

1. Nationally.

- a. The supplier will advise and support the national NHS Wales Clinical Lead for Clinical Pathways, and a national supporting team, to devise a strategy and implementation plan to delivering clinical pathways
- b. Together with the NHS Wales Clinical Lead for Clinical Pathways, the supplier will work with disease-specific National Clinical Networks and national implementation boards to create and adapt high level clinical pathways, that would then be distributed to Health Boards and Trusts for local adaptation
- c. Initially, it is expected that Implementation Support will focus on reducing demand for planned care and urgent/emergency care in hospital settings by empowering clinicians in primary and community care to manage patients outside of hospital.
- d. The national focus will be on population pathways.

2. Locally.

- a. The supplier will advise and support the Health Board or NHS Trust executive director, and their team, responsible for clinical pathways, to devise a strategy and implementation plan to create/adapt clinical pathways in their organisation, this will be closely aligned to

the national strategy and plan.

b. The supplier will support local clinical leaders to create, adapt and implement clinical pathways, including publishing them on the Clinical Pathways Interface. This will include provision of evidence-based clinical pathways that have already been developed and implemented in similar health systems around the world, providing 'springboards' for rapid local adaption, adoption and publication.

c. Implementation plans for national roll out and individual Health Board/Trust roll-outs will be required. These plans must include timescales for each Health Board's testing and go live dates with clear targets. The implementation plan must include the national team's roll-out as well as a clear communication plan to alert users.

d. Initially, it is expected that Implementation Support will focus on reducing demand for planned care and urgent/emergency care in hospital settings by empowering clinicians in primary and community care to manage patients outside of hospital. NHS Organisations may need to shift resources along organisational pathways to achieve this.

e. The local focus will be on organisational pathways and patient pathways.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 70

Cost criterion - Name: Cost / Weighting: 30

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: [2022/S 022-120598](#)

Section V. Award of contract

Contract No

AW102

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

2 March 2023

V.2.2) Information about tenders

Number of tenders received: 3

Number of tenders received from SMEs: 0

Number of tenders received from tenderers from other EU Member States: 3

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 3

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

V.2.3) Name and address of the contractor

Pathways Alliance Limited

John Snow House, Durham University Science Park

Durham

DH13YG

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

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

Total value of the contract/lot: £8,063,643

Section VI. Complementary information

VI.3) Additional information

(WA Ref:129848)

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