

Freedom of Information Request – Reference: FOI-1030

Subject: Communication Services

Request :		
Please could I request the following information under the Freedom of Information Act		BLMK ICB Response
1.	Overview of Communication Services Funding and Providers:	
	Could you provide a detailed overview of the current communication services (including SMS, email, and patient engagement platforms) funded by the ICS for use in GP practices within your jurisdiction?	BLMK ICB has purchased AccuRX suite of tools for use in GP Practices, this is alongside the built in SMS functionality within TPP SystemOne (our single clinical system across BLMK)
	Please list all providers currently contracted to supply these communication services, specifying the nature of the services they provide in full.	AccuRX SMS+ AccurX Florries+ AccuRX Bulk SMS Messaging. AccuRX VC
2.	Procurement and Contract Details	
	Can you detail the procurement process followed for selecting communication service providers, specifically mentioning any open tenders or frameworks used?	Direct Award using G-Cloud 13
	For each contract awarded for communication services in the last five years, please provide:	

	The name of the awarded provider, The value and duration of the contract, The specific services covered under the contract.	AccuRX £333k per annum SMS+ Florries+ VC Batch SMS
3.	SMS/Text Messaging Specifics:	
	Regarding contracts awarded, could you provide the rationale for the selection, particularly in terms of cost-effectiveness, service comprehensiveness, and any unique features or benefits that influenced the decision?	Continuity of previous NHS E procurement of AccuRX services made during the Covid-19 Pandemic.
	Were any contracts directly awarded without a competitive tender process? If so, please provide the reasons for this approach and any documentation justifying the decision.	Continuation and continuity of widespread implementation of SMS tools made during the covid-19 pandemic response.
4.	Future Procurement and Innovation Opportunities:	
	Are there any upcoming opportunities for new providers to bid on communication services within the ICS?	Yes
	How does the ICS support innovation in patient communication and digital health solutions? Are there specific criteria or challenges you are looking to address with future procurements?	Innovation is supported, but procurement must be compliant and based on accredited framework solutions.
5.	Compliance and Framework Agreements:	
	Please confirm whether the contracts with current communication service providers, adhere to NHS procurement guidelines and framework agreements.	Confirmed
	If there have been any deviations or exemptions in following standard procurement protocols, could you provide details and justifications for these cases?	No deviations.

The above information is correct at: 29/04/2024