

Procurement, Commissioning & Facilities
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Date: 21 April 2022
Our ref: K: FOI/Ref: 2022-000079
Direct Line: 0131 275 6807
Email: nss.pcf-foi@nhs.scot



Dear 

Freedom of Information Reference: FOI-2022-000079 – Remote Health Monitoring and Communications Solution Contact

I refer to your freedom of information request that we received on 5 April 2022 requesting the following information.

I can advise you that we have now completed the search of our records and can provide you with the following information:

I would be most grateful if you would provide me, under the Freedom of Information Act, details in respect to the contract below. Remote Health Monitoring and Communications Solution:

<https://ted.europa.eu/udl?uri=TED:NOTICE:672009-2021:TEXT:EN:HTML>

The details we require are:

• What are the contractual performance KPI's for this contract?

The contract includes a Service Level Agreement related to service availability, support handling and resolution times. There are quarterly reviews of performance with 15 KPIs.

• Suppliers who applied for inclusion on each framework/contract and were successful & not successful at the PQQ & ITT stages

There were 21 ESPD (PQQ) returns and four suppliers invited to tender.

• Actual spend on this contract/framework (and any sub lots), from the start of the contract to the current date

£152,274.00



Headquarters

Gyle Square, 1 South Gyle Crescent, EDINBURGH EH12 9EB

Chairperson Keith Redpath
Chief Executive Mary Morgan

• **Start date & duration of framework/contract?**

The contract commenced on 16/11/2021 and is for 36 months.

• **Could you please provide a copy of the service/product specification given to all bidders for when this contract was last advertised?**

The contract was advertised 30/04/2020: [View Notice - Public Contracts Scotland](#)

• **Is there an extension clause in the framework(s)/contract(s) and, if so, the duration of the extension?**

Yes, two extensions of twelve months each (24 months total)

• **Has a decision been made yet on whether the framework(s)/contract(s) are being either extended or renewed?**

Nothing has been decided as of yet

• **Who is the senior officer (outside of procurement) responsible for this contract?**

Morag Hearty, Strategic Lead for Remote Health Pathways, Technology Enabled Care Programme, Digital Health and care Directorate, Scottish Government.

I trust you will find the information of assistance and if you require any further information please do not hesitate to contact me.

If you are unhappy with any aspect of how we have dealt with your request you can make representations to us asking us to review the handling of your request. Please write to the

Head of Information and Cyber Security
Digital and Security
NHS National Services Scotland
Headquarters
Gyle Square
1 South Gyle Crescent
Edinburgh
EH12 9EB

or at the email address nss.foi@nhs.scot within 40 working days of the date of this correspondence.

If after a review you are still unhappy, you also have the right to apply to the Scottish Information Commissioner, who can be contacted at Kinburn Castle, St Andrews, Fife, KY16 9DS, or via their [online application form](#).

If you have any queries about this letter, please contact me at the above address.

Yours sincerely

