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Tender

HEALTHCARE CLINICAL INFORMATION SYSTEMS 2 (HCIS) SBS10026

NHS Shared Business Services Limited

F02: Contract notice

Notice identifier: 2022/S 000-023841

Procurement identifier (OCID): ocds-h6vhtk-03630f

Published 25 August 2022, 4:29pm

Section I: Contracting authority

I.1) Name and addresses

NHS Shared Business Services Limited

Three Cherry Tree Lane

Hemel Hempstead

HP2 7AH

Contact

Aidan Woodward

Email

nsbs.categorymanagementsourcing@nhs.net

Country

United Kingdom

Region code

UK - United Kingdom

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

<https://www.sbs.nhs.uk/>

Buyer's address

<https://www.sbs.nhs.uk/proc-digital-it-frameworks>

I.3) Communication

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

<http://discovery.ariba.com/rfx/13930975>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<http://discovery.ariba.com/rfx/13930975>

I.4) Type of the contracting authority

Other type

NHS Shared Business Services Limited (NHS SBS) is a joint venture between the Department of Health and Social Care (DHSC) and Sopra Steria Limited

I.5) Main activity

Health

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

HEALTHCARE CLINICAL INFORMATION SYSTEMS 2 (HCIS) SBS10026

Reference number

SBS10026

II.1.2) Main CPV code

- 72224100 - System implementation planning services

II.1.3) Type of contract

Services

II.1.4) Short description

NHS Shared Business Services act in an Agency capacity for and on behalf of its customers (Approved Organisations) - existing and new. These comprise of NHS and Social Care organisations (whether acting individually, or on behalf of, or together as members of any consortia) along with any other public or private sector bodies which NHS SBS authorises to use the resulting Framework.

NHS Shared Business Services Limited (NHS SBS) intends to put in place a Framework Agreement for the provision of Healthcare Clinical Information System and related Goods and Services for Healthcare to be used by NHS SBS Approved Organisations.

The Procurement of a Framework for Healthcare Clinical Information Systems (HCIS) will assist health and social care providers to collate and manage data that support healthcare staff in the assessment, planning and delivery of better patient care across all healthcare settings. Information systems allow for improvement in the quality of patient records and the efficient handling and processing of that data. Information Systems aim to increase effectiveness and efficiency of clinical data and resource base for service provision, research and development, clinical audit, teaching, and training activity.

Additional benefits of HCIS include improvements in the management and administration of clinical and non-clinical services while improving the reporting mechanism and ability to extract required information from the system in timely and accurate manner- improving data-

driven decision making of staff.

The associated Framework and Call-Off contract(s) will allow, within certain defined boundaries, both Supplier and Approved Organisations a bilateral route to market that presents an assured and transparent methodology and structure when entering into contract.

Our Approved Organisation list can be found at:

<https://sbs.nhs.uk/proc-framework-agreements-support>

The Framework will be structured using the following Lots;

Lot 1 - Core Healthcare Clinical Information Systems including Electronic Patient Record (EPR) and Patient Administration Systems (PAS)

Lot 2 - Urgent and Emergency Care systems

Lot 3 - Theatre Systems

Lot 4 - Child Health Systems

Lot 5 - Maternity Systems

Lot 6 - Electronic Prescribing and Medicines Administration (EPMA) Systems

Lot 7 - Integration Platforms

Lot 8 - Shared Care Records

Lot 9 - HCIS Implementation Support Services

We are committed to working with Suppliers who are dedicated to Sustainability and Social Value and there will be a significant weighting on these elements in the tender.

II.1.5) Estimated total value

Value excluding VAT: £1,000,000,000

II.1.6) Information about lots

This contract is divided into lots: Yes

Tenders may be submitted for all lots

The contracting authority reserves the right to award contracts combining the following lots or groups of lots:

N/A

II.2) Description

II.2.1) Title

Core Healthcare Clinical Information Systems including Electronic Patient Record (EPR) and Patient Administration Systems (PAS)

Lot No

1

II.2.2) Additional CPV code(s)

- 48311100 - Document management system
- 48329000 - Imaging and archiving system
- 48814200 - Patient-administration system
- 48814400 - Clinical information system
- 72224100 - System implementation planning services
- 72263000 - Software implementation services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

Various participating organisations as set out in the contract documents.

II.2.4) Description of the procurement

Lot 1 covers core digital healthcare clinical tools including electronic patient records (EPR), patient administration systems (PAS), patient management - across all healthcare settings

It will offer a wide range of functionalities like referrals, patient management, patient safety, virtual bed, case note tracking, clinical observations.

II.2.5) Award criteria

Quality criterion - Name: [Quality] / Weighting / Weighting: 70

Quality criterion - Name: [Social Value] / Weighting / Weighting: 10

Cost criterion - Name: (Price) / Weighting: 20

II.2.6) Estimated value

Value excluding VAT: £400,000,000

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

Duration in months

48

This contract is subject to renewal

Yes

Description of renewals

Information on renewals will be presented nearer the time of framework expiring.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.12) Information about electronic catalogues

Tenders must be presented in the form of electronic catalogues or include an electronic catalogue

II.2.14) Additional information

Successful Suppliers may be requested after award to present their offer in the form of electronic catalogues. Details will be made available after award.

II.2) Description

II.2.1) Title

Urgent and Emergency Care Systems

Lot No

2

II.2.2) Additional CPV code(s)

- 48311100 - Document management system
- 48329000 - Imaging and archiving system
- 48814200 - Patient-administration system
- 48814400 - Clinical information system
- 72224100 - System implementation planning services
- 72263000 - Software implementation services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

Various participating organisations as set out in the contract documents.

II.2.4) Description of the procurement

Lot 2 supports the management of integrated emergency care, collects and/or calculates all data items required for the Accident & Emergency / Emergency Department or Minor Injuries, Emergency Care Data Set (ECDS) and all national and local reporting requirements including Continuous Quality Improvement (CQI) and the calculation of Healthcare Resource Group (HRGs).

II.2.5) Award criteria

Quality criterion - Name: [Quality] / Weighting / Weighting: 70%

Quality criterion - Name: [Social Value] / Weighting / Weighting: 10%

Cost criterion - Name: Price / Weighting: 20%

II.2.6) Estimated value

Value excluding VAT: £90,000,000

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

Duration in months

48

This contract is subject to renewal

Yes

Description of renewals

Information about renewal will be provided nearer time of framework expiry.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.12) Information about electronic catalogues

Tenders must be presented in the form of electronic catalogues or include an electronic catalogue

II.2.14) Additional information

Successful Suppliers may be requested after award to present their offer in the form of electronic catalogues. Details will be made available after award.

II.2) Description

II.2.1) Title

Theatre Systems

Lot No

3

II.2.2) Additional CPV code(s)

- 48311100 - Document management system
- 48329000 - Imaging and archiving system
- 48814200 - Patient-administration system
- 48814400 - Clinical information system
- 72224100 - System implementation planning services
- 72263000 - Software implementation services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

Various participating organisations as set out in the contract documents.

II.2.4) Description of the procurement

Lot 3 covers functionalities as patient registration and theatres and supports patient pathway throughout the theatre environment.

II.2.5) Award criteria

Quality criterion - Name: [Quality] / Weighting / Weighting: 70%

Quality criterion - Name: [Social Value] / Weighting / Weighting: 10%

Cost criterion - Name: Price / Weighting: 20%

II.2.6) Estimated value

Value excluding VAT: £90,000,000

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

Duration in months

48

This contract is subject to renewal

Yes

Description of renewals

Information about renewals will be provided nearer the time of framework expiry.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.12) Information about electronic catalogues

Tenders must be presented in the form of electronic catalogues or include an electronic catalogue

II.2.14) Additional information

Successful Suppliers may be requested after award to present their offer in the form of electronic catalogues. Details will be made available after award.

II.2) Description

II.2.1) Title

Child Health Systems

Lot No

4

II.2.2) Additional CPV code(s)

- 48311100 - Document management system
- 48329000 - Imaging and archiving system
- 48814200 - Patient-administration system
- 48814400 - Clinical information system
- 72224100 - System implementation planning services
- 72263000 - Software implementation services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

Various participating organisations as set out in the contract documents.

II.2.4) Description of the procurement

Lot 4 will include functionalities such as patient registration, child health management, and supports the management of developmental milestones for children.

II.2.5) Award criteria

Quality criterion - Name: [Quality] / Weighting / Weighting: 70%

Quality criterion - Name: [Social Value] / Weighting / Weighting: 10%

Cost criterion - Name: [Price] / Weighting: 20%

II.2.6) Estimated value

Value excluding VAT: £90,000,000

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

Duration in months

48

This contract is subject to renewal

Yes

Description of renewals

Information regarding renewals will be provided nearer the time of framework expiry.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.12) Information about electronic catalogues

Tenders must be presented in the form of electronic catalogues or include an electronic catalogue

II.2.14) Additional information

Successful Suppliers may be requested after award to present their offer in the form of

electronic catalogues. Details will be made available after award.

II.2) Description

II.2.1) Title

Maternity Systems

Lot No

5

II.2.2) Additional CPV code(s)

- 48311100 - Document management system
- 48329000 - Imaging and archiving system
- 48814200 - Patient-administration system
- 48814400 - Clinical information system
- 72224100 - System implementation planning services
- 72263000 - Software implementation services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

Various participating organisations as set out in the contract documents.

II.2.4) Description of the procurement

Lot 5 will support the management of maternity and enable women to have their care record to hand in real time and enable women to track their journey through their pregnancy and baby's development. It will also offer solutions to record obstetric and clinical history, including previous pregnancies.

II.2.5) Award criteria

Quality criterion - Name: [Quality] / Weighting / Weighting: 70%

Quality criterion - Name: [Social Value] / Weighting / Weighting: 10%

Cost criterion - Name: [Price] / Weighting: 20%

II.2.6) Estimated value

Value excluding VAT: £90,000,000

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

Duration in months

48

This contract is subject to renewal

Yes

Description of renewals

Information about the renewal will be provided nearer the time of framework expiry.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.12) Information about electronic catalogues

Tenders must be presented in the form of electronic catalogues or include an electronic catalogue

II.2.14) Additional information

Successful Suppliers may be requested after award to present their offer in the form of

electronic catalogues. Details will be made available after award.

II.2) Description

II.2.1) Title

Electronic Prescribing and Medicines Administration (EPMA) Systems

Lot No

6

II.2.2) Additional CPV code(s)

- 48311100 - Document management system
- 48329000 - Imaging and archiving system
- 48814200 - Patient-administration system
- 48814400 - Clinical information system
- 72224100 - System implementation planning services
- 72263000 - Software implementation services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

Various participating organisations as set out in the contract documents.

II.2.4) Description of the procurement

EPMA; Electronic prescribing software. This differs from Medicines Management in that it is an administration tool as opposed to software which recommends efficiencies in prescribing.

Lot 6 will support prescribing related to inpatients, outpatients, daycases and discharges and allergy recording.

II.2.5) Award criteria

Quality criterion - Name: [Quality] / Weighting / Weighting: 70%

Quality criterion - Name: [Social Value] / Weighting / Weighting: 10%

Cost criterion - Name: [Price] / Weighting: 20%

II.2.6) Estimated value

Value excluding VAT: £90,000,000

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

Duration in months

48

This contract is subject to renewal

Yes

Description of renewals

Information regarding the renewal will be provided nearer the time of expiry of the framework.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.12) Information about electronic catalogues

Tenders must be presented in the form of electronic catalogues or include an electronic catalogue

II.2.14) Additional information

Successful Suppliers may be requested after award to present their offer in the form of electronic catalogues. Details will be made available after award.

II.2) Description

II.2.1) Title

Intergration Platforms

Lot No

7

II.2.2) Additional CPV code(s)

- 48311100 - Document management system
- 48329000 - Imaging and archiving system
- 48814200 - Patient-administration system
- 48814400 - Clinical information system
- 72224100 - System implementation planning services
- 72263000 - Software implementation services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

Various participating organisations as set out in the contract documents.

II.2.4) Description of the procurement

Integration Platforms; products that enable integration and inter-operability (such as APIs) across an eco-system of Digital Health platforms.

II.2.5) Award criteria

Quality criterion - Name: [Quality] / Weighting / Weighting: 70%

Quality criterion - Name: [Social Value] / Weighting / Weighting: 10%

Cost criterion - Name: [Price] / Weighting: 20%

II.2.6) Estimated value

Value excluding VAT: £50,000,000

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

Duration in months

48

This contract is subject to renewal

Yes

Description of renewals

Information regarding framework renewal will be provided for nearer the time of expiry.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.12) Information about electronic catalogues

Tenders must be presented in the form of electronic catalogues or include an electronic catalogue

II.2.14) Additional information

Successful Suppliers may be requested after award to present their offer in the form of electronic catalogues. Details will be made available after award.

II.2) Description

II.2.1) Title

Shared Care Records

Lot No

8

II.2.2) Additional CPV code(s)

- 48311100 - Document management system
- 48329000 - Imaging and archiving system
- 48814200 - Patient-administration system
- 48814400 - Clinical information system
- 72224100 - System implementation planning services
- 72263000 - Software implementation services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

Various participating organisations as set out in the contract documents.

II.2.4) Description of the procurement

Shared Care Records; Software-based collaboration solutions, to enable the sharing of patient records. A shared care record is a collection of patient information, stored in one area, that care providers both contribute to and have access to, giving a full picture of those in their care.

II.2.5) Award criteria

Quality criterion - Name: [Quality] / Weighting / Weighting: 70%

Quality criterion - Name: [Social Value] / Weighting / Weighting: 10%

Cost criterion - Name: [Price] / Weighting: 20%

II.2.6) Estimated value

Value excluding VAT: £50,000,000

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

Duration in months

48

This contract is subject to renewal

Yes

Description of renewals

Information of renewal will be provided for nearer the time of framework expiry.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.12) Information about electronic catalogues

Tenders must be presented in the form of electronic catalogues or include an electronic catalogue

II.2.14) Additional information

Successful Suppliers may be requested after award to present their offer in the form of electronic catalogues. Details will be made available after award.

II.2) Description

II.2.1) Title

Implementation Support Services

Lot No

9

II.2.2) Additional CPV code(s)

- 48311100 - Document management system
- 48329000 - Imaging and archiving system
- 48814200 - Patient-administration system
- 48814400 - Clinical information system
- 72224100 - System implementation planning services
- 72263000 - Software implementation services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

Various participating organisations as set out in the contract documents.

II.2.4) Description of the procurement

HCIS implementation support services to enable planning, transition, migration and delivery of specialised HCIS solutions. Digital and professional project services within scope could potentially include: architecture and design, transition and migration support, service or modular platform integration.

II.2.5) Award criteria

Quality criterion - Name: [Quality] / Weighting / Weighting: 70%

Quality criterion - Name: [Social Value] / Weighting / Weighting: 10%

Cost criterion - Name: [Price] / Weighting: 20%

II.2.6) Estimated value

Value excluding VAT: £50,000,000

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

Duration in months

48

This contract is subject to renewal

Yes

Description of renewals

Information regarding the renewal will be provided for nearer the time of expiry.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.12) Information about electronic catalogues

Tenders must be presented in the form of electronic catalogues or include an electronic catalogue

II.2.14) Additional information

Successful Suppliers may be requested after award to present their offer in the form of electronic catalogues. Details will be made available after award.

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

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

Framework agreement with several operators

IV.1.6) Information about electronic auction

An electronic auction will be used

Additional information about electronic auction

NHS SBS reserves the right to determine pricing levels by the process of an electronic reverse auction.

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

6 October 2022

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: 48 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

7 October 2022

Local time

9:00am

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic invoicing will be accepted

VI.3) Additional information

The value provided in Section II.2.6 is only an estimate. We cannot guarantee to successful suppliers any business through this framework agreement. Spend and volumes may vary throughout the life of the framework agreement from the anticipated levels given in this notice.

Section B will be applicable to suppliers bidding for any or all Lots. Section B will be a series of pass/fail gateway questions, information only requirements and scored questions that will satisfy the criteria suitable. Functional and Non-Functional areas covered including Information Standards, Integration and interoperability, Clinical Risk Management, Cloud, Data Migration, Training and Implementation, Support and Maintenance, DTAC Criteria, Usability, System Administration, Staff Efficiency, Patient Safety, Governance, e-Prescribing, Scalability, Shared Care Records, Quality and Continuous Improvement.

Suppliers will also be evaluated on Lot specific requirements, both in terms of set criteria and pricing evaluation. This will only to applicable to those suppliers choosing to respond to each individual lot.

For further details please refer to the Guidance Note

Further General Guidance:

The duration referenced in Section II 1.4 is for the placing of orders.

The value provided in Section II.2.6 is only an estimate. We cannot guarantee to successful suppliers any business through this framework agreement. Spend and volumes may vary throughout the life of the framework agreement from the anticipated levels given in this notice.

Details Regarding Framework Access :

NHS Shared Business Services (SBS) wishes to establish a Framework Agreement for use by the following UK, Isle of Man and Scottish bodies (and any future successors to these organisations) subject to the approval of NHS SBS:

Public sector bodies, including any statutory and other successor organisations to any of the foregoing and in addition any other commissioners (whether alone or jointly with any other organisation), providers and regulators of NHS funded (either in whole or in part) services including practice-based commissioning consortia, general practice commissioning consortia, the National Commissioning Board (and all sub national offices including any body obtaining new membership to NHS Shared Business Services Ltd).

This includes but is not limited to the following NHS Trusts:

5 Boroughs Partnership NHS Foundation Trust, Alder Hey Children's NHS Foundation Trust, Blackpool Teaching Hospitals NHS Foundation Trust, Bolton NHS Foundation Trust, Bridgewater Community Healthcare NHS Trust, Calderstones Partnership NHS Foundation Trust, Central Manchester University Hospitals NHS Foundation Trust, Cumbria Partnership NHS Foundation Trust, East Cheshire NHS Trust, East Lancashire Hospitals NHS Trust, East London NHS Foundation Trust, Great Western Hospitals NHS Foundation Trust, Greater Manchester West Mental Health NHS Foundation Trust, Lancashire Care NHS Foundation Trust, Liverpool Community Health NHS Trust, Manchester Mental Health & Social Care Trust, Mersey Care NHS Trust, North West Ambulance Service NHS Trust, Pennine Care NHS Foundation Trust, Salford Royal NHS Foundation Trust, St. Helens and Knowsley Teaching Hospitals NHS Trust, Staffordshire & Stoke On Trent Partnership NHS Trust, Tameside Hospital NHS Foundation Trust, The Christie NHS Foundation Trust, University Hospitals of Morecambe Bay NHS Foundation Trust, Wrightington Wigan & Leigh NHS Foundation Trust.

In addition, the following public sector bodies will be able to use the Framework subject to the approval of NHSSBS:

Central Government Departments, Executive Agencies and NDPBs

<https://www.gov.uk/government/organisations>

<http://resources.civilservice.gov.uk/wp-content/uploads/2011/09/PB12.pdf>

<http://www.ons.gov.uk/ons/rel/na-classification/national-accounts-sector-classification/classification-update--may-2014/public-sector-classification-guide---may-2014.xls>

National Health Service (NHS) bodies, including:

Acute Trusts: <http://www.nhs.uk/ServiceDirectories/Pages/AcuteTrustListing.aspx>

Clinical Commissioning Groups:

<http://www.nhs.uk/ServiceDirectories/Pages/CCGListing.aspx>

Mental Health Trusts:

<http://www.nhs.uk/ServiceDirectories/Pages/MentalHealthTrustListing.aspx>

Ambulance Trusts:

<http://www.nhs.uk/ServiceDirectories/Pages/AmbulanceTrustListing.aspx>

Care Trusts: <http://www.nhs.uk/ServiceDirectories/Pages/CareTrustListing.aspx>

Area Teams: <http://www.nhs.uk/ServiceDirectories/Pages/AreaTeamListing.aspx>

Special Health Authorities:

<http://www.nhs.uk/ServiceDirectories/Pages/SpecialHealthAuthorityListing.aspx>

other English NHS bodies: <http://www.nhs.uk/servicedirectories/Pages/ServiceSearch.aspx>

Arms Length Bodies:

<https://www.gov.uk/government/publications/arms-length-bodies/our-arms-length-bodies>

The NHS Commissioning Board and other organisations involved in commissioning or overseeing General Practitioner services and GP consortia which will be responsible for commissioning most aspects of NHS care (or equivalent body/bodies established pursuant to legislation enacted as a result of, or in connection with, the White Paper, Equity and Excellence: Liberating the NHS published July 2010.

GP Practices: <http://www.nhs.uk/servicedirectories/Pages/ServiceSearch.aspx>, and:
<http://www.general-practitioners-uk.co.uk/>

and any other provider of primary medical services:

a) who are a party to any of the following contracts:

- General Medical Services (GMS),
- Personal Medical Services (PMS),
- Alternative Provider Medical Services (APMS) and/or

b) Commissioned by the NHS Commissioning Board or other organisations involved in commissioning or overseeing General Practitioner services, as described above.

Social Enterprises:

http://webarchive.nationalarchives.gov.uk/20130107105354/http://www.dh.gov.uk/prod_consum_dh/groups/dh_digitalassets/@dh/@en/documents/digitalasset/dh_119228.pdf

Local Authorities:

<https://www.gov.uk/find-your-local-council>

NHS Wales (National Health Service for Wales) including but not limited to: Welsh Health Boards, Primary care services - GPs, pharmacies, dentists and optometrists, Hospital services, and community services, including those provided through community health centres and mental health services:

<http://www.nhsdirect.wales.nhs.uk/localservices/localhealthboards/>

Other Welsh Public Bodies - Welsh Local Authorities

NHS Scotland (National Health Service for Scotland) including but not limited to: NHS Boards, Hospitals, Primary care Services GPs, pharmacies, dentists and optometrists, Hospital services, and community services, including those provided through community health centres and mental health services:

<http://www.show.scot.nhs.uk/organisations/index.aspx>

Other Scottish Public Bodies: - Scottish Government, Scottish Local Authorities, Scottish Agencies, NDPBs, Scottish Further and Higher Education Boards, Scottish Police, Scottish Fire and Rescue, Scotland Citizens Advice, Scottish Schools and Scottish Housing Associations.

NHS Northern Ireland (National Health Service for Northern Ireland) including but not limited to: Health and Social Care Trusts, Primary care Services GPs, pharmacies, dentists and optometrists, Hospital services, social care services and community services, including those provided through community health centres and mental health services:

<http://www.hscni.net/>

Northern Ireland Public Bodies including Local Authorities, Schools, Police Service, Citizens Advice.

Hospices in the UK:

<http://www.helpthehospices.org.uk/about-hospice-care/find-a-hospice/uk-hospice-and-palliative-care-services/>

Local Authorities

<https://www.gov.uk/find-your-local-council>

<http://openlylocal.com/councils/all>

<http://www.ubico.co.uk> (agents acting on behalf of Cheltenham Borough Council)

Any commercial, not-for-profit, or other charitable entity created, controlled, and financed by a local authority or authorities with regard to provision of services captured by this framework

Police forces and other emergency services, including fire and rescue services, the maritime

and coast guard agency and other rescue authorities (a list of police authorities and fire and rescue services can be found respectively at the following:

<http://www.police.uk/contact/force-website/>

<http://apccs.police.uk/about-the-apcc/>

<http://www.fireservice.co.uk/information/ukfrs>

<http://www.nifrs.org/areas-districts>

<http://www.firescotland.gov.uk/your-area.aspx>

Educational establishments Educational Establishments in England and Wales, maintained by the Department for Children, Schools and Families including Schools, Universities and Colleges but NOT

Independent Schools

<http://www.education.gov.uk/edubase>

Registered Social Landlords (RSLs) or Private Registered Providers of social housing (PRPs), a list of such authorities being available at:

<https://www.homesandcommunities.co.uk/ourwork/registered-provider-information>

Third Sector and Registered charities, as detailed at:

<http://www.charity-commission.gov.uk>

<http://www.oscr.org.uk/search-charity-register>

<https://www.charitycommissionni.org.uk/ShowCharity/RegisterOfCharities/RegisterHomePage.aspx>

Citizens Advice in the United Kingdom:

<http://www.citizensadvice.org.uk/index/getadvice.htm>

<http://www.cas.org.uk>

<http://www.citizensadvice.co.uk/>

Devolved and other administrations with the British Isles, including those detailed at: (in the case of Scotland) <http://www.scotland.gov.uk/Home>, and

<http://www.scottish.parliament.uk/>, (in the case of Wales)
<http://new.wales.gov.uk/?llang=en>

Her Majesty's prison service as detailed at
<https://www.gov.uk/government/organisations/hm-prison-service>

The Ministry of Defence as detailed at
<https://www.gov.uk/government/organisations/ministry-of-defence>

Isle of Man Government Health / Public Services

<http://www.gov.im/health/>

The value provided in 2.6 is only an estimate.

VI.4) Procedures for review

VI.4.1) Review body

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