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Contract

## **IT Services Support**

Health Innovation North East and North Cumbria

F03: Contract award notice

Notice identifier: 2025/S 000-002256

Procurement identifier (OCID): ocids-h6vhtk-03cfc6

Published 22 January 2025, 3:51pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Health Innovation North East and North Cumbria

Suite A, 2nd Floor, 1 Citygate Gallowgate

Newcastle-upon-Tyne

NE1 4WH

#### **Email**

[BusinessDevelopment@healthinnovationnenc.org.uk](mailto:BusinessDevelopment@healthinnovationnenc.org.uk)

#### **Telephone**

+44 1916076350

#### **Country**

United Kingdom

#### **Region code**

UK - United Kingdom

**Internet address(es)**

Main address

<https://healthinnovationnenc.org.uk/>

Buyer's address

<https://healthinnovationnenc.org.uk/>

**I.4) Type of the contracting authority**

Other type

Company Limited by Guarantee

**I.5) Main activity**

Health

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**Section II: Object**

**II.1) Scope of the procurement**

**II.1.1) Title**

IT Services Support

Reference number

DN752143

**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**

The requirement is for the Supplier to provide a fully managed IT support service to enable Health Innovation Network NENC (referred to as 'HINENC') to deliver its core business services. The current support contract comes to an end on the 1st February 2025 and services approximately 80 users / devices during office hours Monday to Friday.

## Objectives

The supplier will provide seamless transition of IT support from the current incumbent, ensuring that there is minimal disruption to HINENC business operations.

Once the initial transfer is complete, the supplier will deliver HINENC with a fully managed IT support service focussing on the following:

Improved Service Delivery: Assist HINENC to ensure timely and effective delivery of HINENC's core business services, facilitating IT-enabled improvements.

Optimised Resource Management: Efficiently manage HINENC resources to reduce operational costs.

Strong Compliance and Security: Adhere to all relevant regulations and standards, with industry-leading protection of the HINENC's IT configuration and information assets.

### **II.1.6) Information about lots**

This contract is divided into lots: No

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

Lowest offer: £20,700 / Highest offer: £62,100 taken into consideration

## **II.2) Description**

### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

### **II.2.4) Description of the procurement**

## Objectives

The supplier will provide seamless transition of IT support from the current incumbent, ensuring that there is minimal disruption to HINENC business operations.

Once the initial transfer is complete, the supplier will deliver HINENC with a fully managed IT support service focussing on the following:

**Improved Service Delivery:** Assist HINENC to ensure timely and effective delivery of HINENC's core business services, facilitating IT-enabled improvements.

**Optimised Resource Management:** Efficiently manage HINENC resources to reduce operational costs.

**Strong Compliance and Security:** Adhere to all relevant regulations and standards, with industry-leading protection of the HINENC's IT configuration and information assets.

### Performance Metrics

It is expected that the Supplier will report their own performance against a set of standards so that service delivery is regularly monitored and assessed.

**Service Level Agreements (SLAs):** Work with clearly defined SLAs for response times, resolution times, and service availability, the Supplier must provide details of their proposed target levels.

**Key Performance Indicators (KPIs):** Track metrics such as customer satisfaction, service uptime, etc.

**Regular Reporting:** Provide HINENC with regular updates on performance against KPIs / SLAs to identify opportunities for improvement.

### Governance

It is expected that the Supplier will implement documented arrangements to govern the following aspects of service delivery:

**Change Management:** Ensure that any change is well planned and managed and that lessons are learnt.

**Risk Management:** Anticipate and mitigate risks associated with service delivery.

**Audit and Review:** Perform regular audits and reviews to ensure that areas for improvement are continuously identified.

**Problem Management:** Identify problems quickly and implement solutions.

### Minimum Standards

Essential:

Certification to Cyber Essentials Plus.

Desirable:

ISO 27001 (Information Security Management System) certification.

ISO 14001 (Environmental Management) certification.

#### **II.2.5) Award criteria**

Quality criterion - Name: Technical/Quality / Weighting: 70

Quality criterion - Name: Social Value / Weighting: 10

Price - Weighting: 20

#### **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

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Restricted procedure

#### **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: [2023/S 000-015073](#)

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## **Section V. Award of contract**

### **Contract No**

DN752143

### **Lot No**

5

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

16 January 2025

#### **V.2.2) Information about tenders**

Number of tenders received: 2

Number of tenders received from SMEs: 2

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 2

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

**V.2.3) Name and address of the contractor**

Synergi Software Ltd

2 Staithes, The Watermark

Gateshead

NE11 9SN

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

Lowest offer: £20,700 / Highest offer: £62,100 taken into consideration

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## **Section VI. Complementary information**

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Health Innovation NENC

Newcastle upon Tyne

Country

United Kingdom