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Tender

## **Remote Advice and Guidance Communication Solution and Access to Expert Clinical Advice**

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

F02: Contract notice

Notice identifier: 2022/S 000-022676

Procurement identifier (OCID): ocds-h6vhtk-035f1e

Published 16 August 2022, 3:39pm

### **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

#### **Email**

[ProcurementServicesenquiries@wales.nhs.uk](mailto:ProcurementServicesenquiries@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.2) Information about joint procurement**

The contract is awarded by a central purchasing body

## **I.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://etenderwales.bravosolution.co.uk/web/login.shtml>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://etenderwales.bravosolution.co.uk/web/login.shtml>

## **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**

Remote Advice and Guidance Communication Solution and Access to Expert Clinical Advice

Reference number

AW097-23

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

- 79625000 - Supply services of medical personnel

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

Services

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

Procure a system to support the delivery of a remote advice and guidance communication solution to clinicians in Wales and through the solution clinicians will be able to securely access the resources of expert clinicians.

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

Value excluding VAT: £5,000,000

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

This contract is divided into lots: No

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

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

- 48000000 - Software package and information systems

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

NUTS codes

- UKL - Wales

Main site or place of performance

The primary users of this agreement are located across Wales.

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

The overall project scope is to procure a communication solution to deliver a remote advice and guidance service to Wales. The system must enable the delivery of simple and auditable communications between users and health providers across and within organisations. The service will function within all areas of primary, secondary, and community care, and mental health and learning disabilities services. Key elements include: Providing a bespoke directory of service based upon location and professional groups. Ability to configure services to support pan-Wales national services. Providing the potential to link with social services and local authority services to support whole system communications. Live reporting via a configurable dashboard. Provide a digital record of advice and guidance provided to users for use in clinical audit, service evaluation, education and appraisal in line with Information Governance requirements.

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

Price is not the only award criterion and all criteria are stated only in the procurement documents

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

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

Option to extend for a further 24 months, in whole or in part.

#### **II.2.10) Information about variants**

Variants will be accepted: Yes

### **II.2.11) Information about options**

Options: Yes

Description of options

Options for additional services as described in the Invitation to Tender

### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

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

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

#### **III.1.2) Economic and financial standing**

Selection criteria as stated in the procurement documents

#### **III.1.3) Technical and professional ability**

Selection criteria as stated in the procurement documents

### **III.2) Conditions related to the contract**

#### **III.2.2) Contract performance conditions**

As indicated in the Invitation to Tender

#### **III.2.3) Information about staff responsible for the performance of the contract**

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

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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

19 September 2022

Local time

2:00pm

### **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

19 September 2022

Local time

2:00pm

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## Section VI. Complementary information

### VI.1) Information about recurrence

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: Approximately 3 years from the publication date of this notice, or 5 years if the agreement is extended.

### VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

### VI.3) Additional information

To complete your formal proposal, please access the ITT via the Bravo eTender wales portal where you will find a full suite of tender documentation. 1. Register your company <https://etenderwales.bravosolution.co.uk/> and click the link to register. 2. Express an Interest in the tender: - Click "ITT open to all suppliers" - Click ITT \_97194 and express interest - This will move the ITT into your "my ITTs" page - You can access any attachments by clicking "buyer attachments" in the "ITT details" box 3. Responding to the tender - Click "my response" under "ITT details", you can choose to "create response" or to "decline to respond" - You can now use the "messages" function to communicate - NOTE: Under the terms of this contract the successful supplier(s) will be required to deliver Social Value/ Community Benefits in support of the authority's economic, environmental and social objectives. The Social Value/Community Benefits included in this contract are: Detailed in the tender documentation

NOTE: The authority is using eTenderwales to carry out this procurement process.

NOTE: The authority is using eTenderwales to carry out this procurement process. To obtain further information record your interest on Sell2Wales at

[https://www.sell2wales.gov.wales/search/search\\_switch.aspx?ID=124067](https://www.sell2wales.gov.wales/search/search_switch.aspx?ID=124067)

(WA Ref:124067)

The buyer considers that this contract is suitable for consortia.

## **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