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Contract

## **Digital Consultation Tools for Primary Care**

Hertfordshire and West Essex Integrated Care Board

F03: Contract award notice

Notice identifier: 2022/S 000-029330

Procurement identifier (OCID): ocids-h6vhtk-0376b4

Published 18 October 2022, 3:02pm

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

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

Hertfordshire and West Essex Integrated Care Board

Charter House, Parkway

Welwyn Garden City

AL8 6JL

#### **Email**

[sarah.beaumont@attain.co.uk](mailto:sarah.beaumont@attain.co.uk)

#### **Country**

United Kingdom

#### **Region code**

UKH23 - Hertfordshire

#### **Internet address(es)**

Main address

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

Buyer's address

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

#### **I.4) Type of the contracting authority**

Body governed by public law

#### **I.5) Main activity**

Health

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Digital Consultation Tools for Primary Care

Reference number

ACE-0631-2022-HWE

#### **II.1.2) Main CPV code**

- 85100000 - Health services

#### **II.1.3) Type of contract**

Services

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

As part of its Digital Transformation Strategy, NHS England is encouraging the use of technology to empower patients and make it easier for clinicians to deliver high quality care, enabling patients to seamlessly navigate services, while enabling practices to seamlessly integrate digital solutions to improve processes and operating models within primary care.

The service will deliver:

- Online forms or systems for patients who may benefit from care but not able to contact their practice via traditional means
- Clinical messaging to support practice to record information into the clinical record in a structured and consistent format (questionnaires)
- Video Consultations to meet the need for flexible appointment methods for patients and GP's
- Batch Messaging to distribute messaging to groups of patients at a time
- SMS Integration for practice staff to send materials to patients on an ad-hoc basis

#### **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: £1,975,975.96

## **II.2) Description**

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

- 48515000 - Video conferencing software package

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

NUTS codes

- UKH23 - Hertfordshire
- UKH35 - West Essex

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

As part of its Digital Transformation Strategy, NHS England is encouraging the use of technology to empower patients and make it easier for clinicians to deliver high quality care, enabling patients to seamlessly navigate services, while enabling practices to seamlessly integrate digital solutions to improve processes and operating models within primary care.

The service will deliver:

- Online forms or systems for patients who may benefit from care but not able to contact their practice via traditional means
- Clinical messaging to support practice to record information into the clinical record in a structured and consistent format (questionnaires)
- Video Consultations to meet the need for flexible appointment methods for patients and GP's
- Batch Messaging to distribute messaging to groups of patients at a time
- SMS Integration for practice staff to send materials to patients on an ad-hoc basis

The services will be implemented directly within GP practices.

The G-Cloud Framework was chosen as the preferred route to market as it allows a streamlined route to purchase 'off the shelf' digital solutions.

The contract has been awarded following a robust process following the requirements of the Framework to determine the most appropriate supplier from which to purchase the service.

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

Quality criterion - Name: Quality / Weighting: 100

Price - Weighting: 100

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

Options: Yes

Description of options

The contract will be for a period of 2-years with the option to extend for a further 12 months (01.10.22 - 30.09.24 with the option to extend from 01.10.24 - 30.09.25).

#### **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**

The value included within this Notice is inclusive of the contract extension and exclusive of VAT.

The total value for the two year term of the awarded contract is £1,310,650.64 (excl. VAT).

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## **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:

The Hertfordshire and West Essex Integrated Care Board have undertaken a compliant procurement process as a call-off from the G-Cloud 12 Framework to identify, and appoint, the most appropriate supplier to deliver the services in line with the commissioners requirements.

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

The procurement is covered by the Government Procurement Agreement: No

### **IV.2) Administrative information**

#### **IV.2.9) Information about termination of call for competition in the form of a prior information notice**

The contracting authority will not award any further contracts based on the above prior information notice

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

### **Contract No**

ACE-0631-2022-HWE

### **Title**

Digital Consultation Tools for Primary Care

A contract/lot is awarded: Yes

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

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

22 September 2022

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

Number of tenders received: 1

Number of tenders received from SMEs: 1

Number of tenders received from tenderers from other EU Member States: 1

Number of tenders received from tenderers from non-EU Member States: 1

Number of tenders received by electronic means: 1

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

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

AccuRx Limited

27 Downham Road

London

N1 5AA

Country

United Kingdom

NUTS code

- UKI - London

Internet address

<https://www accurx.com>

The contractor is an SME

Yes

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

Total value of the contract/lot: £1,975,975.96



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## **Section VI. Complementary information**

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

High Court of Justice England and Wales

Strand

London

WC2A 2LL

Country

United Kingdom

#### **VI.4.4) Service from which information about the review procedure may be obtained**

Hertfordshire and West Essex Integrated Care Board

Charter House, Parkway

Welwyn Garden City

AL8 6JL

Country

United Kingdom

Internet address

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