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Tender

Agile Product Delivery Partner (Discovery, Development, Deployment) Framework Agreement

Digital Health and Care Wales

F02: Contract notice

Notice identifier: 2023/S 000-036896

Procurement identifier (OCID): ocids-h6vhtk-040f96

Published 15 December 2023, 9:53am

Section I: Contracting authority

I.1) Name and addresses

Digital Health and Care Wales

Ty Glan yr Afon, 21 Cowbridge Road East

Cardiff

CF11 9AD

Contact

Nathan Beynon

Email

nathan.beynon3@wales.nhs.uk

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

<https://dhcw.nhs.wales/>

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.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://etenderwales.bravosolution.co.uk/web/login.shtml>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://etenderwales.bravosolution.co.uk/web/login.shtml>

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

Agile Product Delivery Partner (Discovery, Development, Deployment) Framework Agreement

Reference number

P879

II.1.2) Main CPV code

- 72000000 - IT services: consulting, software development, Internet and support

II.1.3) Type of contract

Services

II.1.4) Short description

The Authority is seeking to establish a sole supplier Framework Agreement for an Agile Product Delivery Partner (discovery, Development, Deployment) for Digital Health and Care Wales.

II.1.5) Estimated total value

Value excluding VAT: £20,000,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 72000000 - IT services: consulting, software development, Internet and support

II.2.3) Place of performance

NUTS codes

- UKL - Wales

II.2.4) Description of the procurement

Digital Health and Care Wales (DHCW), a Special Health Authority which creates digital solutions needed to improve health and care in Wales, About Digital Health and Care Wales – Digital Health and Care Wales (<https://dhcw.nhs.wales>) is seeking to establish a

sole supplier Framework Agreement for an Agile Product Delivery Partner (Discovery, Development, Deployment) to enable specialist resources to be called off as and when required to support DHCW and the Digital Services for Patients and the Public (“DSPP”) programme in delivering the NHS Wales App. The DSPP Programme has been established to deliver the following vision:

- i. Using transformational digital services to increase people’s involvement in the management of their health and wellbeing to engender more positive health and social care outcomes for the people of Wales.
- ii. Opening up channels to capture and share information relating to people’s health and wellbeing:
 - Greater visibility of and access to the information that the NHS holds at an individual level.
 - Ability for the patient to collect and share information with carers, medical professionals and others of their choosing.
 - Create a technical and cultural environment that can extend beyond traditional NHS boundaries and into social care and the third sector.
- iii. Providing Information sharing under clear models for consent, data provenance, and audit including controlled proxy access and accountability for actions based on available information at a given point in time.
- iv. This vision for information sharing includes:
 - Transactional information such as appointment bookings.
 - Communications including correspondence, messages and video calling and conferencing.
 - Personalised health and wellbeing information presented in a context that is understandable, allowing a user to navigate between multiple sources of supporting information and service information with relative ease.

The scope of the Framework Agreement is for the provision of services via a “call off mechanism” to support DHCW in delivering the NHS Wales App across four key areas:

1. Discovery
2. Development

3. Operations

4. Support & Service Management

A commercial/contractual partnership agreement is envisaged between the Parties to efficiently and effectively deliver the evolving requirements to meet the organisation's and programmes Corporate Strategy so an agile and robust approach is essential. The successful supplier will be required to provide access to suitably skilled and experienced resources that are flexible, highly skilled, and able to provide a proactive approach to underpin the service delivery of the Agreement. The successful supplier will need to demonstrate a track record of delivering comparable successful UK public sector Apps, preferably within healthcare. In addition, an excellent working knowledge of the Welsh Public Sector and NHS Wales is desirable, as is experience in Healthcare.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

48

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

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

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

Framework agreement with a single operator

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: [2023/S 000-031770](#)

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

15 January 2024

Local time

12:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.7) Conditions for opening of tenders

Date

15 January 2024

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.3) Additional information

NOTE: The authority is using eTenderwales to carry out this procurement process. To obtain further information record your interest on Sell2Wales at

https://www.sell2wales.gov.wales/search/search_switch.aspx?ID=137298

(WA Ref:137298)

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