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## **vFire Maintenance and Support**

Business Services Organisation I T S

F15: Voluntary ex ante transparency notice

Notice identifier: 2022/S 000-002721

Procurement identifier (OCID): ocds-h6vhtk-03113b

Published 31 January 2022, 4:36pm

### **Section I: Contracting authority/entity**

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

Business Services Organisation I T S

Centre House,79 Chichester Street

BELFAST

BT14JE

#### **Contact**

Catherine Fegan

#### **Email**

[cathy.fegan@hscni.net](mailto:cathy.fegan@hscni.net)

#### **Telephone**

+44 2895362561

#### **Country**

United Kingdom

**NUTS code**

UKN06 - Belfast

**Internet address(es)**

Main address

[www.hscbusiness.hscni.net](http://www.hscbusiness.hscni.net)

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

Body governed by public law

**I.5) Main activity**

Health

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## **Section II: Object**

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

#### **II.1.1) Title**

vFire Maintenance and Support

Reference number

STA10152

#### **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**

Alemba are the Global owner of the vFire product. Alemba have worked with HSC since 2007 and have an in-depth knowledge of HSC requirements and where necessary have adapted the product to meet service needs in order to ensure ISO20000 audit compliance and guarantee that the product is aligned to ITIL IT Service Management (ITSM) industry best practice. Alemba is hosted on HSCNI dedicated Servers offering HSCNI more control over the environment and the data contained within the software product.

#### **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: £486,796.16

### **II.2) Description**

#### **II.2.2) Additional CPV code(s)**

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

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

NUTS codes

- UKN - Northern Ireland

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

Alemba are the Global owner of the vFire product. Alemba have worked with HSC since 2007 and have an in-depth knowledge of HSC requirements and where necessary have adapted the product to meet service needs in order to ensure ISO20000 audit compliance and guarantee that the product is aligned to ITIL IT Service Management (ITSM) industry best practice. Alemba is hosted on HSCNI dedicated Servers offering HSCNI more control over the environment and the data contained within the software product.

Continuing to have support for the product and the adaptations implemented (e.g. Business Service Transformation Programme adaptations to work with other non-vFire Trusts) will ensure that IT Services will continue to run as effectively as possible. It will also mean that the provision of IT Services can be monitored and reviewed to ensure that HSC customer Service Level Agreement (SLA) targets are met via use of the vFire ITSM toolset.

A core ITSM toolset forms a foundation for the move to a NHS Digital Service forecast which is likely to occur over the period of the next four years. This has been highlighted at senior levels of NHS IT Management as a core requirement that HSCNI move onto the one ITSM toolset for all HSCNI Trusts. This is beneficial for a lot of reasons in terms of efficiency, cost effectiveness and simplicity.

We intend to extend the existing vFire maintenance and support contract by three years which will lead us to a point at which a new ITSM toolset should be being procured as part of the Digital Shared Services programme.

vFire allows BSO ITS and Northern, Southern and South Eastern Trusts to continue to deliver an effective service using a tried and tested product. The withdrawal period for Alemba is 12 months. In two years, we will be better informed and will be able to make a much more informed decision on vFire support.

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

Price

#### **II.2.11) Information about options**

Options: No

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## **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:
  - protection of exclusive rights, including intellectual property rights

Explanation:

Alemba are the Global owner of the vFire product. Alemba have worked with HSC since 2007 and have an in-depth knowledge of HSC requirements and where necessary have adapted the product to meet service needs in order to ensure ISO20000 audit compliance and guarantee that the product is aligned to ITIL IT Service Management (ITSM) industry best practice. Alemba is hosted on HSCNI dedicated Servers offering HSCNI more control over the environment and the data contained within the software product.

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

The procurement is covered by the Government Procurement Agreement: Yes

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

### **Contract No**

STA10152

### **Title**

vFire Maintenance and Support

A contract/lot is awarded: Yes

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

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

31 January 2022

#### **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**

Alemba

Edinburgh

EH9 1SB

Country

United Kingdom

NUTS code

- UKM - Scotland

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: £486,796.16

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## **Section VI. Complementary information**

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

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

Business Services Organisation

2 Franklin Street

Belfast

BT2 8DQ

Country

United Kingdom