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Planning

Automated Triage System LOCPIN001

Automated Triage System - Ref LOCPIN001

F01: Prior information notice
Prior information only
Notice identifier: 2021/S 000-026320
Procurement identifier (OCID): ocds-h6vhtk-02ee3d
Published 20 October 2021, 8:42pm

Section I: Contracting authority

I.1) Name and addresses

Automated Triage System - Ref LOCPIN001

Batley, West Yorkshire

Email

katy.cooney@locala.org.uk

Country

United Kingdom

NUTS code

UKE4 - West Yorkshire

Internet address(es)

Main address

https://www.locala.org.uk/

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

Automated Triage System LOCPIN001

II.1.2) Main CPV code

- 48180000 - Medical software package

II.1.3) Type of contract

Supplies

II.1.4) Short description

This prior information notice (PIN) seeks market advice, from software vendors only, and is not linked to a contracting opportunity.We are establishing a project to deliver an Automated Referral Triage System (ARTS) to replace our current e referrals process.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 48180000 - Medical software package

II.2.3) Place of performance

NUTS codes

- UKE4 - West Yorkshire

II.2.4) Description of the procurement

BackgroundLocala Community Partnerships CIC (Locala) is an independent Community Interest Company providing NHS community services across West Yorkshire specifically Kirklees, Bradford and Calderdale. We deliver services from over 50 locations and the majority of our clinical colleagues are mobile workers visiting patients at home. Most of our care and support is provided at home and in clinics, schools and health centres by our team of health visitors, district nurses, therapists and other dedicated health care

professionals. We currently employ around 1400 people of which approximately 1000 are mobile working clinicians.Description of the procurementThis prior information notice (PIN) seeks market advice, from software vendors only, and is not linked to a contracting opportunity.We are establishing a project to deliver an Automated Referral Triage System (ARTS). This system will consist of an application which will include the following features:• Replace our current clinical e-referrals process which consists of circa 50 different service referral forms which are created online via a portal on our internet.• Includes single/fewer referral form(s) for all services• Is accessed via both our existing internet platform found here: Locala and via participating GP SystmOne units• Where accessed via SystmOne the system automatically populates patient demographics including NHS Number• Incorporates Robotic Automation Artificial Intelligence which has been taught service referral criteria• Incorporates machine reading of free text• Incorporates secure referral to Locala SystmOne unit• Incorporates connection to HSCN Spine portal (non-essential feature)• User process:• Referrer opens the ARTS APP• Selects preferred service• Confirms patient selection if drawing down SystmOne Demographics• Manually completes patient demographics if accessing via internet including optional connection to HSCN Spine portal via NHS Number to validate demographics• Referrer completes free text of patient problem• AI reads free text and demographics and synchronously communicates questions to the referrer for clarification and final match to available Locala service criteria (Level 1 triage)• Outcome of Level 1 triage is APP confirmation of referral acceptance OR advice that doesn't meet referrals criteria and suggestion of alternative service referral if acceptable• Referrer agrees to alternative service and completes process OR referrer abandons referral• ARTS sends referral information to receiving Locala Service via a secure mechanism• Service receive referrals for Level 2 Triage and upload into Locala SystmOne Unit• Feedback loop to referrer of Level 2 outcome including service redirection within Locala if appropriate• AI learns from Level 2 outcome and thereby improves Level 1 decision makingLocala is looking for support and advice by way of a request for information, expression of interest and description of competence from interested parties. Engagement sessions may be arranged in due course following responses to this PIN.You should send your response in the form of your own document and send to katy.cooney@locala.org.uk by Thursday 4th November 2021. Responses should be in written form only.

II.3) Estimated date of publication of contract notice

31 December 2021

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: No

Section VI. Complementary information

VI.3) Additional information

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