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Award

Supply of ECNS and LowCode Nurse Triage software to The Welsh Ambulance Service NHS Trust

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

F15: Voluntary ex ante transparency notice

Notice identifier: 2021/S 000-024600

Procurement identifier (OCID): ocds-h6vhtk-02e785

Published 4 October 2021, 1:45pm

Section I: Contracting authority/entity

I.1) Name and addresses

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

Alder House Alder Court St.Asaph Business Park

St.Asaph

LL17 OJL

Contact

Ian Jones

Email

ian.r.jones@wales.nhs.uk

Telephone

+44 1745366813

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

I.4) Type of the contracting authority

National or federal Agency/Office

I.5) Main activity

Health

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Supply of ECNS and LowCode Nurse Triage software to The Welsh Ambulance Service NHS Trust

II.1.2) Main CPV code

- 48180000 - Medical software package

II.1.3) Type of contract

Supplies

II.1.4) Short description

ECNS and LowCode Nurse Triage software. This software includes elements that are considered essential requirement systems:

Multiple potential dispositions over 200 algorithms (emergency and urgent)

Multiple layers of customer-modifiable scripts

Customer-modifiable Points of Care and integration of Directory of Services

Integrates with alternative transportation and destination initiatives.

Case management referral options

Integrated video conferencing facility that follows the algorithm (cloud-based storage)

Cloud-based referral storage

Quaternary logic-driven protocols

Age-specific clinical triage protocols are broken down into six age groups

Open-ended, protocol-based content to fully assure thorough questioning

Email, text, and web-based worsening & self-care instructions (cloud-based storage)

Automates and digitises the full audit process

Hosts data entry, compliance scoring, performance, record keeping on one platform.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £1,023,300

II.2) Description

II.2.2) Additional CPV code(s)

- 48180000 - Medical software package

II.2.3) Place of performance

NUTS codes

- UKL - Wales

Main site or place of performance

Wales

II.2.4) Description of the procurement

Purchase of Software Licenses & Maintenance Support:

ECNS and LowCode Nurse Triage software. This software included elements that are considered essential

Multiple potential dispositions over 200 algorithms (emergency and urgent)

Multiple layers of customer-modifiable scripts

Customer modifiable Points of Care and integration of Directory of Services

Integrates with alternative transportation and destination initiatives.

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II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

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

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Award of a contract without prior publication of a call for competition in the cases listed below

- The procurement falls outside the scope of application of the regulations

Explanation:

PDC is the only provider of the ECNS and LowCode Nurse Triage software. This software included elements that are considered essential

requirements that other suppliers do not have within their existing systems:

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Automates and digitises the full audit process

Hosts data entry, compliance scoring, performance, record keeping on one platform.

Allows in-depth analysis of individual incident performance reports, and Individual/Shift/Agency Performance Reports, and Individual/Agency Trends reports.

Of particular note:

LowCode is the only Nurse Triage system globally that interconnects with WASTs existing 999 dispatch software, Medical Priority

Dispatch System (MPDS). This is essential.

LowCode is the only provider of nurse triage software that integrates fully in a bidirectional way with WASTs existing Computer Aided

Dispatch System (CAD). This is essential.

LowCode is the only Emergency Nurse Triage system that is fully compatible with WASTs existing Advanced Quality Assurance (AQUA)

software program. This is essential.

PDC are the only provider of 24-hour/7-day technical support service for the LowCode Nurse Triage software system. 3rd party services do

not provide this support service

LowCode is the only Nurse Triage software system recognised by the International Academies of Emergency Dispatch as being able to

accredit the Centre of Accredited Excellence status (ACE). WAST currently holds non-medical ACE status, and achieving both medial and

non-medical ACE is key for organisational reputation within the field of International dispatch and response

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: No

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Section V. Award of contract/concession

A contract/lot is awarded: Yes

V.2) Award of contract/concession

V.2.1) Date of conclusion of the contract

4 October 2021

V.2.2) Information about tenders

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor/concessionaire

Priority Solutions Inc.

110 S Regent St, STE 500

SLC

84111

Telephone

+1 8013639127

Country

United States

NUTS code

• US - United States

The contractor/concessionaire is an SME

Yes

V.2.4) Information on value of contract/lot/concession (excluding VAT)

Initial estimated total value of the contract/lot/concession: £1,023,300

Total value of the contract/lot/concession: £1,023,300

Section VI. Complementary information

VI.3) Additional information

Purchase of Software Licenses & Maintenance Support:

ECNS and LowCode Nurse Triage software. This software included elements that are considered essential

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Automates and digitises the full audit process

Hosts data entry, compliance scoring, performance, record

(WA Ref:114513)

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