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Tender

## Telephone Advice and Guidance

NHS North Central London CCG

F01: Prior information notice

Call for competition

Notice identifier: 2021/S 000-024418

Procurement identifier (OCID): ocids-h6vhtk-02e6d1

Published 1 October 2021, 12:03pm

The closing date and time has been changed to:

**8 November 2021, 5:00pm**

See the [change notice](#).

## Section I: Contracting authority

### I.1) Name and addresses

NHS North Central London CCG

2nd Floor Laycock Development Centre

London

N1 1TH

#### Contact

Taofeeq Ladega

#### Email

[nelcsu.clinical-procurement@nhs.net](mailto:nelcsu.clinical-procurement@nhs.net)

**Telephone**

+44 7950839459

**Country**

United Kingdom

**NUTS code**

UKI - London

**Internet address(es)**

Main address

<https://northcentrallondonccg.nhs.uk/>

Buyer's address

<https://northcentrallondonccg.nhs.uk/>

**I.3) Communication**

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

<https://procontract.due-north.com/Advert?advertId=7f40bc4a-0617-ec11-810e-005056b64545>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://procontract.due-north.com/Advert?advertId=7f40bc4a-0617-ec11-810e-005056b64545>

Tenders or requests to participate must be submitted to the above-mentioned address

**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**

Telephone Advice and Guidance

Reference number

PRJ-1066

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

- 85300000 - Social work and related services

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

Services

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

North Central London CCG are seeking to commission a digital platform to enable both telephone based and clinically secure photo messaging application for the provision of Clinical Advice & Guidance for a range of clinical specialties.

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

Value excluding VAT: £1,440,000

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

This contract is divided into lots: No

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

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

- 64210000 - Telephone and data transmission services

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

NUTS codes

- UKI - London

Main site or place of performance

North Central London

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

North Central London CCG are seeking to commission a digital platform to enable both telephone based and clinically secure photo messaging application for the provision of Clinical Advice & Guidance for a range of clinical specialties.

The platform will provide a consistent level of stability and importantly a high level of connectivity with exceptional connection times measured in seconds.

The service is able to offer a range of specialties covering both physical and mental health.

The service is integrated with key local providers in North Central London but is entirely backed up by a national network of NHS clinicians.

This ensures that primary care always has access to immediate clinical advice and guidance.

The service also allows clinicians from providers to engage with clinicians in other local providers in NCL as well as the national network, thus facilitating the creation and development of local system working, as part of the future development of clinical networks in the North Central London Integrated Care System.

#### **The Benefits**

- Better patient experience - improved access to clinical care pathway, avoidance of unnecessary patient visits to hospital, reductions in follow-up visits to GP Practices
- Better GP experience - improved patient management including: patient episodes conclude with no follow-up work, casebased learning, reconnecting with Consultants; more efficient and fully IG-compliant way of taking photo images and transferring to patient records
- Better Consultant experience - improved management of GP clinical advice & guidance including: reduction in inappropriate referrals, reduction in the number of written requests for advice that require responses, reconnecting with GPs
- Better for the hospital and CCG/ICS - establish an NCL system approach with improved

clinical networking, full tracking of Advice & Guidance activity, greater 'whole system' efficiency, with savings available to support other hospital and community initiatives

Expected outcomes from this service include:

- Provide timely access to clinical advice and guidance for healthcare professionals
- Enhance and improve access to clinical services through digital technology and innovation
- Provision of consistently high quality service meeting the needs of the clinical service user and improving the timely management of patients
- Provision of a highly stable digital and telephony platform
- Recorded outcomes of clinical advice and guidance to enable clinical audit of the service at specialty level and clinical user level
- High level of clinical user satisfaction from healthcare professionals using and delivering the service
- Supporting service users to access the service in the most supportive and effective way including training, reviewing services at specialty/GP/ GP practice/ hospital provider

Please note that the PIN is being advertised as a call for competition.

The contract is a going to be for 3 year with an option to extend for an additional 2 years.

The Contract is expected to commence on 1st April 2022 , with the possible deadline for delivery of the service being 31st March 2027.

To participate in the procurement exercise, potential bidders will need to register their organisation on our e-tendering portal (if you are not already registered on e-tendering portal)(<https://proContract.due-north.com/register>) and express their interest by completing the attached Expression of Interest questionnaire. Your expression of interest will be treated as incomplete should you fail to submit a duly completed expression of interest questionnaire.

The deadline for the expression of interest is 12 noon 01/11/2021

The expression of interest questionnaire is available @ <https://procontract.due-north.com/Advert?advertId=7f40bc4a-0617-ec11-810e-005056b64545>). Interested organisation must download the expression of interest questionnaire. Duly completed

expression of interest questionnaire must be submitted via messaging facility on this project on procontract.

If you have any clarification questions please submit it via messaging facility on procontract

#### **II.2.6) Estimated value**

Value excluding VAT: £1,440,000

#### **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

The contract will include an option to extend for further 24 months

#### **II.2.14) Additional information**

This notice is a call for competition. Interested organisations must inform the contracting authority of their interest in the contract. The contract will be awarded without publication of a further call for competition. In the event that only one organisation expresses an interest and submits a duly completed expression of interest questionnaire, the NCL CCG will have the right to enter into a direct negotiation with that organisation to award a contract.

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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

Details will be available at the next stage of the procurement.

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Restricted 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 expressions of interest**

Originally published as:

Date

1 November 2021

Local time

12:00pm

Changed to:

Date

8 November 2021

Local time

5:00pm

See the [change notice](#).

#### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

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## **Section VI. Complementary information**

### **VI.2) Information about electronic workflows**

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

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

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

NEL

First, 1 Lower Marsh,

Waterloo

SE1 7NT

Email

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