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Planning

Video Consultation Platform

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

F01: Prior information notice

Prior information only

Notice identifier: 2024/S 000-023553

Procurement identifier (OCID): ocds-h6vhtk-04855d

Published 29 July 2024, 11:42am

Section I: Contracting authority

I.1) Name and addresses

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

Cardiff and Vale UHB, Procurement Services, Woodland House, Maes-Y-Coed Rd

Cardiff

CF14 4HH

Email

emma.lane@wales.nhs.uk

Telephone

+44 2921501375

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

<https://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

Body governed by public law

I.5) Main activity

Health

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Video Consultation Platform

II.1.2) Main CPV code

- 72222300 - Information technology services

II.1.3) Type of contract

Services

II.1.4) Short description

NHS Wales Shared Services Partnership, Procurement Services (NWSSP-PS) hosted by Velindre University NHS Trust are acting on behalf of Cardiff and Vale University Health Board who have a renewal requirement for a patient video consultation platform.

The video consultation platform enables the clinician to conduct live one-to-one and group (e.g. up to 250-300 people) video calls that can be ad hoc or scheduled in advance with the patient. The platform allows the patient to have a clinical discussion and review from the comfort of their own home or at any location or via any device that has an internet connection (e.g. mobile phone, tablet, laptop or desktop computer).

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 72222300 - Information technology services

II.2.3) Place of performance

NUTS codes

- UKL - Wales

II.2.4) Description of the procurement

The Health Board are looking for a video consultation platform which must have the following criteria;

- a) A static URL
- b) One-to-one call functionality
- c) Group call functionality
- d) The ability to send the URL to patients via SMS and email
- e) Both English and Welsh language settings that comply with requirements set out in the Welsh Language (Wales) Measure 2021
- f) Comply with the Health Boards: cyber, information governance and clinical safety rules
- g) Comprehensive training/webinars/resource documentation for the platform
- h) A contact and process for escalation of any technical issues regarding the platform
- i) Be able to be opened on any device e.g. mobile phone, laptop, desktop computer and tablet
- j) Basic call screen functionality e.g. chat, raise hand, react, mute and turn on mic, turn camera on and off, share screen, end call for themselves and/or all users, ability to share hyperlinks in chat
- k) Able to handle circa 700 concurrent users

The Health Board would be interested in seeing the following functionality;

- 1) Reporting capabilities
- 2) A clear set of user-based roles in terms of comprehensive permissions
- 3) A process for the user to be able to submit a new feature request for the platform
- 4) Functionality for 'instant' ad hoc calls that are not part of a scheduled clinic
- 5) Additional basic call screen functionality e.g. ability to invite an additional person into the call, have breakout room functionality for groups, chat functionality in lobby/waiting area, to chat privately with patients during group calls
- 6) Closed captioning for HOH

7) Ability to telephone the patient

8) A scheduled list that mimics a waiting room with lists of patients waiting to be seen that the user can view

9) A lobby area for patients waiting to join the call

The Health Board are looking to engage the market to understand the potential solutions and would like to offer sessions in August with the project team for any supplier to demonstrate their platforms.

II.2.14) Additional information

To register your interest and request a session, please send an email to the contact details within this notice to enable discussions on potential solutions that your company could offer. Please note that any interested parties must be able to evidence their Cyber security certificates and information.

II.3) Estimated date of publication of contract notice

9 September 2024

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

NWSSP Procurement Services on behalf of Cardiff and Vale University Local Health Board invites suppliers to engage with the Digital team to understand their platform solution.

To register your interest and request a session, please send an email to the contact details within this notice to enable discussions on potential solutions that your company could offer. Please note that any interested parties must be able to evidence their Cyber security certificates and information.

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