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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): ocids-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](mailto: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

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## **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

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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.2.2) 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.

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### **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/>