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Tender

Modern Clinical Communications Solution and Implementation Partner

The Dudley Group NHS Foundation Trust

F02: Contract notice

Notice identifier: 2023/S 000-013055

Procurement identifier (OCID): ocds-h6vhtk-03c706

Published 9 May 2023, 12:19am

The closing date and time has been changed to:

16 June 2023, 12:00pm

See the [change notice](#).

Section I: Contracting authority

I.1) Name and addresses

The Dudley Group NHS Foundation Trust

Russells Hall Hospital Pensnett Road

Dudley

DY1 2HQ

Contact

Kirk Johnson

Email

kirk.johnson1@nhs.net

Telephone

+44 7896607624

Country

United Kingdom

Region code

UKG36 - Dudley

Internet address(es)

Main address

<https://www.dgft.nhs.uk/>

Buyer's address

<https://www.dgft.nhs.uk/>

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://health-family.force.com/s/Welcome>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://health-family.force.com/s/Welcome>

Tenders or requests to participate must be submitted to the above-mentioned address

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

<https://health-family.force.com/s/Welcome>

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

Health

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Modern Clinical Communications Solution and Implementation Partner

Reference number

C168654

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

A Bleep communication system is currently being utilised at The Dudley Group NHS Foundation Trust (DGFT). However, in 2019 the then Health Secretary called for the phasing out of this method of communication. Modern technology facilitates the need for team-based communication, image facilitation, and task assignment. Bleeps on the other hand require medics to seek out landline phones to then go through a switch board and manually telephone everyone involved which negatively impacts efficient clinical care. In line with our Digital and People Plans, a new communication solution is needed to improve productivity.

To achieve digital maturity, modern clinical communication solutions is a key element to ensure that there is a sustainable patient flow through the treatment process. Improving the flow of patients is in line with a key strategic objective of ensuring patient care. As a result of the recent pandemic, there is now a significant backlog of patients across clinical domains, meaning that ensuring there is adequate communication and flow is essential to ensure the Trust meets clinical demands.

DGFT wish to embark on a programme of work to deliver enhancements to our clinical communication methodologies which will underpin the efficient flow of patients between clinical teams. A partner is required to provide a full end-to-end set of professional in-house Project Services relating to Modern Clinical Communication and offer insight expertise into linking this with the current digital infrastructure at DGFT.

II.1.5) Estimated total value

Value excluding VAT: £350,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 48510000 - Communication software package

II.2.3) Place of performance

NUTS codes

- UKG37 - Sandwell

II.2.4) Description of the procurement

The Trust is looking for a third-party partner to deliver:

- A modern clinical communications platform which allows for ease of communication between staff
- Intuitive user interface and good user experience, requiring limited training to fully understand functionality.
- Be able to be utilised on several devices, whether this be mobile phone, tablet, or PC.

The Trust are suggesting the number of user licenses to be circa 2000 initially, with potential commitment to scale to as high as 5000 in the future.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £350,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

24

This contract is subject to renewal

Yes

Description of renewals

The Contract duration will be for an initial 2 year period with the option to extend for up to a further 24 months (at intervals to be agreed between the Successful Bidder and the Authority). Maximum contract term will be 4 years in total.

II.2.10) Information about variants

Variants will be accepted: No

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.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.2) Time limit for receipt of tenders or requests to participate

Originally published as:

Date

25 May 2023

Local time

4:00pm

Changed to:

Date

16 June 2023

Local time

12:00pm

See the [change notice](#).

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 3 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

9 May 2023

Local time

8:00am

Place

Tender publication via the Atamis Tender portal.

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.4) Procedures for review

VI.4.1) Review body

NHS England

Quarry House, Quarry Hill

Leeds

LS2 7UE

Country

United Kingdom

Internet address

<https://www.england.nhs.uk/>