

**United Kingdom-London: Communication software package**  
**OJ S 218/2018 13/11/2018**  
**Contract award notice**  
**Services**

**Legal Basis:**

Directive 2014/24/EU

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: NEL Commissioning Support Unit  
Postal address: 75-77 Worship Street  
Town: London  
NUTS code: UKI43 Haringey and Islington  
Postal code: EC2A 2DU  
Country: United Kingdom  
Contact person: Hiran Karunaratna  
E-mail: [hiran.karunaratna@nhs.net](mailto:hiran.karunaratna@nhs.net)  
Telephone: +44 2030495843

**Internet address(es):**

Main address: <http://www.nelcsu.nhs.uk/>

**I.1. Name and addresses**

Official name: Enfield Clinical Commissioning Group  
Postal address: Holbrook House, Cockfosters Road  
Town: London  
NUTS code: UKI54 Enfield  
Postal code: EN4 0DR  
Country: United Kingdom  
Contact person: Hiran Karunaratna  
E-mail: [hiran.karunaratna@nhs.net](mailto:hiran.karunaratna@nhs.net)

**Internet address(es):**

Main address: <http://www.enfieldccg.nhs.uk/>

**I.1. Name and addresses**

Official name: Barnet Clinical Commissioning Group  
Postal address: North London Business Park, Oakleigh Road South  
Town: London  
NUTS code: UKI71 Barnet  
Postal code: N11 1NP  
Country: United Kingdom  
Contact person: Hiran Karunaratna  
E-mail: [hiran.karunaratna@nhs.net](mailto:hiran.karunaratna@nhs.net)

**Internet address(es):**

Main address: <http://www.barnetccg.nhs.uk/>

**I.1. Name and addresses**

Official name: Haringey Clinical Commissioning Group  
Postal address: River Park House, 225 High Road

Town: London  
NUTS code: UKI43 Haringey and Islington  
Postal code: N22 8HQ  
Country: United Kingdom  
Contact person: Hiran Karunaratna  
E-mail: [hiran.karunaratna@nhs.net](mailto:hiran.karunaratna@nhs.net)  
**Internet address(es):**  
Main address: <http://www.haringeyccg.nhs.uk/>

**I.1. Name and addresses**

Official name: Islington Clinical Commissioning Group  
Postal address: Laycock Street  
Town: London  
NUTS code: UKI43 Haringey and Islington  
Postal code: N1 1TH  
Country: United Kingdom  
Contact person: Hiran Karunaratna  
E-mail: [hiran.karunaratna@nhs.net](mailto:hiran.karunaratna@nhs.net)  
**Internet address(es):**  
Main address: <http://www.islingtonccg.nhs.uk/>

**I.2. Information about joint procurement**

The contract involves joint procurement

**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**

PRJ 596 Patient Communication SMS solution  
Reference number: DN319719

**II.1.2. Main CPV code**

48510000 Communication software package

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

Barnet, Enfield, Haringey and Islington CCGs are undertaking a joint procurement to deploy text reminder solution for General Practice within the geographical areas of the CCG. The contract is for a period of three years with an option to extend 2 years (1.6.2018 — 30.5.2023). The finance envelope for the 5 year period exclusive of VAT is 1 600 000-1 300 000. The evaluation will be based on the lowest total cost of ownership subject to meeting the requirements as outlined in the specification.

**II.1.6.**

## **Information about lots**

This contract is divided into lots: no

### **II.1.7. Total value of the procurement**

Value excluding VAT: 1 700 000,00 GBP

## **II.2. Description**

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

NUTS code: UKI London

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

Barnet, Enfield, Haringey and Islington CCGs are undertaking a joint procurement to deploy text reminder solution for General Practice within the geographical areas of the CCG. The contract is for a period of 3 years with an option to extend 2 years (1.6.2018 — 30.5.2023). The finance envelope for the 5 year period exclusive of VAT is 1 600 000-1 300 000. The evaluation will be based on the lowest total cost of ownership subject to meeting the requirements as outlined in the specification.

The solution will deliver the following functionality:

Outbound SMS, Inbound SMS, Email notifications to practices and commissioners to prompt for any updates and reports, Commissioners tools to monitor and manager, Practice management tool, Integrated smartphone Application, Compatibility.

Product(s) must interface with local clinical systems (EMIS Web and INPS).

Appointment booking telemetry must be compatible with NHS Digital patient online auditing systems and appropriate training as detailed in the specification.

### **II.2.5. Award criteria**

Cost criterion - Name: Lowest total cost of ownership compliant with customer requirements /  
Weighting: 100

### **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

### **II.2.14. Additional information**

## **Section IV: Procedure**

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### **IV.1. Description**

#### **IV.1.1. Type of procedure**

Open procedure

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

#### **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.2.8. 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**

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A contract/lot is awarded: yes

#### **V.2. Award of contract**

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

04/06/2018

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

Number of tenders received: 1

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

##### **V.2.3. Name and address of the contractor**

Official name: Iplato Healthcare Limited

Postal address: 1 King Street

Town: London

NUTS code: UKI London

Postal code: W6 9HR

Country: United Kingdom

The contractor is an SME: no

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

Total value of the contract/lot: 1 209 501,00 GBP

##### **V.2.5. Information about subcontracting**

### **Section VI: Complementary information**

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

#### **VI.4. Procedures for review**

##### **VI.4.1. Review body**

Official name: NEL Commissioning Support Unit

Postal address: 75-77 Worship Street

Town: London

Postal code: EC2A 2DU

Country: United Kingdom

E-mail: [hiran.karunaratna@nhs.net](mailto:hiran.karunaratna@nhs.net)

Telephone: +44 2030495843

##### **VI.4.2. Body responsible for mediation procedures**

Official name: NEL Commissioning Support Unit

Postal address: 75-77 Worship Street

Town: London

Postal code: EC2A 2DU

Country: United Kingdom

E-mail: [hiran.karunaratna@nhs.net](mailto:hiran.karunaratna@nhs.net)

Telephone: +44 2030495843

**VI.4.3. Review procedure**

Precise information on deadline(s) for review procedures:

At abovementioned email address.

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

Official name: Procurement Team NEL CSU

Postal address: 75-77 Worship Street

Town: London

Postal code: EC2A 2DU

Country: United Kingdom

E-mail: [hiran.karunaratna@nhs.net](mailto:hiran.karunaratna@nhs.net)

Internet address: <http://www.nelcsu.nhs.uk/>

**VI.5. Date of dispatch of this notice**

09/11/2018