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Planning

Continuing Healthcare (CHC) / All Age Continuing Care (AACC) digital management service to support CHC/AACC functioning in Norfolk and Waveney

NHS Norfolk & Waveney Integrated Care Board

F01: Prior information notice

Prior information only

Notice identifier: 2024/S 000-036882

Procurement identifier (OCID): ocds-h6vhtk-04b680

Published 14 November 2024, 3:31pm

Section I: Contracting authority

I.1) Name and addresses

NHS Norfolk & Waveney Integrated Care Board

County Hall, Martineau Ln

Norwich

NR1 2DH

Email

david.bailey1@nhs.net

Country

United Kingdom

Region code

UKH15 - Norwich and East Norfolk

Internet address(es)

Main address

<https://www.improvinglivesnw.org.uk/about-us/our-nhs-integrated-care-board-icb/icb-contact/>

Buyer's address

<https://www.improvinglivesnw.org.uk/about-us/our-nhs-integrated-care-board-icb/icb-contact/>

I.3) Communication

Additional information can be obtained from the above-mentioned address

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

<https://health-family.force.com/s/Welcome>

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

Continuing Healthcare (CHC) / All Age Continuing Care (AACC) digital management service to support CHC/AACC functioning in Norfolk and Waveney

II.1.2) Main CPV code

- 48517000 - IT software package

II.1.3) Type of contract

Supplies

II.1.4) Short description

NHS Norfolk and Waveney Integrated Care Board (N&WICB) are inviting suitably qualified and experienced providers to express their interest in delivering a Continuing Healthcare (CHC) / All Age Continuing Care (AACC) digital management service to support CHC/AACC functioning in Norfolk and Waveney.

The aim of the service is to deliver a fully functioning single CHC/AACC digital system, in place of two incumbent services, including Personalised Health Budget management, invoicing and reporting functionalities.

The purpose of this advert is to invite the market to engage, providing feedback in relation to specific queries, detailed below. This will provide the ICB with valuable information to ensure that the service will be fit for purpose.

Questions for consideration:

1. Is there a digital solution available on the market that encompasses the functionality/management of existing and archive healthcare packages, financial and demographic data, healthcare and financial notes/documentation, Personalised Health Budget management, digital contracting, invoicing and payments? All data to remain within the UK.
2. What would be an estimated timeframe for implementation of an appropriate solution and migration of data from 3 existing data sources into one?
3. If a solution matching the requirements detailed in query 1 exists, does the provider have the capability to upgrade/amend the system to reflect new NHSE requirements in relation to Age All Continuing Care Data Submission (AACCCDS) expected April 2025? The deadline for soft market testing responses is by 17:00hrs on 29th November 2024. Please note this is a market testing exercise and does not commit the ICB to carry out any further procurement process. Current services will remain in place during this period in line with existing contracts and service level agreements. Any future opportunity will be carried out in accordance with the ICB's procurement obligations under the Public Contracts Regulations 2015.

N&WICB's current CHC digital software contract is due to expire at the end of October 2025, engagement is being undertaken now to enable the procurement process to be completed and a new solution implemented in a timely manner. It is anticipated that the contract period will be for an initial period of 2 years with the option to extend for up to a further year.

Indicative timescales for the tender release date is scheduled for January 2025, but may be subject to change depending on the engagement feedback. A standard NHS contract will be used for this service.

Please provide the name, position and contact details including telephone and email address of the person completing this engagement feedback activity, along with the full name and postal address of your organisation.

Please provide your experience of delivering a similar service and the challenges and benefits you have experienced as a provider of the service. If you do not have experience of delivering this type of service please write 'None'.

Is there anything within the request which you feel is missing or would require additional information?

It is proposed that this will be a contract for 2 years with the option to extend for an additional 1 year. Is this financially and commercially viable for you as a bidder?

Is this service available to procure through a Framework? If so, please provide details.

N&WICB's would like to take this opportunity to thank providers in advance for responding to this engagement request.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems
- 72260000 - Software-related services
- 48180000 - Medical software package

II.2.3) Place of performance

NUTS codes

- UKH1 - East Anglia

Main site or place of performance

Norfolk and Waveney

II.2.4) Description of the procurement

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II.3) Estimated date of publication of contract notice

1 January 2025

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