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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](mailto: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](http://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

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## **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

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## **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](#)

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## **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

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## **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

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## **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 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

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

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**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

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### **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

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## **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



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## **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

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## **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

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## **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

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## **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

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## **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