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Contract

Agile Product Delivery Partner (Discovery, Development, Deployment) Framework Agreement

Digital Health and Care Wales

F03: Contract award notice

Notice identifier: 2024/S 000-010945

Procurement identifier (OCID): ocids-h6vhtk-040f96

Published 4 April 2024, 2:04pm

Section I: Contracting authority

I.1) Name and addresses

Digital Health and Care Wales

Ty Glan yr Afon, 21 Cowbridge Road East

Cardiff

CF11 9AD

Contact

Nathan Beynon

Email

nathan.beynon3@wales.nhs.uk

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

<https://dhcw.nhs.wales/>

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

Agile Product Delivery Partner (Discovery, Development, Deployment) Framework Agreement

Reference number

P879

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 Authority is seeking to establish a sole supplier Framework Agreement for an Agile Product Delivery Partner (discovery, Development, Deployment) for Digital Health and Care Wales.

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: £20,000,000

II.2) Description

II.2.2) Additional CPV code(s)

- 72000000 - IT services: consulting, software development, Internet and support

II.2.3) Place of performance

NUTS codes

- UKL - Wales

II.2.4) Description of the procurement

Digital Health and Care Wales (DHCW), a Special Health Authority which creates digital solutions needed to improve health and care in Wales, About Digital Health and Care Wales – Digital Health and Care Wales (<https://dhcw.nhs.wales>) is seeking to establish a sole supplier Framework Agreement for an Agile Product Delivery Partner (Discovery, Development, Deployment) to enable specialist resources to be called off as and when required to support DHCW and the Digital Services for Patients and the Public (“DSPP”) programme in delivering the NHS Wales App. The DSPP Programme has been established to deliver the following vision:

- i. Using transformational digital services to increase people’s involvement in the management of their health and wellbeing to engender more positive health and social care outcomes for the people of Wales.
- ii. Opening up channels to capture and share information relating to people’s health and wellbeing:
 - Greater visibility of and access to the information that the NHS holds at an individual level.
 - Ability for the patient to collect and share information with carers, medical professionals and others of their choosing.
 - Create a technical and cultural environment that can extend beyond traditional NHS boundaries and into social care and the third sector.
- iii. Providing Information sharing under clear models for consent, data provenance, and audit including controlled proxy access and accountability for actions based on available information at a given point in time.
- iv. This vision for information sharing includes:
 - Transactional information such as appointment bookings.
 - Communications including correspondence, messages and video calling and conferencing.
 - Personalised health and wellbeing information presented in a context that is understandable, allowing a user to navigate between multiple sources of supporting information and service information with relative ease.

The scope of the Framework Agreement is for the provision of services via a “call off mechanism” to support DHCW in delivering the NHS Wales App across four key areas:

1. Discovery
2. Development
3. Operations
4. Support & Service Management

A commercial/contractual partnership agreement is envisaged between the Parties to efficiently and effectively deliver the evolving requirements to meet the organisation's and programmes Corporate Strategy so an agile and robust approach is essential. The successful supplier will be required to provide access to suitably skilled and experienced resources that are flexible, highly skilled, and able to provide a proactive approach to underpin the service delivery of the Agreement. The successful supplier will need to demonstrate a track record of delivering comparable successful UK public sector Apps, preferably within healthcare. In addition, an excellent working knowledge of the Welsh Public Sector and NHS Wales is desirable, as is experience in Healthcare.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60%

Quality criterion - Name: Social Value / Weighting: 10%

Price - 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.1.3) 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: [2023/S 000-036896](#)

Section V. Award of contract

Contract No

P879

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

3 April 2024

V.2.2) Information about tenders

Number of tenders received: 4

Number of tenders received from SMEs: 4

Number of tenders received from tenderers from other EU Member States: 4

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

Number of tenders received by electronic means: 4

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

V.2.3) Name and address of the contractor

Kainos

4-6 Upper Crescent

Belfast

BT71NT

Telephone

+44 7770742236

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: £20,000,000

Section VI. Complementary information

VI.3) Additional information

(WA Ref:140475)

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