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Award

Docman7 Support

Business Services Organisation

F15: Voluntary ex ante transparency notice

Notice identifier: 2025/S 000-001183

Procurement identifier (OCID): ocds-h6vhtk-04cfe0

Published 14 January 2025, 1:32pm

Section I: Contracting authority/entity

I.1) Name and addresses

Business Services Organisation

2 FRANKLIN STREET

BELFAST

BT28DQ

Contact

Catherine Fegan

Email

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Telephone

+44 2895362561

Country

United Kingdom

Region code

UKN06 - Belfast

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

<http://www.hscbusiness.hscni.net/>

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

Docman7 Support

Reference number

DAC13195

II.1.2) Main CPV code

- 72000000 - IT services: consulting, software development, Internet and support

II.1.3) Type of contract

Services

II.1.4) Short description

GP Practices in Northern Ireland have a document management requirement to process inbound documents from Hospitals relating to a patient sent mostly by Electronic Document Transfer (EDT) but also include paper documents to be scanned. It is essential for every GP Practice to have an easy to use electronic Document Management solution to enable them to quickly capture, file, workflow, view and process hospital letters efficiently.

A Document Management system is a vital system in the continued delivery of GMS Services as highlighted in 2023/24 when a document management system could no longer be provided after the migration of 24 GP Practices from Merlok to EMIS Web. This had a significant impact to the everyday functioning and provision of GMS by these GP practices. The practices had an additional resource burden with managing and filing incoming electronic documents without a document management solution.

Currently 158 GP Practices use the Docman7 document management system.

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: £1,603,420

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKN - Northern Ireland

II.2.4) Description of the procurement

116 of the GP Practices use the Vision GP Clinical System and the current Direct Award Contract for Vision includes the provision and the support for Docman7. However, a project is ongoing to commence migrating the Vision GP Practices to EMIS Web with the first migration scheduled on 4th February 2025. It is therefore essential that new arrangements are put in place for the continued provision and support of Docman7 for those Practices migrating to EMIS Web

42 of the GP Practices use EMIS Web GP Clinical System and the provision and support for Docman7 is currently provided by Microtech (via Insight Direct UK as a prime on the Crown Commercial Services TS3 Framework) until 31 March 2025 and it is essential that this service provision is continued preferably procured directly from Microtech.

II.2.11) Information about options

Options: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Negotiated without a prior call for competition

- The works, supplies or services can be provided only by a particular economic operator for the following reason:
 - absence of competition for technical reasons

Explanation:

The Docman7 document management system is owned by Advanced but they no longer provide first line support for Docman7 as they only offer their Docman10 product. Docman7 will be withdrawn from the market by Advanced on 30th June 2027. It is not currently possible to procure Docman10 because it is not listed as a product on any frameworks available to HSCNI.

There is no possibility of awarding a DAC for Docman10 because HSCNI are planning a regional procurement exercise in 2025/26 via TFA2 with the intention of awarding a contract for a single document management system for all GP Practices. Therefore this DAC is an interim arrangement for the continued provision of DocMan7 until a TFA2 contract is awarded through the regional procurement. Because Advanced have confirmed that the Docman7 will be withdrawn from the market in June 2027, it is not possible for Docman7 to be included on a bid for the regional procurement.

Cegedim currently provide and support Docman7 as part of the Direct Award Contract for the provision of the Vision GP Clinical System to 116 practices and initially when those practices migrate to EMIS Web that same contract would provide support for Docman 7 for these practices. But now with the recent news that INPS (the Clinical System Supplier for Vision) has gone into administration, that contractual route is no longer an option and an alternative contractual route for the provision and support of Docman 7 to these migrating practice is required., Microtech are the sole supplier who can provide this service to EMIS Web Practices.

Microtech developed the EDT Hub used to facilitate Electronic Document Transfer (EDT) to Docman 7 from Hospitals via IUVO and are the only supplier to can provided this. Advanced use Docman Connect for EDT but this only works with Docman10

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

The procurement is covered by the Government Procurement Agreement: No

Section V. Award of contract/concession

A contract/lot is awarded: Yes

V.2) Award of contract/concession

V.2.1) Date of conclusion of the contract

14 January 2025

V.2.2) Information about tenders

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

V.2.3) Name and address of the contractor/concessionaire

Microtech Group Ltd

Kilmarnock

Country

United Kingdom

NUTS code

- UKM93 - East Ayrshire and North Ayrshire mainland

Companies House

SC372953

The contractor/concessionaire is an SME

No

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

Total value of the contract/lot/concession: £1,603,420

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Business Services Organisation

Belfast

Country

United Kingdom