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Planning

GP Online Triage Solution

The Common Services Agency (more commonly known as NHS National Services Scotland) ("NSS")

F01: Prior information notice

Prior information only

Notice identifier: 2021/S 000-021382

Procurement identifier (OCID): ocds-h6vhtk-02daf5

Published 30 August 2021, 1:34pm

Section I: Contracting authority

I.1) Name and addresses

The Common Services Agency (more commonly known as NHS National Services Scotland) ("NSS")

Gyle Square (NSS Head Office), 1 South Gyle Crescent

Edinburgh

EH12 9EB

Contact

George Fletcher

Email

george.fletcher@nhs.scot

Telephone

+44 7798870171

Country

United Kingdom

NUTS code

UKM - Scotland

Internet address(es)

Main address

<http://www.nhsscotlandprocurement.scot.nhs.uk/>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA11883

I.3) Communication

Additional information can be obtained from 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

<http://www.publiccontractsscotland.gov.uk/Default.aspx>

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

GP Online Triage Solution

Reference number

NP604722

II.1.2) Main CPV code

- 72000000 - IT services: consulting, software development, Internet and support

II.1.3) Type of contract

Services

II.1.4) Short description

NSS, on behalf of Scottish Government, is gathering market information for the provision of GP Online Triage Solutions or General Practice Digital Asynchronous Consultation Systems (DACS).

DACS describes a range of online General Practice digital tools that support clinical triage and remote consultations where the healthcare provider and the patient are not necessarily present at the same time. It allows patients to request and receive support relating to healthcare concerns, at a time and place convenient for them.

Provision of information by the patient allows the Healthcare professional dealing with the request to triage requests effectively and make informed decisions about how best to respond - the response could be information or advice, an offer of a consultation, provision of a repeat prescription or a referral to other services. This may be enhanced by the ability to link the request, and the response, to the Patient's medical record.

The solution may provide the patient with instant self-help advice or signpost them to relevant services.

General Practices can decide whether to use DACS as an addition to other services they offer where appropriate to meet patient's access needs and it is not intended to replace other methods of access such as telephone or face to face.

II.1.5) Estimated total value

Value excluding VAT: £1,500,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 72260000 - Software-related services
- 72261000 - Software support services
- 72263000 - Software implementation services
- 72265000 - Software configuration services
- 72267000 - Software maintenance and repair services
- 72268000 - Software supply services

II.2.3) Place of performance

NUTS codes

- UKM - Scotland

Main site or place of performance

Scotland

II.2.4) Description of the procurement

It is the intention of NSS to enter into a contract pursuant to which the GP Online Triage Solution is delivered to potentially 925 practices.

The contract will deliver services to entities constituted pursuant to the National Health Service (Scotland) Act 1978 as amended, Integration Joint Boards established pursuant to the Public Bodies (Joint Working)(Scotland) Act 2014 and any local authorities established pursuant to the Local Government etc. (Scotland) Act 1994.

The contract is likely to be for a two year term.

II.2.14) Additional information

A questionnaire has been attached to this notice. Please complete and respond as per the

instructions in the document. This is a market testing exercise which will allow the Authority to consider future options in this area.

II.3) Estimated date of publication of contract notice

1 November 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

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

https://www.publiccontractsscotland.gov.uk/Search/Search_Switch.aspx?ID=665306.

(SC Ref:665306)