

**United Kingdom-Epping: IT services: consulting, software development, Internet and support
OJ S 61/2021 29/03/2021
Contract award notice
Services**

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: West Essex Clinical Commissioning Group

Postal address: Building 4 Spencer Close St Margaret's Hospital The Plain

Town: Epping

NUTS code: UKH3 Essex

Postal code: CM16 6TN

Country: United Kingdom

E-mail: commercial.procurementhub@nhs.net

Telephone: +44 7786275627

Internet address(es):

Main address: <https://westessexccg.nhs.uk/>

Address of the buyer profile: <https://in-tendhost.co.uk/scwcsu/asp/Home>

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

Delivery of the Online Consultations System to the GP Practices

Reference number: DPS/MC/NHSE/00028

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

As part of its digital transformation strategy, NHS England encouraged the use of technology to empower patients and make it easier for clinicians to deliver high quality care, enabling patients to seamlessly navigate services. Online consultation for patients using GP practices is a contribution to this ambition.

The CCG have committed to undertake a 6-month pilot with up to six GP practices. Analysis will be undertaken during this phase to better understand benefits. Depending on the outcome, the CCG will decide on the full rollout to the remaining practices who would like to engage.

Across west Essex, there are currently have 3 localities – Epping, Harlow and Uttlesford, comprised of 32 GP member practices serving a population of approximately 310 000 registered patients between them, with a vast variety of demographics from practice to practice.

This procurement is being carried out by NHS South, Central and West Commissioning Support Unit (SCW) on behalf of the Commissioners.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 91 800,00 GBP

II.2. Description

II.2.2. Additional CPV code(s)

72400000 Internet services, 72500000 Computer-related services

II.2.3. Place of performance

NUTS code: UKH3 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. Online consultation for patients using GP practices is a contribution to this ambition.

The CCG have committed to undertake a 6-month pilot with up to six GP practices. Analysis will be undertaken during this phase to better understand benefits. Depending on the outcome, the CCG will decide on the full rollout to the remaining practices who would like to engage.

Across west Essex, we currently have 3 localities – Epping, Harlow and Uttlesford, comprised of 32 GP member practices serving a population of approximately 310 000 registered patients between them, with a vast variety of demographics from practice to practice.

Objectives of online consultation implementation:

- reduce unnecessary appointments by directing patients to most efficient intervention;
- reduce GP/staff workloads as patients are able to access right person or service first time;
- reduce wait times for routine appointments;
- improve patient experience by providing improved service navigation;
- reduce queues at reception desks for busy practices by offering digital access;
- reduce the number of incoming phone calls by offering digital access to resolve queries;
- enable patients to manage their own health conditions as appropriate;
- provide additional digital channel to conduct consultations.

This procurement is being carried out by NHS South, Central and West Commissioning Support Unit (SCW) on behalf of the Commissioners.

II.2.5. Award criteria

Quality criterion - Name: Technical Requirement/Patient ID / Weighting: 30 %

Quality criterion - Name: Clinical Safety / Weighting: 7 %

Quality criterion - Name: Data Processing / Weighting: 2 %

Quality criterion - Name: Interoperability with Principle GP Clinical Systems / Weighting: 10 %

Quality criterion - Name: Reporting / Weighting: 5 %

Quality criterion - Name: Mobilisation and Implementation / Weighting: 5 %

Quality criterion - Name: Engagement/Communications/Marketing / Weighting: 5 %

Quality criterion - Name: Support and Training / Weighting: 4 %
Quality criterion - Name: Benefits Realisation / Weighting: 4 %
Quality criterion - Name: Patient and Practice Experience / Weighting: 4 %
Quality criterion - Name: Maintenance / Weighting: 2 %
Quality criterion - Name: Future Development / Weighting: 2 %
Price - Weighting: 20 %

II.2.11. Information about options

Options: yes
Description of options:
6 months pilot + 24 months extension.

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

Section IV: Procedure

IV.1. Description

IV.1.1. Type of procedure

Restricted procedure

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

A dynamic purchasing system was set up

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 in the OJ S: [2020/S 063-151950](#)

IV.2.8. Information about termination of dynamic purchasing system

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

Section V: Award of contract

Contract No: DPS/MC/NHSE/00028

Title:

Delivery of the Online Consultations System to the GP Practices

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

30/09/2019

V.2.2. Information about tenders

Number of tenders received: 6

Number of tenders received from SMEs: 6

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 6

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

V.2.3. Name and address of the contractor

Official name: Doctorlink Ltd

Postal address: Oakhill House, 130 Tonbridge Road, Kent

Town: Hildenborough

NUTS code: UKJ4 Kent

Postal code: TN11 9DZ

Country: United Kingdom

E-mail: Katie.pearce@doctorlink.com

Telephone: +44 8006444200

The contractor is an SME: yes

V.2.4. Information on value of the contract/lot

Initial estimated total value of the contract/lot: 91 800,00 GBP

Total value of the contract/lot: 91 800,00 GBP

V.2.5. Information about subcontracting

Section VI: Complementary information

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: West Essex Clinical Commissioning Group

Postal address: Building 4, Spencer Close, St Margaret's Hospital, The Plain

Town: Epping

Postal code: CM16 6TN

Country: United Kingdom

Telephone: +44 1992566140

Internet address: <https://westessexccg.nhs.uk/>

VI.4.2. Body responsible for mediation procedures

Official name: West Essex Clinical Commissioning Group

Postal address: Building 4, Spencer Close, St Margaret's Hospital, The Plain

Town: Epping

Postal code: CM16 6TN

Country: United Kingdom

Telephone: +44 1992566140

Internet address: <https://westessexccg.nhs.uk/>

VI.4.3. Review procedure

Precise information on deadline(s) for review procedures:

As described in VI.3), deadline for lodging of appeals should be in accordance with Regulation 87 and Regulation 91 of the 2015 Regulations.

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

Official name: West Essex Clinical Commissioning Group

Postal address: Building 4, Spencer Close, St Margaret's Hospital, The Plain

Town: Epping

Postal code: CM16 6TN

Country: United Kingdom

Telephone: +44 1992566140

Internet address: <https://westessexccg.nhs.uk/>

VI.5. Date of dispatch of this notice

24/03/2021