

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/016839-2022>

Contract

## **Health Improvement Patient Administration System**

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

F03: Contract award notice

Notice identifier: 2022/S 000-016839

Procurement identifier (OCID): ocds-h6vhtk-0306bb

Published 20 June 2022, 3:32pm

### **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

#### **Contact**

Bethan Dyke

#### **Email**

[bethan.dyke@wales.nhs.uk](mailto:bethan.dyke@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.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**

Health Improvement Patient Administration System

Reference number

PHW-OJEU-49258

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

- 75100000 - Administration services

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

Services

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

The contract covers the requirement for patient administration systems for two national Health Improvement programmes – the National Exercise Referral Scheme (NERS) and Help Me Quit (NHS-based smoking cessation) – to be developed in line with the vision for NHS digital services.

#### **II.1.6) Information about lots**

This contract is divided into lots: Yes

#### **II.1.7) Total value of the procurement (excluding VAT)**

Value excluding VAT: £429,750

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

#### **II.2.1) Title**

Help Me Quit Patient Administration System

Lot No

1

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

- 75100000 - Administration services

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

NUTS codes

- UKL - Wales

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

Suppliers are to note that a critical success factor for implementing a new patient administration system (or systems) for these programmes will be in enabling health professionals to refer patients on to programmes much more simply and efficiently than is currently possible. A number of new interfaces with existing NHS Wales patient systems such as the Welsh Clinical Commissioning Gateway (WCCG) and Welsh Clinical Portal (WCP), as well as with Welsh demographic services, will be required so that GPs and other health professionals can extract and pull patient clinical data automatically into their referrals.

Providing this improved functionality is a key system benefit and is likely to be critical in encouraging key professional groups (e.g., pharmacists in relation to Help Me Quit) to use a new system, and should greatly improve the speed, volume and quality of referrals into programmes.

In setting out their delivery approach, suppliers will need to engage with Digital Health and Care Wales (NHS Wales IT service) as early as possible in the project

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

Quality criterion - Name: Experience / Weighting: 20

Quality criterion - Name: Skills & Knowledge / Weighting: 20

Quality criterion - Name: Approach & Plan / Weighting: 20

Quality criterion - Name: Contract Management / Weighting: 15

Quality criterion - Name: Social Value / Weighting: 15

Quality criterion - Name: Risk Management / Weighting: 5

Quality criterion - Name: Scope / Weighting: 5

Quality criterion - Name: Resource Use / Weighting: 10

Price - Weighting: 30

### **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

## **II.2) Description**

### **II.2.1) Title**

National Exercise Referral Scheme Patient Administration System

Lot No

2

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

- 75100000 - Administration services

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

NUTS codes

- UKL - Wales

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

The contract covers the requirement for patient administration systems for two national Health Improvement programmes – the National Exercise Referral Scheme (NERS) and Help Me Quit (NHS-based smoking cessation) – to be developed in line with the vision for NHS digital services.

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

Quality criterion - Name: Experience / Weighting: 20

Quality criterion - Name: Skills & Knowledge / Weighting: 20

Quality criterion - Name: Approach & Plan / Weighting: 20

Quality criterion - Name: Contract Management / Weighting: 15

Quality criterion - Name: Social Value / Weighting: 10

Quality criterion - Name: Resource Use / Weighting: 5

Quality criterion - Name: Risk Management / Weighting: 5

Quality criterion - Name: Scope / Weighting: 5

Price - Weighting: 30

### **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

## **II.2) Description**

### **II.2.1) Title**

Help Me Quit and National Exercise Referral Scheme – Single Patient Administration System

Lot No

3

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

- 75100000 - Administration services

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

NUTS codes

- UKL - Wales

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

The contract covers the requirement for patient administration systems for two national Health Improvement programmes – the National Exercise Referral Scheme (NERS) and Help Me Quit (NHS-based smoking cessation) – to be developed in line with the vision for NHS digital services.

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

Quality criterion - Name: Experience / Weighting: 20

Quality criterion - Name: Skills & Knowledge / Weighting: 20

Quality criterion - Name: Approach & Plan / Weighting: 20

Quality criterion - Name: Contract Management / Weighting: 15

Quality criterion - Name: Social Value / Weighting: 10

Quality criterion - Name: Resource Use / Weighting: 5

Quality criterion - Name: Risk Management / Weighting: 5

Quality criterion - Name: Scope / Weighting: 5

Price - Weighting: 30

### **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.2.1) Previous publication concerning this procedure**

Notice number: [2022/S 000-000038](#)

---

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

### **Lot No**

3

### **Title**

Help Me Quit and National Exercise Referral Scheme – Single Patient Administration System

A contract/lot is awarded: Yes

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

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

21 April 2022

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

Number of tenders received: 4

Number of tenders received from SMEs: 0

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

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 4

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

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

Cyber Media Solutions Ltd.

Opus House, Priestly Court, Staffordshire Technology Park

Stafford

ST180LQ

Telephone

+44 1785222350

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

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

Initial estimated total value of the contract/lot: £265,000

Total value of the contract/lot: £429,750

---

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

### **Lot No**

1

### **Title**

Help Me Quit Patient Administration System

A contract/lot is awarded: No

### **V.1) Information on non-award**

The contract/lot is not awarded

No tenders or requests to participate were received or all were rejected

---

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

### **Lot No**

2

### **Title**

National Exercise Referral Scheme Patient Administration System

A contract/lot is awarded: No

### **V.1) Information on non-award**

The contract/lot is not awarded

No tenders or requests to participate were received or all were rejected

---

## **Section VI. Complementary information**

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

1. The Contracting Authority reserves the right to award the contract in whole, in part or annul the tendering process and not award any contract.
2. Bidders should note that they will be required to enter into terms and conditions of contract as set out in the ITT and that save for matters of clarification or consistency the Contracting Authority will not negotiate the terms.
3. The Contracting Authority will not accept completed ITT's after the stated closing date.
4. All documents to be priced (where applicable) in sterling and all payments made in sterling.
5. All tender costs and liabilities incurred by bidders shall be the sole responsibility of the bidders.
6. Prospective suppliers should note that NHS Shared Services Partnership - Procurement Services is acting on behalf of Public Health Wales NHS Trust

(WA Ref:122307)

### **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

### **VI.4.3) Review procedure**

Precise information on deadline(s) for review procedures

NHS Wales Shared Services Partnership on behalf of Public Health Wales NHS Trust will allow a minimum 10 calendar day standstill period between notifying the award decision and awarding the contract.

Unsuccessful tenderers and applicants are entitled to receive reasons for the decision, including the characteristics and relative advantages of the winning bid and the reasons why the tenderer/applicant was unsuccessful.

Should additional information be required it should be requested of the addressee in section I.1.

Aggrieved parties who have been harmed or are at risk of harm by breach of the procurement rules have the right to take action in the High Court (England and Wales). Any such action is subject to strict time limits in accordance with the Public Contracts (Amendments) Regulations 2015