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Contract

NCL CCG Digital Inclusion Support Services - Multi lot

N E L Commissioning Support Unit

F03: Contract award notice

Notice identifier: 2023/S 000-018790

Procurement identifier (OCID): ocds-h6vhtk-030997

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Section I: Contracting authority

I.1) Name and addresses

N E L Commissioning Support Unit

4th Floor - Unex Tower

London

E15 1DA

Contact

Taofeeq Ladega

Email

taofeeq.ladega@nhs.net

Telephone

+44 20304905875

Country

United Kingdom

Region code

UKI45 - Lambeth

NHS Organisation Data Service

93C

Internet address(es)

Main address

<https://nclhealthandcare.org.uk/icb/north-central-london-integrated-care-board/>

Buyer's address

<https://nclhealthandcare.org.uk/icb/north-central-london-integrated-care-board/>

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

NCL CCG Digital Inclusion Support Services - Multi lot

II.1.2) Main CPV code

- 85300000 - Social work and related services

II.1.3) Type of contract

Services

II.1.4) Short description

The Service is intended to be procured by means of 2 separate lots:

Lot 1 -- Facilitate more vulnerable patients to access NHS appointments and services digitally, through placing of smart phones in libraries and community hubs and loans to patients

Lot 2 - Educate and support Haringey patients to access primary care through digital channels, improving access and reducing demands on general practice

The contracts for both of the above will be offered on a 1 year contract with ability to extend by a further year.

The Provider will deliver the Service in accordance with the following principles:

- The Service must aim to ensure equal access by all Service User groups, reduce health inequalities and promote inclusion, tailoring the Service to support and target those with greatest need through a proportionate universalism approach and equality of access for people with protected characteristics under the Equality Act 2010
- Delivery of the Service will be tailored to the circumstances and culture of Service Users
- The Provider must build relationships and work with relevant local stakeholders (including local health economies and community sector organisations) to deliver a relevant and inclusive programme
- The Provider should maximise the flexibility of their offering in order to increase reach

for all, including communities who face the most barriers to access

- The Provider should ensure Service User involvement and engagement in the evaluation and improvement of the Service
- The Provider must engage proactively with provider services whilst recognising the competing demands on them
- All individuals must be treated with courtesy, respect and an understanding of their needs
- Ongoing improvements and adjustments will be made to the delivery of the Service as new evidence emerges local evaluation of the Service. The Provider acknowledges and agrees that the Service may be adjusted to respond to best available evidence, including (by way of example only) as a result of planned innovation-testing evaluation (e.g. a research project or time-limited pilot of a local innovation to improve the Service)

Total annual contract value for Lot 1 is £100,000. Total value for the two year period is £200,000.

Total annual contract value for Lot 2 is £20,000. Total value for the two year period is £40,000.

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: £240,000

II.2) Description

II.2.1) Title

Facilitate more vulnerable patients to access NHS appointments and services digitally, through placing of smart phones in libraries and community hubs and loans to patients

Lot No

1

II.2.2) Additional CPV code(s)

- 85300000 - Social work and related services

II.2.3) Place of performance

NUTS codes

- UKI - London

II.2.4) Description of the procurement

To enable more vulnerable patients to have access to NHS appointments and services, digitally, through placing of smart phones in libraries and community hubs and loans to patients.

To work with system partners across all sectors to identify potential service users, receive referrals and to provide suitable digital equipment.

Develop and administer a series of training interventions and support for patients to access NHS services digitally. Particular focus on attending appointments digitally, either through the loan of a device or through accessing facilities in a library or community hub.

In delivering that service:

- Confirm referral pathways with BEH, Whittington Health and North Middlesex and general practices for patients who could access appointments digitally
- Make proactive contact with BEH, Whittington Health and North Middlesex about developing the service. The approach is likely to focus on a few specialties in each organisation, demonstrating the value added to the organisation and then expanding further
- Make proactive contact with general practices about the service. Patients are not likely to access general practice appointments digitally, although a small number may. Practices may though refer patients who have multiple contacts with NHS services and would benefit from the loan of a smart phone

Liaise effectively with different organisations to identify locations with private spaces where patients can access appointments or other NHS services digitally, including:

- Rooms in Haringey libraries and community hubs
- Cultural associations, churches and mosques

Manage the appointment service at those sites so that provider trusts (BEH, North Middlesex, Whittington Health) can offer patients appointments at those locations.

Manage smart phones, (funded separately, so not to include in costs). Manage information governance processes. Monitor spend and activity on those phones. Remove phones from patients if not used appropriately or not used. Recruit and train volunteers or train patients to use those services.

Support effective evaluation of the initiative, working with a Steering Group and UCL Partners as our evaluation partner.

The contract is expected to commence on 01 April 2022, with the deadline for delivery the service 31 March 2023. The contract has an option to extend for additional one year at the sole discretion of the Authority.

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: Yes

Description of options

The Contract may be extended for an additional period of 1 year at the sole discretion of the Authority.

II.2) Description

II.2.1) Title

Educate and support Haringey patients to access primary care through digital channels, improving access and reducing demands on general practice

Lot No

2

II.2.2) Additional CPV code(s)

- 85300000 - Social work and related services

II.2.3) Place of performance

NUTS codes

- UKI - London

II.2.4) Description of the procurement

Educate and support Haringey patients to access primary care through digital channels, improving access and reducing demands on general practice .

Develop and deliver a series of appropriate training interventions based on the NHS App (repeat prescriptions) and e-Consultation platforms (Accurx, e-Consult).

Develop and deliver a proactive outreach programme to reach patients.

- General practices, who will have lists of patients who order repeat prescriptions over the phone or have frequent contact who struggle with e-consultation mechanisms
- Care home staff who support patients access services
- Voluntary groups, including carers or pensioner groups
- Sheltered housing organisations
- Community groups, supporting particular ethnic minority groups

Support effective evaluation of the initiative, working with a Steering Group and UCL Partners as our evaluation partner.

The contract is expected to commence on 01 April 2022, with the deadline for delivery the service 31 March 2023. The contract has an option to extend for additional one at the discretion of the Authority.

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: Yes

Description of options

The Contract may be extended for an additional period of 1 year at the sole discretion of the Authority.

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 000-000767](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

1 June 2023

V.2.2) Information about tenders

Number of tenders received: 2

Number of tenders received from SMEs: 2

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

V.2.3) Name and address of the contractor

Federated4Health

Hornsey

Country

United Kingdom

NUTS code

- UKI - London

Justification for not providing organisation identifier

Not on any register

The contractor is an SME

Yes

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

Initial estimated total value of the contract/lot: £240,000

Total value of the contract/lot: £234,231.78

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

NHS North East London

4th Floor - Unex Tower

London

E15 1DA

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

NHS NEL ICB

4th Floor - Unex Tower

London

E15 1DA

Country

United Kingdom