

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/009775-2021>

Contract

Framework Agreement for Patient and Healthcare Communications & Related IT Services

NHS Commercial Solutions

F03: Contract award notice

Notice identifier: 2021/S 000-009775

Procurement identifier (OCID): ocids-h6vhtk-02ada0

Published 5 May 2021, 10:55pm

Section I: Contracting authority

I.1) Name and addresses

NHS Commercial Solutions

The Atrium, Curtis Road.

Dorking

RH4 1XA

Contact

Tara McNamara

Email

tara.mcnamara@nhs.net

Telephone

+44 1306646816

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

www.commercialsolutions-sec.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

Framework Agreement for Patient and Healthcare Communications & Related IT Services

Reference number

4909-3327

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

The aim of this procurement was to appoint a number of suppliers who specialise in patient and healthcare communications and related IT services to a framework agreement for the NHS and, potentially, other public sector organisations. The authority recognises that the expertise required will exist both nationally and at a local level and aims to be as inclusive as is practicable in order that the awarding authority has the most appropriate resource available.

II.1.6) Information about lots

This contract is divided into lots: Yes

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £705,000,000

II.2) Description

II.2.1) Title

Patient Messaging Services

Lot No

Lot 1

II.2.2) Additional CPV code(s)

- 48512000 - Interactive voice response software package
- 48515000 - Video conferencing software package
- 64200000 - Telecommunications services
- 64210000 - Telephone and data transmission services
- 64216120 - Electronic mail services
- 79512000 - Call centre

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Patient Messaging Services will provide Contracting Authorities with a means of sending 2-way messages for appointment reminders and medical test results. The service will include but not be limited to Voice calls; Mobile data connectivity; Mobile e-mail; Mobile data applications; Mobile Device Management; Video services including the administration of mobile devices, such as smartphones, tablets and laptops when linked to the corporate network.

II.2.5) Award criteria

Quality criterion - Name: as per evaluation criteria published in the tender documents /
Weighting: 100

Cost criterion - Name: as per evaluation criteria published in the tender documents /
Weighting: 0

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

II.2) Description

II.2.1) Title

Medical Messaging Application (Pager Replacement)

Lot No

Lot 2

II.2.2) Additional CPV code(s)

- 32000000 - Radio, television, communication, telecommunication and related equipment
- 32320000 - Television and audio-visual equipment
- 32510000 - Wireless telecommunications system
- 48000000 - Software package and information systems
- 64210000 - Telephone and data transmission services
- 64216100 - Electronic message services
- 72000000 - IT services: consulting, software development, Internet and support
- 72230000 - Custom software development services
- 72400000 - Internet services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Medical Messaging Application (Pager Replacement) is a service that helps Contracting Authorities replaces their existing pagers and replace them with a secure platform that will allow healthcare professionals to communicate with each other via mobile devices, or via a desktop-based application. The service includes but is not limited to – Voice calls; SMS; Voicemail services; Mobile data connectivity; Mobile e-mail services; Mobile data applications; Mobile Devices Management; including the administration of mobile devices; such as smartphones, tablets and laptops when linked to corporate network.

II.2.5) Award criteria

Quality criterion - Name: as per evaluation criteria published in the tender documents /
Weighting: 100

Cost criterion - Name: as per evaluation criteria published in the tender documents /
Weighting: 0

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

II.2) Description

II.2.1) Title

Kiosk Display (Digital Signage)

Lot No

Lot 3

II.2.2) Additional CPV code(s)

- 30200000 - Computer equipment and supplies
- 30231300 - Display screens
- 31682230 - Graphic display panels
- 39133000 - Display units
- 48000000 - Software package and information systems
- 72000000 - IT services: consulting, software development, Internet and support
- 72230000 - Custom software development services
- 72300000 - Data services
- 72400000 - Internet services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Kiosk Display (Digital Signage) is a service that allows Contracting Authorities to be able to purchase a secured on-site platform to display or projection relevant and approved information from the Trusts/Hospitals for the use of all users including Patients, Staff and Visitors.

II.2.5) Award criteria

Quality criterion - Name: as per evaluation criteria published in the tender documents /
Weighting: 100

Cost criterion - Name: as per evaluation criteria published in the tender documents /
Weighting: 0

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

II.2) Description

II.2.1) Title

Patient Check-In Management System

Lot No

Lot 4

II.2.2) Additional CPV code(s)

- 48512000 - Interactive voice response software package
- 48515000 - Video conferencing software package
- 64200000 - Telecommunications services

- 64210000 - Telephone and data transmission services
- 64216120 - Electronic mail services
- 79512000 - Call centre

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Patient Check-In Management Systems is a service that Contracting Authorities can use to provide a secured platform for all patients to confirm their check-in for all pre-booked appointments engagements. This service is easy to understand and can communicate securely with other software used by the Contracting Authority.

II.2.5) Award criteria

Quality criterion - Name: as per evaluation criteria published in the tender documents /
Weighting: 100

Cost criterion - Name: as per evaluation criteria published in the tender documents /
Weighting: 0

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

II.2) Description

II.2.1) Title

Patient-Friendly App Development

Lot No

Lot 5

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems
- 48983000 - Development software package
- 72000000 - IT services: consulting, software development, Internet and support
- 72260000 - Software-related services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Patient-Friendly App Development service will allow a Contracting Authority to develop patient-friendly mobile applications that will be compatible with multi-platforms such as Windows, iOS, Android and Kindle

II.2.5) Award criteria

Quality criterion - Name: as per evaluation criteria published in the tender documents /
Weighting: 100

Cost criterion - Name: as per evaluation criteria published in the tender documents /
Weighting: 0

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

II.2) Description

II.2.1) Title

Video Conferencing System

Lot No

Lot 7

II.2.2) Additional CPV code(s)

- 32232000 - Video-conferencing equipment
- 48000000 - Software package and information systems
- 48515000 - Video conferencing software package
- 64216100 - Electronic message services
- 72212515 - Video conferencing software development services
- 72300000 - Data services
- 72400000 - Internet services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

The Video Conferencing System service will provides state-of the art video conferencing system for in-patients, out-patients, administrative and clinical services. The video conferencing system should be easy to understand, navigate and used by Patients irrespective of age, gender and ability/disability and compatible with existing telecommunication applications.

II.2.5) Award criteria

Quality criterion - Name: as per evaluation criteria published in the tender documents /
Weighting: 100

Cost criterion - Name: as per evaluation criteria published in the tender documents /
Weighting: 0

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

II.2) Description

II.2.1) Title

Bespoke Services

Lot No

Lot 10

II.2.2) Additional CPV code(s)

- 03000000 - Agricultural, farming, fishing, forestry and related products

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Bespoke services is a multi-functional lot that may comprise any of the services in Lot 1, Lot 2, Lot 3, Lot 4, Lot 5, and Lot 7 or as may be specified by a Client (i.e. a customer organisation which may be an NHS Trust, individual clinic, GP surgery or any other user of the framework agreement).

II.2.5) Award criteria

Quality criterion - Name: as per evaluation criteria published in the tender documents /
Weighting: 100

Cost criterion - Name: as per evaluation criteria published in the tender documents /
Weighting: 0

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

Restricted procedure

IV.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

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 145-358199](#)

Section V. Award of contract

Contract No

OJEU: 2020/S 145-358199 REF: 4909-3327

Lot No

1

Title

Patient Messaging Services

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

25 February 2021

V.2.2) Information about tenders

Number of tenders received: 5

The contract has been awarded to a group of economic operators: Yes

V.2.3) Name and address of the contractor

BTS Holdings Ltd

69-73 Manor Road

Wallington

SM6 0DD

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

ICNH Ltd trading as DrDoctor

123a Maidenhead Road

Windsor

SL4 5EY

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Healthcare Communications UK Ltd

Stewart House, Royal Court, Brook Street

Macclesfield

SK11 7AE

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

V.2.3) Name and address of the contractor

Insight Direct (UK) Ltd

The Technology Building, Insight Campus Terry Street

Sheffield

S9 2BU

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

V.2.3) Name and address of the contractor

Netcall Technology Limited

Suite 203, Bedford Heights, Brickhill Drive

Bedford

MK41 7PH

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

Total value of the contract/lot: £705,000,000

Section V. Award of contract

Contract No

OJEU: 2020/S 145-358199 REF: 4909-3327

Lot No

2

Title

Medical Messaging Application (Pager Replacement)

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

25 January 2021

V.2.2) Information about tenders

Number of tenders received: 9

The contract has been awarded to a group of economic operators: Yes

V.2.3) Name and address of the contractor

Barrier Networks Ltd

272 Bath Street

Glasgow

G2 4JR

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

BTS Holdings plc

Wallington

SM6 0DD

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

69-73 Manor Road

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Hill-Rom Ltd

Clinitron House Excelsior Road

Ashby de la Zouch

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

V.2.3) Name and address of the contractor

Insight Direct (UK) Ltd

The Technology Building, Insight Campus Terry Street

Sheffield

S9 2BU

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

V.2.3) Name and address of the contractor

Multitone Electronics PLC

Shortwood Copse Lane Kempshott

Basingstoke

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Netcall Technology Limited

Suite 203, Bedford Heights, Brickhill Drive

Bedford

MK41 7PH

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Stanley Security Solutions Ltd

Stanley House, Bramble Road

Swindon

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

V.2.3) Name and address of the contractor

ZIVVER B.V.

Koningin Wilhelminaplein 30

Amsterdam

1062KR

Country

Netherlands

NUTS code

- NL - Netherlands

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Softcat plc

Fieldhouse Lane, Marlow

Buckinghamshire

SL7 1LW

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: £705,000,000

Section V. Award of contract

Contract No

OJEU: 2020/S 145-358199 REF: 4909-3327

Lot No

3

Title

Kiosk Display (Digital Signage)

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

25 February 2021

V.2.2) Information about tenders

Number of tenders received: 3

The contract has been awarded to a group of economic operators: Yes

V.2.3) Name and address of the contractor

Exponential-e Limited

100 Lemon St

London

E1 8EU

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

V.2.3) Name and address of the contractor

Hospital Services Limited

2 Wild Flower Way Adelaide Industrial Estate

Belfast

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Insight Direct (UK) Ltd

The Technology Building, Insight Campus Terry Street

Sheffield

S9 2BU

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: £705,000,000

Section V. Award of contract

Contract No

OJEU: 2020/S 145-358199 REF: 4909-332

Lot No

4

Title

Patient Check-In Management System

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

25 February 2021

V.2.2) Information about tenders

Number of tenders received: 5

The contract has been awarded to a group of economic operators: Yes

V.2.3) Name and address of the contractor

BTS Holdings Ltd

69-73 Manor Road

Wallington

SM6 0DD

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Hospital Services Limited

2 Wild Flower Way Adelaide Industrial Estate

Belfast

BT12 6TA

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Insight Direct (UK) Ltd

The Technology Building, Insight Campus Terry Street

Sheffield

S9 2BU

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

V.2.3) Name and address of the contractor

Intouch with Health Ltd

Unit 3, Querns Business Centre, Whitworth Road

Cirencester

GL71RT

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Netcall Technology Limited

Suite 203, Bedford Heights, Brickhill Drive,

Bedford

MK41 7PH

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

Total value of the contract/lot: £705,000,000

Section V. Award of contract

Contract No

OJEU: 2020/S 145-358199 REF: 4909-332

Lot No

5

Title

Apps Development Services

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

25 February 2021

V.2.2) Information about tenders

Number of tenders received: 5

The contract has been awarded to a group of economic operators: Yes

V.2.3) Name and address of the contractor

BTS Holdings Ltd

69-73 Manor Road

Wallington

SM6 0DD

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Exponential-e Limited

100 Leman St

London

E1 8EU

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

V.2.3) Name and address of the contractor

Hospital Services Limited

2 Wild Flower Way Adelaide Industrial Estate

Belfast

BT12 6TA

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Insight Direct (UK) Ltd

Sheffield

S9 2BU

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

The Technology Building, Insight Campus Terry Street

The contractor is an SME

No

V.2.3) Name and address of the contractor

Netcall Technology Limited

Suite 203, Bedford Heights, Brickhill Drive

Bedford

MK41 7PH

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

Total value of the contract/lot: £705,000,000

Section V. Award of contract

Contract No

OJEU: 2020/S 145-358199 REF: 4909-332

Lot No

7

Title

Video Conferencing System

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

25 February 2021

V.2.2) Information about tenders

Number of tenders received: 5

The contract has been awarded to a group of economic operators: Yes

V.2.3) Name and address of the contractor

Barrier Networks

272 Bath Street

Glasgow

G2 4JR

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Hospital Services Limited

2 Wild Flower Way Adelaide Industrial Estate

Belfast

BT12 6TA

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Insight Direct (UK) Ltd

The Technology Building, Insight Campus Terry Street

Sheffield

S9 2BU

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

V.2.3) Name and address of the contractor

Visionable Ltd

3 Dean Trench Street

London

SW1P 3HB

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

ZIVVER B.V.

Koningin Wilhelminaplein 30

Amsterdam

1062KR

Country

Netherlands

NUTS code

- NL - Netherlands

The contractor is an SME

Yes

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

Total value of the contract/lot: £705,000,000

Section V. Award of contract

Contract No

OJEU: 2020/S 145-358199 REF: 4909-332

Lot No

10

Title

Bespoke Services

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

25 February 2021

V.2.2) Information about tenders

Number of tenders received: 6

The contract has been awarded to a group of economic operators: Yes

V.2.3) Name and address of the contractor

Barrier Networks Ltd

272 Bath Street

Glasgow

G2 4JR

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

BTS Holdings Ltd

Wallington

SM6 0DD

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Exponential-e Limited

100 Leman St

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

V.2.3) Name and address of the contractor

Hospital Services Limited

Belfast

BT12 6TA

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

2 Wild Flower Way Adelaide Industrial Estate

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Insight Direct (UK) Ltd

The Technology Building, Insight Campus Terry Street

Sheffield

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

V.2.3) Name and address of the contractor

Netcall Technology Limited

Suite 203, Bedford Heights, Brickhill Drive

Bedford

MK41 7PH

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

Total value of the contract/lot: £705,000,000

Section V. Award of contract

Contract No

OJEU: 2020/S 145-358199 REF: 4909-3327

Lot No

6

Title

Social Marketing Services

A contract/lot is awarded: No

V.1) Information on non-award

The contract/lot is not awarded

No tenders or requests to participate were received or all were rejected

Section V. Award of contract

Contract No

OJEU: 2020/S 145-358199 REF: 4909-3327

Lot No

8

Title

In-Patient Infotainment Management System

A contract/lot is awarded: No

V.1) Information on non-award

The contract/lot is not awarded

No tenders or requests to participate were received or all were rejected

Section V. Award of contract

Contract No

OJEU: 2020/S 145-358199 REF: 4909-3327

Lot No

9

Title

Medical Representative Check-In Software System

A contract/lot is awarded: No

V.1) Information on non-award

The contract/lot is not awarded

No tenders or requests to participate were received or all were rejected

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Surrey and Borders Partnership NHS Trust, on behalf of NHS Commercial Solutions

18 Mole Business Park

Leatherhead

KT22 7AD

Country

United Kingdom