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Contract

## **Remote Advice and Guidance Communication Solution and Access to Expert Clinical Advice**

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

F03: Contract award notice

Notice identifier: 2023/S 000-011636

Procurement identifier (OCID): ocds-h6vhtk-035f1e

Published 24 April 2023, 11:28am

### **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

#### **Email**

[ProcurementServicesenquiries@wales.nhs.uk](mailto:ProcurementServicesenquiries@wales.nhs.uk)

#### **Telephone**

+44 1443848585

#### **Country**

United Kingdom

**NUTS code**

UK - United Kingdom

**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](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**

Remote Advice and Guidance Communication Solution and Access to Expert Clinical Advice

Reference number

AW097-23

#### **II.1.2) Main CPV code**

- 79625000 - Supply services of medical personnel

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

Procure a system to support the delivery of a remote advice and guidance communication solution to clinicians in Wales and through the solution clinicians will be able to securely access the resources of expert clinicians.

#### **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: £5,000,000

### **II.2) Description**

#### **II.2.2) Additional CPV code(s)**

- 48000000 - Software package and information systems

#### **II.2.3) Place of performance**

NUTS codes

- UKL - Wales

Main site or place of performance

The primary users of this agreement are located across Wales.

#### **II.2.4) Description of the procurement**

The overall project scope is to procure a communication solution to deliver a remote advice and guidance service to Wales. The system must enable the delivery of simple and auditable communications between users and health providers across and within organisations. The service will function within all areas of primary, secondary, and community care, and mental health and learning disabilities services. Key elements include: Providing a bespoke directory of service based upon location and professional groups. Ability to configure services to support pan-Wales national services. Providing the potential to link with social services and local authority services to support whole system communications. Live reporting via a configurable dashboard. Provide a digital record of advice and guidance provided to users for use in clinical audit, service evaluation, education and appraisal in line with Information Governance requirements.

#### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 80

Cost criterion - Name: Cost / Weighting: 20

#### **II.2.11) Information about options**

Options: Yes

Description of options

Options for additional services as described in the Invitation to Tender

#### **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.1.8) 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 000-022676](#)

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## **Section V. Award of contract**

### **Contract No**

AW097

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

30 March 2023

#### **V.2.2) Information about tenders**

Number of tenders received: 1

Number of tenders received from SMEs: 1

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 1

Number of tenders received by electronic means: 1

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

**V.2.3) Name and address of the contractor**

Consultant Connect

1 St Aldate's

Oxford

OX26RW

Telephone

+44 1865261467

Country

United Kingdom

NUTS code

- UKJ14 - Oxfordshire

The contractor is an SME

Yes

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

Initial estimated total value of the contract/lot: £5,000,000

Total value of the contract/lot: £5,000,000

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## **Section VI. Complementary information**

### **VI.3) Additional information**

(WA Ref:127986)

### **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