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Planning

Video Consultation 2.0 (VC 2.0)

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

F01: Prior information notice

Prior information only

Notice identifier: 2021/S 000-016963

Procurement identifier (OCID): ocds-h6vhtk-02c9b0

Published 19 July 2021, 4:25pm

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

Kerri Emms

Email

kerri.emms@wales.nhs.uk

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.3) Communication

Additional information can be obtained from the above-mentioned address

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

Video Consultation 2.0 (VC 2.0)

II.1.2) Main CPV code

- 48515000 - Video conferencing software package

II.1.3) Type of contract

Supplies

II.1.4) Short description

This project is seeking to find and implement a long-term (2+1+1 years) Video Consultation platform.

This is driven by evidence of improved patient safety and cost efficiencies derived from the existing Video Consultation platform put into place during COVID-19, as well as recommendations of best practices from the respective stakeholders' groups.

We invite suppliers to demonstrate their Video Consultation platform and provide an opportunity for representatives from various User Communities and the Programme team to understand the potential of solutions.

the functionality shall offer:

- the ability to provide scheduled as well as drop-in services via a website
- the website URL shall be contained in an e-mail / SMS / push notification or other push services, e.g., WhatsApp, Facebook Messenger or iMessage , NHS Wales applications, etc.
- the conceptual provision of a “virtual waiting room”, where service users are collected by their service provider, including the ability to queue multiple service users.
- the ability for the Service Provider to start a session / call with a service user(s) from the queue of the virtual private waiting room
- the ability for the service provider to manage the virtual private rooms and retrieve a URL for the virtual private waiting room for the booking
- for the service provider to use Single-Sign-On from their NHS Active Directory Account (NADEX) into the virtual private waiting room
- to be able provide, define and publish a consent form upon request by organisation / health care setting, which will be filled out by the Service User, before the service users can join the virtual private waiting room
- shall be possible to add 3rd party survey tools before and after service user access / leaves the virtual waiting room

The system shall be a SaaS or PaaS platform without any installation requirements on

service provider side. It shall be possible to host multiple tenants in parallel on behalf of TEC-C.

The platform must be browser based and must not require the installation of any browser plug-ins. Device specific applications will also be welcomed but cannot be the only path into the system. Such applications are considered “add-on”, e.g., mobile phone applications

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 48515000 - Video conferencing software package

II.2.3) Place of performance

NUTS codes

- UKL16 - Gwent Valleys

Main site or place of performance

WALES

II.2.4) Description of the procurement

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This is driven by evidence of improved patient safety and cost efficiencies derived from the existing Video Consultation platform put into place during COVID-19, as well as recommendations of best practices from the respective stakeholders' groups

We invite suppliers to demonstrate their Video Consultation platform and provide an opportunity for representatives from various User Communities and the Programme team to understand the potential of solutions.

II.3) Estimated date of publication of contract notice

30 September 2021

Section IV. Procedure

IV.1) Description

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

The procurement is covered by the Government Procurement Agreement: Yes

Section VI. Complementary information

VI.3) Additional information

The overall objective of this platform and aligned services is to bring the benefits of virtual consultation more rapidly to services users, citizens, and staff through a virtual video clinic environment via an easy to use, Internet technology-based solution. This will be accessible from the citizen's location, using their own device.

Supplier Engagement will take place 11/12 August. To log your interest please contact

Kerri.emms@wales.nhs.uk

Scott.Kuperus@wales.nhs.uk

NOTE: To register your interest in this notice and obtain any additional information please visit the Sell2Wales Web Site at

https://www.sell2wales.gov.wales/Search/Search_Switch.aspx?ID=112516.

(WA Ref:112516)