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Award

Notification Service for Test Trace Protect

Digital Health and Care Wales ("DHCW")

F15: Voluntary ex ante transparency notice

Notice identifier: 2021/S 000-027103

Procurement identifier (OCID): ocds-h6vhtk-02f14c

Published 28 October 2021, 4:35pm

Section I: Contracting authority/entity

I.1) Name and addresses

Digital Health and Care Wales ("DHCW")

Ty Glan Yr Afon, 21 Cowbridge Road East

Cardiff

CF11 9AD

Email

laura.panes@wales.nhs.uk

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

Body governed by public law

I.5) Main activity

Health

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Notification Service for Test Trace Protect

Reference number

P642.22

II.1.2) Main CPV code

- 64000000 - Postal and telecommunications services

II.1.3) Type of contract

Services

II.1.4) Short description

DHCW is seeking to use UK Gov Notify – the government's messaging platform to support its Covid-19 Test Trace Protect ("TTP") service and the issuing of electronic messaging to the citizens of Wales.

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: £288,000

II.2) Description

II.2.2) Additional CPV code(s)

- 64000000 - Postal and telecommunications services
- 64212100 - Short Message Service (SMS) services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

Across NHS Wales

II.2.4) Description of the procurement

DHCW is seeking to use UK Gov Notify – the government’s messaging platform to support its Covid-19 Test Trace Protect service. This solution will be vital in ensuring that urgent critical messages are issued smoothly and efficiently from Health Boards to its patients.

II.2.5) Award criteria

Quality criterion - Name: Conformance to the Specification / Weighting: Pass/Fail

Price - Weighting: 100

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:

DHCW are seeking to migrate the SMS services currently provided by the incumbent supplier to the UK Gov Notify Service following an official communication issued by the National Cyber Security Centre (NCSC) regarding SMS and Telephone Communications Best Practice approach. The NCSC is an organisation of the UK Government that provides advice and support for the public and private sector in how to avoid computer security threats. The recommendation in the NCSC paper is the best and most effective way to ensure messages are protected, and not blocked, is to use the UK Gov Notify messaging service. The recommendation comes following instances of criminals posing as official sources by mimicking official communications and concealing within them a malicious link or a request for information or action by the citizen. This has undermined the ability of Test Trace Protect to contact infected individuals due to a loss of trust as to whether the SMS are genuine or fraudulent, meaning some SMS may be ignored and deleted. The UK Gov Notify solution is robust from a security perspective. NCSC and Mobile Ecosystem Forum ("MEF") has added the UK Gov Notify Sender ID 'UK-Gov' to a registry of genuine SMS SenderID's and at the same time, blocking a number of similar ID's, which might be used by fraudsters trying to look official.

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

The procurement is covered by the Government Procurement Agreement: Yes

Section V. Award of contract/concession

Contract No

P642.22

A contract/lot is awarded: Yes

V.2) Award of contract/concession

V.2.1) Date of conclusion of the contract

28 May 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

Cabinet Office (UK Gov Notify Service)

Government Digital Service, 1 Horse Guards Road

London

SW1A 2HQ

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor/concessionaire is an SME

No

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

Total value of the contract/lot/concession: £288,000

Section VI. Complementary information

VI.3) Additional information

(WA Ref:115055)

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