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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](mailto: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](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

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**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

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## **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

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## **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](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