

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/027234-2023>

Contract

## **Primary Care Workforce Intelligence System**

NHS Wales Shared Services Partnership

F03: Contract award notice

Notice identifier: 2023/S 000-027234

Procurement identifier (OCID): ocids-h6vhtk-039322

Published 14 September 2023, 3:37pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

NHS Wales Shared Services Partnership

4-5 Charnwood Court,, Heol Billingsley, Parc Nantgarw

Cardiff

CF15 7QZ

#### **Contact**

Gareth Rees

#### **Email**

[gareth.rees9@wales.nhs.uk](mailto:gareth.rees9@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](https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA0221)

**I.2) Information about joint procurement**

The contract is awarded by a central purchasing body

**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**

Primary Care Workforce Intelligence System

Reference number

AW079

**II.1.2) Main CPV code**

- 72212780 - System, storage and content management software development services

**II.1.3) Type of contract**

Services

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

The Primary Care Workforce Intelligence System will bring together existing service requirements, operated by the NHS Wales Shared Service Partnership (NWSSP), into a single integrated solution to manage the provision of primary and community care workforce information, the Medical Performers List (MPL), Ophthalmic Performers List (OPL), Dental Performers List (DPL) and All Wales Pharmacy Database (AWPD) and Declarations of Interest.

The existing primary care workforce tool (Wales National Workforce and Reporting System) currently enables identification of registered professions and all multi-disciplinary roles employed or working in the primary and community care sector. The data demographics and reporting are essential enablers to strategic workforce planning and integration with key requirements of General Medical Practice Indemnity, Locum Hub Wales and performers list governance . It is currently made up of two modules, data entry and reporting.

The Medical Performers List (MPL), Ophthalmic Performers List (OPL), Dental Performers List (DPL) and All Wales Pharmacy Database (AWPD) record the eligibility of clinical professionals (performers) in Wales to provide NHS services in each of the disciplines named above. In addition, they record the details of the performers' employer organisations (providers) i.e. those that hold contracts to provide NHS primary care services to Health Boards e.g. GP, dental and ophthalmic practices and community pharmacies. Applications for inclusion in the lists, maintenance of the lists and maintenance of contracted providers information is managed on behalf of Health Boards by NWSSP, Primary Care Services division (PCS). Legacy IT solutions currently underpin this process.

#### **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: £1,144,760

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

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

- 48000000 - Software package and information systems

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

NUTS codes

- UKL - Wales

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

This procurement seeks the provision of a fully integrated replacement Primary Care Workforce Intelligence System that offers a sustainable electronic platform driven by user self-service with integration of processes between applicants, performers, and health professionals in medical, dental, ophthalmic and community pharmacy practices the NHS Wales Shared Services Partnership and Health Boards. The solution will also:

- Provide data integration links to other dependent services within NWSSP, Welsh Government and other external bodies.
- Meet the provisions of the relevant legislation
- Comply with the appropriate public sector digital solution standards.
- Manage the process of on-boarding and accrediting primary care performers and contractors.
- Manage the life-cycle of the Primary and Community Care workforce with an emphasis on self service.
- Meet open architecture standards in order to interface with solutions that depend on primary and community care information.
- Compatible with Microsoft Office 365.
- Drive paperless or paper-light processes.
- Monitor service delivery against SLA provisions.
- Deliver flexible reporting functionality with an emphasis on user-configurable self-service reporting for stakeholders.
- Cater for data migration from the existing system.
- Meet defined availability, capacity and change criteria.
- Meet defined incident management criteria.
- Meet relevant IT Security and Information Governance standards.
- Service availability to be 365 days per year, 24 hours per day.

- A bi-lingual platform for Welsh and English to comply with the Welsh Language Act 1993.

#### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 40

Cost criterion - Name: Cost / Weighting: 60

#### **II.2.11) Information about options**

Options: Yes

Description of options

Optional extension for a further 24 months

#### **II.2.13) Information about European Union Funds**

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

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

This contract will cover the following organisations:

NHS Wales Shared Service Partnership on behalf of:

Aneurin Bevan University Health Board.

Betsi Cadwaladr University Health Board.

Cwm Taf Morgannwg University Health Board.

Cardiff & Vale University Health Board.

Hywel Dda University Health Board.

Powys Teaching Health Board Swansea Bay University Health Board.

---

## **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: [2022/S 000-036131](#)

---

## **Section V. Award of contract**

### **Contract No**

AW079

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

31 July 2023

#### **V.2.2) Information about tenders**

Number of tenders received: 3

Number of tenders received from SMEs: 1

Number of tenders received from tenderers from other EU Member States: 3

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 3

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

**V.2.3) Name and address of the contractor**

Softcat Plc

Softcat, Fieldhouse Lane

Marlow

SL71LW

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

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

Initial estimated total value of the contract/lot: £960,000

Total value of the contract/lot: £1,144,760

---

## **Section VI. Complementary information**

### **VI.3) Additional information**

(WA Ref:134806)

### **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