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Tender

Provision of an Ophthalmology Electronic Medical Record (EMR) Solution

Oxford University Hospitals NHS Trust

F02: Contract notice

Notice identifier: 2024/S 000-016087

Procurement identifier (OCID): ocids-h6vhtk-046976

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Section I: Contracting authority

I.1) Name and addresses

Oxford University Hospitals NHS Trust

Chief Executive's Office, Level 3, John Radcliffe Hospital, Headley Way, Headington

Oxford

OX3 9DU

Contact

Gareth Ellis

Email

gareth.ellis@ouh.nhs.uk

Country

United Kingdom

Region code

UKJ14 - Oxfordshire

Internet address(es)

Main address

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

Buyer's address

<https://www.ouh.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

Other type

NHS Foundation Trust

I.5) Main activity

Health

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Provision of an Ophthalmology Electronic Medical Record (EMR) Solution

II.1.2) Main CPV code

- 48814200 - Patient-administration system

II.1.3) Type of contract

Supplies

II.1.4) Short description

The Trust procured and implemented the current Ophthalmology EMR solution twenty years ago and has used it ever since. This creates a hybrid approach to clinical record keeping including extensive use of paper notes. The existing solution will cease to be a fully supported solution in 2024 therefore the purpose of this project is to identify and procure a suitable replacement Ophthalmology EMR solution that will provide the full range of Ophthalmology functionality.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKJ14 - Oxfordshire

II.2.4) Description of the procurement

The Trust procured and implemented the current Ophthalmology EMR solution twenty years ago and has used it ever since. This creates a hybrid approach to clinical record keeping including extensive use of paper notes. The existing solution will cease to be a fully supported solution in 2024 therefore the purpose of this project is to identify and procure a suitable replacement Ophthalmology EMR solution that will provide the full range of Ophthalmology functionality.

Background

The existing Ophthalmology EMR will cease to be a supported solution in 2024 and as a result The Ophthalmology team is already seeing a degradation in the level of support provided for the legacy solution. This is also resulting in the team's inability to make necessary improvements or find remedies for known bugs and is affecting their ability to deliver the service effectively.

The existing solution also has significant gaps and shortcomings and does not provide a comprehensive digital record across all sub-specialties. As a consequence, Ophthalmology records are split between a combination of paper and digital records, which is both inefficient and carries clinical risk.

As a result, there are two key strategic drivers for this project:

- Continuity of service; and
- Improving clinical quality and safety

In further support of the need for a new solution, the overarching Ophthalmology Clinical Strategy (2020-2025) specifically identifies the use of digital technology to transform patient pathways, in particular, including:

- Greater integration with Cerner Millennium
- Communication between community-based activities (e.g. optometrists) and the OUH team
- Accessibility from all locations from where services are provided

Scope

Ophthalmology has many sub-specialties within the service such as medical retina, vitreoretinal, uveitis, glaucoma, anterior segment including cornea / cataract, oculoplastics, strabismus, neuro-ophthalmology, paediatric ophthalmology, ocular oncology, general and eye casualty. Each of these subspecialties require different combinations of IT systems providing recording of all ophthalmic imaging and diagnostics, which relate to disease state, and recording of progression of these disease to ensure timely treatment and prevention of loss of vision. The same ability to image and monitor patients has driven the development of protocol-based delivery of healthcare by non-medical personnel at cost-saving to the NHS. Capture of imaging and data for asynchronous virtual telemedicine is a vital part of this (eg for managing patients with chronic eye disease (glaucoma/medical retina)).

The ability to deliver care remotely eg in partnership with optometrists and in OUH-owned imaging hubs will be enabled using these technologies in parallel with a networked Ophthalmology-specific IT infrastructure which reflects the imaging requirements, subspecialty patient -record needs and the high volume work which characterises today's Ophthalmology practice.

The Oxford Eye Hospital serves approximately 112,000 outpatient (OPD) based

encounters per year, with 16, 500 Eye A/E, who are seen between multiple consultants, fellows/ junior doctors, allied health professionals (AHPs), and nurses who need to take /access/review new eye scans and measurements, compare them to previous eyes scans, have a knowledge of the patient's medical history, and write new notes whilst keeping the patient at the centre of the consultation. Thus, there is a need to be able to rapidly access and input complex information quickly and ensure it is kept in one place. Many ophthalmology patients have multiple appointments throughout the lifetime of their eye condition and at each appointment more paperwork is added to their notes

II.2.5) Award criteria

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

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

Duration in months

60

This contract is subject to renewal

No

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: No

IV.2) Administrative information

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

Date

3 June 2024

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

Tender must be valid until: 1 October 2024

IV.2.7) Conditions for opening of tenders

Date

22 May 2024

Local time

12:00pm

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

Oxford University Hospitals

Headley Way

Oxford

OX3 9DU

Country

United Kingdom