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Tender

## **Digital Inequalities Support Service - NHS Black Country ICB**

NHS Black Country Integrated Care Board

F02: Contract notice

Notice identifier: 2024/S 000-021251

Procurement identifier (OCID): ocids-h6vhtk-047c9b

Published 11 July 2024, 12:57pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

NHS Black Country Integrated Care Board

Civic Centre, St Peter's Square

Wolverhampton

WV1 1SH

#### **Contact**

Ola Shodipe

#### **Email**

[olamide.shodipe1@nhs.net](mailto:olamide.shodipe1@nhs.net)

#### **Country**

United Kingdom

#### **Region code**

UKG39 - Wolverhampton

**Internet address(es)**

Main address

<https://www.blackcountry.icb.nhs.uk/>

Buyer's address

<https://www.blackcountry.icb.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**

Body governed by public law

**I.5) Main activity**

Health

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Digital Inequalities Support Service - NHS Black Country ICB

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

- 80400000 - Adult and other education services

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

Services

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

Guidance from NHS England and the ICB's Operations Plan for Digital Requirements includes 'Mitigating against digital exclusion, including by implementing the framework for NHS action on digital inclusion'. We should also continue to connect services to and champion use of the NHS APP and website as the Digital Front Door to the NHS, to help people get and stay well and manage their own health and maximise adoption of the patient engagement portal services.

NHS Black Country Integrated Care Board (ICB) is inviting suitably qualified and experienced providers to express interest in delivering a Support Service to deliver and complete this framework. The provider will be required to work alongside the ICB in partnership to distribute digital devices to enable citizens of the Black Country including Dudley, Walsall, Sandwell and Wolverhampton, to become more digitally enabled, allowing quicker and better access to health and social care services.

#### **II.1.5) Estimated total value**

Value excluding VAT: £354,000

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

This contract is divided into lots: No

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

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

- 80530000 - Vocational training services

- 80533000 - Computer-user familiarisation and training services
- 80500000 - Training services

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

NUTS codes

- UKG3 - West Midlands

Main site or place of performance

Across the Black Country (including Dudley, Walsall, Sandwell and Wolverhampton).

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

The service is for the provision of a Digital Inequalities Support Service.

Guidance from NHS England and the ICB's Operations Plan for Digital Requirements includes 'Mitigating against digital exclusion, including by implementing the framework for NHS action on digital inclusion'. We should also continue to connect services to and champion use of the NHS APP and website as the Digital Front Door to the NHS, to help people get and stay well and manage their own health and maximise adoption of the patient engagement portal services.

NHS Black Country Integrated Care Board (ICB) is inviting suitably qualified and experienced providers to express interest in delivering a Support Service to deliver and complete this framework. The provider will be required to work alongside the ICB in partnership to distribute digital devices to enable citizens of the Black Country including Dudley, Walsall, Sandwell and Wolverhampton, to become more digitally enabled, allowing quicker and better access to health and social care services.

Part of our ICS Digital Strategy is to address inequalities for the provision of digital services and equipment in parts of the community. This ongoing Programme of Work will include providing citizens within the Black Country with a digital device, connectivity if required, training to support build their digital skills as well as ongoing support for the loan of their device.

It is paramount that we commission a Support Service who can demonstrate that they already engage with local community groups citizens and have good working relationships with local statutory and non-statutory organisations as well as extensive knowledge of our diverse Black Country population, addressing digital exclusion within all areas of deprivation.

### **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: £354,000

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

Duration in months

36

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

**II.2.14) Additional information**

This procurement has been advertised in accordance with the process set out in Schedule 3 of the Public Contracts Regulations 2015 (PCR), otherwise known as the Light Touch Regime (LTR). The procurement of the Service(s) falls below the threshold over which the provisions of the Public Contracts Regulations 2015 (the "Regulations"), specifically those pertaining to schedule 3 services, would apply. Neither NHS Arden and Greater East Midlands CSU nor NHS Black Country ICB will therefore not be bound by the provisions of the Regulations for this procurement will therefore not be bound by the provisions of the Regulations for this procurement. In addition, for the avoidance of doubt, as this requirement is not for Health Care Services for the purposes of the Health Service in England, none of the aforementioned organisations shall be bound by the requirements of The Health Care Services (Provider Selection Regime) Regulations 2023 for this requirement.

To access the eProcurement portal to access relevant documentation relating to this opportunity, please follow the instructions below:

- 1) Go to <https://health-family.force.com/s/Welcome> and click the link to register (if your organisation has not registered previously)
2. Once registered, login to the system and look for "Quote/tender C296171 Digital Inequalities Support Service - NHS Black Country ICB"

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## **Section III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions

This includes but is not limited to an ability to meet the requirements of the service specification (as stated in the procurement documents) in its entirety including the required start date of 1st September 2024.

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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**

Date

31 July 2024

Local time

12:00pm

#### **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: 6 (from the date stated for receipt of tender)

#### **IV.2.7) Conditions for opening of tenders**

Date

31 July 2024

Local time

12:00pm

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

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

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To access the eProcurement portal to access relevant documentation relating to this opportunity, please follow the instructions below:

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### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

High Court

The Strand

London

WC2A 2LL

Country

United Kingdom