

23 June 2020

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████████████████████
By email
████████████████████

Dear ██████████

Request under the Freedom of Information Act 2000 (the “FOI Act”)

We refer to your email of 26 May 2020 in which you requested information under the FOI Act from NHS Improvement. Since 1 April 2016, Monitor and the NHS Trust Development Authority have been operating as an integrated organisation known as NHS Improvement. For the purposes of this decision, NHS Improvement means Monitor and the TDA.

Your request

The full terms of your request has been annexed.

Decision

NHS Improvement holds some of the information you have requested and has decided to release all of the information it holds.

- (1) *A copy of the G-Cloud evaluation criteria used to select the winning supplier on for all G-Cloud extension/further trials together with the date stamped screenshot of the final results where Attend Anywhere were the winning bidder.***

The question is not clear. There has been no G-Cloud extensions/further trials. If you are referring to the national video outpatient consultation contract, in response to the COVID 19 pandemic, under the G-Cloud Framework, although we are not required to share the evaluation criteria, we have enclosed a copy [attached].

- (2) *Contract Finder Award Notice/Future Opportunity Notices for:***

- a) *the GCloud Call Off and any other award (a link to the notice will suffice) for all competitions where Attend Anywhere were the successful bidder***

Please refer to the following links:

- <https://www.contractsfinder.service.gov.uk/Notice/2d34c0e1-1f68-4400-b5d2-e5489a5cfb04>
- <https://www.contractsfinder.service.gov.uk/Notice/9a502b46-5aa0-4fba-96b3-9a14cab144f2>
- <https://www.contractsfinder.service.gov.uk/Notice/30dd9201-073e-487d-bdaf-510bdc1a5cdc?origin=SearchResults&p=1>

b) *The award of the trail to validate results (Tender reference ITQ_IMP-1119-383) and any other validation or audit work linked to the tender*

Please refer to the following links:

- <https://www.contractsfinder.service.gov.uk/Notice/629be308-af2c-4042-8303-805de8969319> and
- https://www.mytenders.co.uk/Authority/Notice_PubView.aspx?ID=FEB159284

c) *Any other virtual clinic/consultations services*

There has not been further awards by NHS Improvement.

(3) *For the Procurement of the longer term service please provide, the proposed date for market and delivery route including any prior information notices published in the Official Journal of the European Union or any other published notices. If a contract notice has already been issued please provide a copy or the reference number and the date of issue*

We are currently prioritising support to the NHS in England during the COVID 19 pandemic. However, the current national contract ends on 16 March 2021 and early work has commenced to scope future national strategy and requirements for video outpatient consultations. Any future video services to support improvement work around remote consultations in secondary care is anticipated to be procured with advertisement in OJEU. Appropriate market engagement will take place as part of this work, following a decision on future national funding to support implementation (timescale for decision not currently known).

(4) *A link to the trial report as it was stated in the Request for Proposal that the results would be published as we understand that some Trusts are having quality issues and links and reports relating to service issues*

The evaluation of the pilot is ongoing and was due to be completed and published at the end of the current financial year. The COVID 19 pandemic has impacted both the pilot and the evaluation significantly. We are working through currently how we will adapt the evaluation work undertaken up to March 2019 and how to continue the evaluation of the pilot.

(5) *A copy of your policy for dealing with correspondence or a link to the policy on your external website*

Please refer to the following link:

<https://improvement.nhs.uk/contact-us/>

(6) A copy of your Complaints procedure or a link to the policy on your external website

Please refer to the following link:

<https://improvement.nhs.uk/contact-us/asking-advice-raising-complaints-and-concerns/>

(7) The number and name of the Trusts allocated money for Attend Anywhere

As part of the national video outpatient consultation contract, in response to the COVID 19 pandemic, the Attend Anywhere solution is available to trusts in England, however it is not mandated. Trusts in England are free to engage with this solution, continue to use their existing solutions or make their own arrangements in accordance with their requirements. This position has been made clear to NHS trusts in England. A capital funding contribution of up to £20,000 was made available by NHSE/I to all trusts to support them to rapidly roll out video capability, this funding was made accessible to trusts regardless of the platform they chose, provided they demonstrated they were implementing a video consultation solution in response to COVID 19. To our knowledge there are c. 40 trusts using other solutions and many of the 170 trusts using Attend Anywhere also use other solutions.

(8) Expenditure with Attend anywhere

Two contracts have been awarded to Attend Anywhere which concern trials/pilot schemes. The spend on the first contract, procured under reference ITQ-IMP-0219-358 was awarded for up to £75,000 ex VAT. The second pilot was via G-Cloud 11 and was awarded for up to £95,000 ex VAT and runs from 1 December 2019 – 31 December 2020. The national video outpatient consultation contract, in response to the COVID 19 pandemic, was procured under G-Cloud 11 and was awarded to Attend Anywhere for up to £4.85m ex VAT and runs from 17 March 2020 – 16 March 2021.

(9) Copy of all tender documents (including specifications, pricing documents, Invitations to quote/tender, evaluation criteria and any other documents) where Attend Anywhere were the winning bidder

In relation to ITQ-IMP-0219-358, these are available through the Contract Finder link. For the subsequent two procurements, under the G-Cloud Framework, although we are not required to share this information, we have enclosed a copy [attached].

(10) Any copies of emails, memorandums letters, guidance notes etc recommending Attend Anywhere

No recommendation has been provided by NHS Improvement. Please also refer to the answer provided for question 7.

(11) Any copies of emails, memorandums letters, guidance notes recommending other virtual clinics and on line doctors and clinic systems

No recommendation has been provided by NHS Improvement. Please also refer to the answer provided for question 7.

(12) A breakdown of the grant money and which Trusts are in receipt of it including what conditions have been attached to it for Attend Anywhere Software and associated products

No grant money has been provided by NHS Improvement. Please also refer to the answer provided for question 7.

(13) The number of bids received for all competitions

For Pilot 1, ITQ-IMP-0219-358, 9 bids were received and evaluated. For the second pilot, four solutions were evaluated and for the national video outpatient consultation contract, in response to the COVID 19 pandemic, five solutions were evaluated.

(14) Service levels and response times required including any copies of KPIS for all of the Attend Anywhere contracts

Priority one incident – 1 hour recovery, Priority two incident – 2 hour recovery, Contractual SLA of 99.5% service availability over the life of the 12 month contract in core hours 8am-6pm Mon-Fri.

(15) Your webpages for services levels show poor performance for Attend Anywhere - please confirm if service credits or any other remuneration for poor performance will be provided to either any of the central NHS Departments or to each individual trusts. If not please provide details as to why service credits were not added to the contract.

We contracted under the standard CCS G-Cloud 11 terms and conditions. These allow for termination of contract without cause by giving the supplier 30 days' notice. We considered that this ability to end the contract without cause and in a short period of time was an appropriate safeguard against any significant performance issues and uses the standard terms for any services procured under the Framework.

Review rights

If you consider that your request for information has not been properly handled or if you are otherwise dissatisfied with the outcome of your request, you can try to resolve this informally with the person who dealt with your request. If you remain dissatisfied, you may seek an internal review within NHS Improvement of the issue or the decision. A senior member of NHS Improvement's staff, who has not previously been involved with your request, will undertake that review.

If you are dissatisfied with the outcome of any internal review, you may complain to the Information Commissioner for a decision on whether your request for information has been dealt with in accordance with the FOI Act.

A request for an internal review should be submitted in writing to FOI Request Reviews, NHS Improvement, Skipton House, 80 London Road, London SE1 6LH or by email to nhsi.foi@nhs.net.

Publication

Please note that this letter and the attached information will shortly be published on our website. This is because information disclosed in accordance with the FOI Act is disclosed to the public at large. We will, of course, remove your personal information (e.g. your name and contact details) from the version of the letter published on our website to protect your personal information from general disclosure.

Yours sincerely,

NHS Improvement

Annex – FOI request

“I am really concerned about how Attend Anywhere has been procured and extended plus the lack of details provided. In addition there has been an article in Guardian Newspaper about poor service and unavailability.

I am therefore requesting all tender documents and ancillary documents in respect of Attend Anywhere regardless of the procurement route (direct award, cloud, framework, DPS, other tender, OJEU etc) from 1 May 2015 including but not limited to:

- (1) A copy of the G-Cloud evaluation criteria used to select the winning supplier on for all G-Cloud extension/further trials together with the date stamped screenshot of the final results where Attend Anywhere were the winning bidder.*
- (2) Contract Finder Award Notice/Future Opportunity Notices for:
 - a) the GCloud Call Off and any other award (a link to the notice will suffice) for all competitions where Attend Anywhere were the successful bidder*
 - b) The award of the trial to validate results (Tender reference ITQ_IMP-1119-383) and any other validation or audit work linked to the tender*
 - c) Any other virtual clinic/consultations services**
- (3) For the Procurement of the longer term service please provide, the proposed date for market and delivery route including any prior information notices published in the Official Journal of the European Union or any other published notices. If a contract notice has already been issued please provide a copy or the reference number and the date of issue*
- (4) A link to the trial report as it was stated in the Request for Proposal that the results would be published as we understand that some Trusts are having quality issues and links and reports relating to service issues*
- (5) A copy of your policy for dealing with correspondence or a link to the policy on your external website*
- (6) A copy of your Complaints procedure or a link to the policy on your external website*
- (7) The number and name of the Trusts allocated money for Attend Anywhere*
- (8) Expenditure with Attend anywhere*
- (9) Copy of all tender documents (including specifications, pricing documents, Invitations to quote/tender, evaluation criteria and any other documents) where Attend Anywhere were the winning bidder*
- (10) Any copies of emails, memorandums letters, guidance notes etc recommending Attend Anywhere*

- (11) *Any copies of emails, memorandums letters, guidance notes recommending other virtual clinics and on line doctors and clinic systems*
- (12) *A breakdown of the grant money and which Trusts are in receipt of it including what conditions have been attached to it for Attend Anywhere Software and associated products*
- (13) *The number of bids received for all competitions*
- (14) *Service levels and response times required including any copies of KPIS for all of the Attend Anywhere contracts*
- (15) *Your webpages for services levels show poor performance for Attend Anywhere - please confirm if service credits or any other remuneration for poor performance will be provided to either any of the central NHS Departments or to each individual trusts. If not please provide details as to why service credits were not added to the contract."*