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Award

## **Patient Management System**

Welsh Ambulance Services NHS Trust

F15: Voluntary ex ante transparency notice

Notice identifier: 2023/S 000-037557

Procurement identifier (OCID): ocds-h6vhtk-0428e2

Published 20 December 2023, 4:51pm

### **Section I: Contracting authority/entity**

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

Welsh Ambulance Services NHS Trust

Beacon House

Cwmbran

NP44 3AB

#### **Email**

[emma.burns@wales.nhs.uk](mailto:emma.burns@wales.nhs.uk)

#### **Country**

United Kingdom

#### **NUTS code**

UK - United Kingdom

## **Internet address(es)**

Main address

<http://nwssp.nhs.wales/ourservices/procurement-services/>

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.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**

Patient Management System

Reference number

STW.5148

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

- 48000000 - Software package and information systems

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

Supplies

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

This contract is for the provision of a patient management system to be deployed within the

NHS 111 Wales service.

The software solution is required to capture and record all calls received by the NHS 111 Wales service and meet all aspects patient management requirements to enable Welsh Ambulance Services call handlers and clinical contact centre staff deal with more than a million calls every year, 24/7 and 365 days a year.

In addition, the contract is for the supply of professional services to enable the implementation and training of the solution, supply of infrastructure hardware and as well as the relevant software licences for the software application itself this contract is also for the supply of the associated ongoing software support and maintenance services of the patient management system supplied.

### **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: £2,335,000

## **II.2) Description**

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

- 48810000 - Information systems
- 48814000 - Medical information systems
- 48800000 - Information systems and servers
- 48000000 - Software package and information systems
- 48100000 - Industry specific software package

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

NUTS codes

- UKL - Wales

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

This contract is for the provision of a patient management system to be deployed within the NHS 111 Wales service.

The software solution is required to capture and record all calls received by the NHS 111 Wales service and meet all aspects patient management requirements to enable Welsh Ambulance Services call handlers and clinical contact centre staff deal with more than a million calls every year, 24/7 and 365 days a year.

The patient management system is required to enable the full management of all 111 calls received by the Welsh Ambulance Services including, but not limited to, the ability to capture a complete record of all telephone calls received such as call times and actions taken. The solution must be able to fully integrate with the Welsh Ambulance Services cisco telephone system and interface with the Welsh Ambulance Services 999 ambulance call queue, NHS 111 Wales non-clinical decision support software and NHS 111 Wales clinical decision support software (supplied separately).

The patient management system is required to recognise clinical coding systems to enable calls to be categorised and prioritised, support a gazetteer, enable clinical data collection as well as support operational and management reporting. The solution is required to be able to support access to the NHS 111 Wales service via video and provide an intuitive, safe interface for end users.

In addition, this requirement is for the supply of professional services to enable the implementation and training of the solution, supply of infrastructure hardware and as well as the relevant software licences for the software application itself this requirement is also for the supply of the associated ongoing software support and maintenance services of the patient management system supplied.

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

Options: Yes

Description of options

Option to extend for a further period of 24 months in annual increments or for the full 24-month period at the sole discretion of the contracting authority.

### **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

Negotiated without a prior call for competition

- Extreme urgency brought about by events unforeseeable for the contracting authority

Explanation:

The legacy software currently utilised by the NHS 111 Wales service must be replaced as the software has reached end of life and the contract will expire on the 20th May 2024. A competitive dialogue procurement was undertaken to procure a replacement solution and a contract awarded but following a joint review of the project with the supplier a decision was reached to end the delivery of the replacement software solution. There is now an urgent need to replace the legacy software and the replacement must be fully implemented and go-live by the 30th April 2024, to safely decommission the legacy software and transition to the new software solution. This is to ensure NHS 111 Wales service provision can continue, with minimal disruption, in the interim to any future national NHS 111 Wales and urgent primary care strategic plans for a longer-term solution.

It is essential disruption is kept to a minimum whilst minimising implementation risks. Key requirements include:

- (1) Must be available for implementation without any further implications to develop and test the software whilst recognising configuration of the solution would be required.
- (2) Must be able to interface with the non-clinical decision support software and the patient management system without any constrained development time required.
- (3) End Users of the system must be able to be trained in the implementation timeframe available including training in the use of the clinical algorithms.
- (4) Data and information are required to be easily exported and information feeds provided to link the Welsh Ambulance Service internal data warehouse.
- (5) The system should be able to integrate with the Welsh Ambulance Services existing 999 system without significant impact to either system to allow improved call handling efficiencies as many calls originate from the 999 service as well as calls being passed from the 111 service to the 999 system.

Additional factors taken into consideration include quality and patient safety, business needs, access to the technology, the strategic fit and the supplier's capacity and capability.

The solution is required to maintain interoperability with NHS Wales Local Health Boards' urgent primary care systems. The level of complexity and the associated implementation lead-times have been considered as well as the impact upon end users of the system to minimise training complexities given the urgent need.

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

The procurement is covered by the Government Procurement Agreement: No

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

#### **Contract No**

STW.5148

A contract/lot is awarded: Yes

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

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

20 December 2023

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

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

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

MIS EMERGENCY SYSTEMS LTD

MIS EMERGENCY SYSTEMS LTD, Charnwood House

NORTHWICH

CW97UG

Country

United Kingdom

NUTS code

- UKL - Wales

The contractor/concessionaire is an SME

Yes

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

Total value of the contract/lot/concession: £2,340,000

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## **Section VI. Complementary information**

### **VI.3) Additional information**

The Contract Value provided in this VEAT Notice is in aggregate and is inclusive of the 36-month term and the 24-month optional extension period.

This interim solution is being implemented to meet an urgent need to ensure operational services can seamlessly continue with minimal disruption and strategic procurement plans for a longer-term digital solution to meet NHS 111 Wales and urgent primary care needs will be re-visited and developed before the expiry of this contract.

(WA Ref:137522)

### **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