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Contract

Primary Care (GP) IT Service Management (ITSM)

NHS Suffolk and North East Essex Integrated Care Board

F03: Contract award notice

Notice identifier: 2023/S 000-000675

Procurement identifier (OCID): ocids-h6vhtk-039473

Published 10 January 2023, 2:04pm

Section I: Contracting authority

I.1) Name and addresses

NHS Suffolk and North East Essex Integrated Care Board

Aspen House, Stephenson Road, Severalls Business Park

Colchester

CO4 9QR

Email

maninder.dulku@attain.co.uk

Country

United Kingdom

Region code

UKH3 - Essex

Internet address(es)

Main address

<https://suffolkandnortheastsex.icb.nhs.uk/>

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

Primary Care (GP) IT Service Management (ITSM)

Reference number

SNEE GPITSM

II.1.2) Main CPV code

- 72511000 - Network management software services

II.1.3) Type of contract

Services

II.1.4) Short description

NHS Suffolk and North East Essex Integrated Care Board has made a decision to award a contract to NHS Arden and Greater East Midlands Commissioning Support Unit, for the provision of Primary Care (GP) IT Service Management and Primary Care Enabling Services for Primary Care, Pharmacists, Optometrists and Dentists (PODs) across North East Essex.

The contract commences on 1st July 2023, expiring on 30th June 2024, with the option to extend by a further 12 months.

A voluntary ex ante transparency notice relating to this matter was published on 29th December 2022.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £1,639,900

II.2) Description

II.2.2) Additional CPV code(s)

- 72322000 - Data management services

II.2.3) Place of performance

NUTS codes

- UKH3 - Essex

Main site or place of performance

North East Essex

II.2.4) Description of the procurement

NHS Suffolk and North East Essex (SNEE) Integrated Care Board (ICB) has awarded a contract to NHS Arden and Greater East Midlands Commissioning Support Unit, for the provision of Primary Care (GP) IT Service Management and Primary Care Enabling Services for Primary Care, Pharmacists, Optometrists and Dentists (PODs) across North East Essex.

The contract commences on 1st July 2023, expiring on 30th June 2024, with the option to extend by a further 12 months (up until 30th June 2025).

The contract value of the 12 month period is £819,950.

A voluntary ex ante transparency notice relating to this matter was published on 29th December 2022 (Notice reference: 2022/S 000-036648), the standstill for which expired midnight on 9th January 2023.

The national guidance confirms that Commissioning support units (CSUs) operate within the NHS family across England, providing services that have been independently evaluated for quality and value for money. The expectation is that CSUs will continue to develop as trusted delivery partners to ICSs, providing economies of scale.

Nationally, it is believed that NHS England have put in place a moratorium to protect core CSU services whilst clinical commissioning groups (CCGs) are dissolved and transitioned to ICB. No definitive date has been given for when the protected status will end.

The ICB have concluded that there is an unacceptable risk associated with change of service provision whilst the system is in a significant state of transition and valuable resources must be duly focused on ensuring Business as Usual (BAU) services and steady state across the new SNEE ICB. The ICB deem that the incumbent provider is the only technically capable provider to deliver the services within the timescale and budget available. Additionally, there

is insufficient time to complete a robust contract mobilisation, involving critical mobilisation and transition risks including workforce and transfer of data and systems, which is estimated to require 12 months to implement in a robust and safe manner, based on previous experience. In the face of current ICB transition environment and in the absence a longer mobilisation period, no reasonable alternative or substitute exists.

SNEE have decided that the best solution to ensure that Primary Care users across North East Essex benefit from Primary Care (GP) IT Service Management is to ensure continuity of service provision with the existing supplier, who is uniquely placed to successfully deliver GP IT Service Management in the available timescales.

The contracting authority will award the contract utilising the NHS supply of goods and provision of service, with similar contract mechanisms utilised within the Health Systems Services Framework (HSSF).

In accordance with Regulation 72 (1) (a) of the PCRs 2015, the services covered by the arrangement may change and expand as the Service develops in accordance with national guidelines and mandates in relation to operating principles for the funding applications for Primary Care (GP) IT Service Management.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 100

Price - Weighting: 0

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

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Award of a contract without prior publication of a call for competition in the cases listed

below

- The procurement falls outside the scope of application of the regulations

Explanation:

The national guidance confirms that Commissioning support units (CSUs) operate within the NHS family across England, providing services that have been independently evaluated for quality and value for money. The expectation is that CSUs will continue to develop as trusted delivery partners to ICSs, providing economies of scale.

Nationally, it is believed that NHS England have put in place a moratorium to protect core CSU services whilst clinical commissioning groups (CCGs) are dissolved and transitioned to ICB. No definitive date has been given for when the protected status will end.

The ICB have concluded that there is an unacceptable risk associated with change of service provision whilst the system is in a significant state of transition and valuable resources must be duly focused on ensuring Business as Usual (BAU) services and steady state across the new SNEE ICB. The ICB deem that the incumbent provider is the only technically capable provider to deliver the services within the timescale and budget available. Additionally, there is insufficient time to complete a robust contract mobilisation, involving critical mobilisation and transition risks including workforce and transfer of data and systems, which is estimated to require 12 months to implement in a robust and safe manner, based on previous experience. In the face of current ICB transition environment and in the absence a longer mobilisation period, no reasonable alternative or substitute exists.

SNEE ICB have decided that the best solution to ensure that Primary Care users across North East Essex benefit from Primary Care (GP) IT Service Management is to ensure continuity of service provision with the existing supplier, who is uniquely placed to successfully deliver GP IT Service Management in the available timescales.

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2022/S 000-036648](#)

Section V. Award of contract

Title

Primary Care (GP) IT Service Management (ITSM)

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

31 October 2022

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

NHS Arden and Greater East Midlands Commissioning Support Unit

Suite 2, Phoenix Place, Christopher Martin Road

Basildon

SS14 3HG

Country

United Kingdom

NUTS code

- UKH3 - Essex

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £1,639,900

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

High Court of Justice of England and Wales

Strand

London

WC2A 2LL

Country

United Kingdom

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

NHS Suffolk and North East Essex Integrated Care Board

Aspen House, Stephenson Road, Severalls Business Park

Colchester

CO4 9QR

Email

maninder.dulku@attain.co.uk

Country

United Kingdom

Internet address

<https://suffolkandnortheastessex.icb.nhs.uk/>