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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

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

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

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

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](#)

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

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