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Planning

PPME For Provision of Digital Triage Tool (CHAT)

Hertfordshire County Council

F01: Prior information notice

Prior information only

Notice identifier: 2023/S 000-029157

Procurement identifier (OCID): ocds-h6vhtk-040799

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Section I: Contracting authority

I.1) Name and addresses

Hertfordshire County Council

Pegs Lane

HERTFORD

SG13 8DE

Contact

Simon Hastings

Email

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Telephone

+44 1992588458

Country

United Kingdom

NUTS code

UKH23 - Hertfordshire

Internet address(es)

Main address

www.hertfordshire.gov.uk

Buyer's address

www.supplyhertfordshire.uk

I.3) Communication

Additional information can be obtained from the above-mentioned address

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

PPME For Provision of Digital Triage Tool (CHAT)

II.1.2) Main CPV code

- 48814000 - Medical information systems

II.1.3) Type of contract

Supplies

II.1.4) Short description

Hertfordshire County Council (the 'Council') is carrying out Pre-Procurement Market Engagement ('PPME') in relation to procuring a Digital Triage Tool. The Council will consider the feedback received to help inform the Council's options and further decision making. For the avoidance of doubt, this stage of the project is not part of a formal procurement process and the Council is not committing, at this stage, to carrying out such a process. Participation or non-participation in the P P M E shall not prevent any supplier participating in a potential future procurement, nor is it intended that any information supplied as part of the P P M E shall place any supplier at an advantage in a potential procurement process. Participation in the P P M E will be at each organisation's own cost. No expense in responding to this P P M E will be reimbursed by the Council.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 48814000 - Medical information systems
- 48810000 - Information systems
- 48000000 - Software package and information systems

II.2.3) Place of performance

NUTS codes

- UKH23 - Hertfordshire

Main site or place of performance

Hertfordshire

II.2.4) Description of the procurement

Hertfordshire County Council ('the Council') wishes to invite interested Providers to return the Supplier Questionnaire by 12.00 (noon) Thursday 12th October 2023. The Council will consider the input and responses received as part of its P P M E to help inform the Council's options and further decision making regarding the below intended project and to help inform its specification. The work of Hertfordshire's Public Health Service underpins the health and wellbeing of residents and the County Council's Corporate Plan. Public Health has responsibilities in several areas that play a significant role in the Hertfordshire Health and Wellbeing Strategy and the Hertfordshire and West Essex Integrated Care Strategy. Recently, Public Health have committed to developing improvements to its health and well-being offer to better align to the needs of individuals with multiple and complex unhealthy behaviours. Some key principles such as proportional universalism, integration, holistic and person-centred are important features. Building on the success of the Hertfordshire Health Improvement Service, the newly developed integrated tiered health and wellbeing model will incorporate a universal digital prevention and early help offer (self-help resources and supported signposting) and health coaching to help and motivate individuals to address unhealthy behaviours and improve and maintain a healthy lifestyle. The model has been developed following extensive research, including a Joint Strategic Needs Assessment, and stakeholder engagement with residents and professionals on the barriers they face accessing health and wellbeing services, and what needs to be improved to overcome these barriers. The Integrated Health and Wellbeing model will include a number of elements. This includes: A website, workforce training, health coaching and a Digital Triage Tool (a holistic assessment tool which can be self-completed or with a professional to provide tailored results to signpost/refer to services and/or self-help resources. The detailed requirement is provided in P P M E document. Second stage triage: phone call to determine an individual's risk - tier based on their health behaviour risk and their ability and motivation to change. Work). This P P M E focuses on the Digital Triage Tool. Significant work has been undertaken to develop the triage tool to date. A co-production group has been established and has compiled the user needs (detailed in the P P M E Document). These user needs set out what is in scope for the digital triage tool. Out of scope is children and medical health and wellbeing triage. Wireframed prototypes of the tool are currently under development, based on the work of a co-production group and consultation with end users. Therefore we do not expect research for user needs to be extensive, however, making sure the product is robustly

tested on a variety of devices and different population groups will be required. The Council's overall aim is to develop a digital triage tool that assesses Hertfordshire residents' health and wellbeing needs (non-medical) and signposts to relevant support services and self-help resources. Health and wellbeing needs to be assessed must relate to lifestyle behaviours (smoking, physical activity, drug use, alcohol intake, weight management and diet quality) and the wider determinants of health (e.g. financial issues, housing issues, relationships, loneliness, employment, carers), sleep and emotional wellbeing. For the avoidance of doubt, this stage of the project is not part of a formal procurement process, and the Council is not committing, at this stage, to carrying out such a process. Participation or non-participation in this pre-procurement market engagement shall not prevent any provider participating in a potential procurement process nor is it intended that any information supplied shall place any Provider at an advantage in any forthcoming procurement.

II.2.14) Additional information

The contract start and end date is currently an estimate

II.3) Estimated date of publication of contract notice

5 January 2024

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: Yes

Section VI. Complementary information

VI.3) Additional information

To access the PPME documentation please visit www.supplyhertfordshire.uk and follow the on-screen guidance. If you are experiencing problems In-Tend offer a help section which includes a dedicated UK support desk which can be contacted via email: support@in-tend.co.uk or Telephone: +44 1144070065 for any website/technical questions, Monday to Friday, 8:30-17:00.