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Contract

Telephone and Messaging Based Advice & Guidance Service for Health Professionals

NHS Hertfordshire and West Essex Integrated Care Board

F03: Contract award notice

Notice identifier: 2024/S 000-026389

Procurement identifier (OCID): ocids-h6vhtk-043982

Published 20 August 2024, 8:57am

Section I: Contracting authority

I.1) Name and addresses

NHS Hertfordshire and West Essex Integrated Care Board

Charter House Parkway

Welwyn Garden City

AL8 6JL

Email

aparna.garg1@nhs.net

Country

United Kingdom

Region code

UKH23 - Hertfordshire

Internet address(es)

Main address

<https://www.hertsandwestessex.icb.nhs.uk/>

Buyer's address

<https://www.hertsandwestessex.icb.nhs.uk/>

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

Telephone and Messaging Based Advice & Guidance Service for Health Professionals

Reference number

C244252

II.1.2) Main CPV code

- 72000000 - IT services: consulting, software development, Internet and support

II.1.3) Type of contract

Services

II.1.4) Short description

NHS Hertfordshire and West Essex Integrated Care Board (referred to as the Commissioner) invited suitably qualified and experienced providers to express their interest in delivering an Telephone and Message based Advice and Guidance Service to Health Care Professionals across the NHS Hertfordshire and West Essex Integrated Care System.

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: £3,000,000

II.2) Description

II.2.2) Additional CPV code(s)

- 85140000 - Miscellaneous health services

II.2.3) Place of performance

NUTS codes

- UKH - East of England

Main site or place of performance

Herefordshire and West Essex

II.2.4) Description of the procurement

NHS Hertfordshire and West Essex Integrated Care Board (referred to as the Commissioner) invited suitably qualified and experienced providers to express their interest in delivering an Telephone and Message based Advice and Guidance Service to Health Care Professionals across the NHS Hertfordshire and West Essex Integrated Care System.

The key aims and objectives of the digital platform were 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 HWE Integrated Care System (ICS) but is backed up by a network of NHS clinicians located outside of Hertfordshire and West Essex but within the UK.

The service will allow healthcare professionals to speak to other healthcare professionals locally or where not available to other healthcare professionals based elsewhere in the UK. The service will provide access to these UK based healthcare professionals either through their own network or through a third-party network that they will sub-contract.

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

The provision of healthcare professionals outside of HWE should be in a manner that does not result in a detrimental effect on NHS patients or services, nor diminish the public resources that are available for the NHS.

The service will also be available to other healthcare professionals and organisations within HWE ICS to allow appropriate advice and guidance to be given.

The process was a one stage open process.

The contract is for a period of 3 years with the option to extend for up to a further 2 years, commencing 1st August 2024.

The annual contract value was £600,000 inclusive of VAT (£1,800,000 for the initial 3-year term with an option to extend for a further 2 years totalling £3,000,000 over the total 5 year term).

Please note there was a financial threshold associated with this procurement. Any bids exceeding £600,000 per annum was excluded from evaluation and disqualified from the process. No bids over £600,000 per annum were accepted.

Providers registered for the opportunity via the link below, as detailed: <https://health-family.force.com/s/Welcome>

Project Reference: C244252

Project Name: Telephone and Messaging Based Advice & Guidance Platform for Health Professionals

II.2.5) Award criteria

Quality criterion - Name: Service Delivery / Weighting: 14

Quality criterion - Name: Workforce / Weighting: 4

Quality criterion - Name: Patient / Service User Focus / Weighting: 6

Quality criterion - Name: Information Management and Technology / Weighting: 8

Quality criterion - Name: Mobilisation and Continuity / Weighting: 5

Quality criterion - Name: Systems / Weighting: 10

Quality criterion - Name: Contract Management / Weighting: 6

Quality criterion - Name: Social Value / Weighting: 10

Quality criterion - Name: Clinical Governance Performance Quality / Weighting: 9

Quality criterion - Name: Information Governance / Weighting: 8

Cost criterion - Name: Finance / Weighting: 20

II.2.11) Information about options

Options: Yes

Description of options

Contract was awarded on an initial term of 3 years contract term (1st August 2024 to 31st July 2027), with the option to extend for up to a further 2 years (1st August 2024 to 31st July 2029).

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

Open 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.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-004709](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

19 August 2024

V.2.2) Information about tenders

Number of tenders received: 1

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

V.2.3) Name and address of the contractor

Consultant Connect

One St Aldates, St. Aldates,

Oxford,

OX1 1DE

Country

United Kingdom

NUTS code

- UKJ1 - Berkshire, Buckinghamshire and Oxfordshire

The contractor is an SME

Yes

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

Initial estimated total value of the contract/lot: £3,000,000

Total value of the contract/lot: £2,761,290

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

High Court

The Strand

London

WC2A 2LL

Country

United Kingdom