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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](mailto: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](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

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## **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

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## **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](#)

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## **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

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## **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