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Contract

Primary Care Workforce Intelligence System

NHS Wales Shared Services Partnership

F03: Contract award notice

Notice identifier: 2023/S 000-027234

Procurement identifier (OCID): ocds-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

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.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