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Award

## **UPGRADE THE CURRENT IT HELPDESK SUPPORT/CALL LOGGING SYSTEM**

NHS Wales Shared Services Partnership

F15: Voluntary ex ante transparency notice

Notice identifier: 2021/S 000-004243

Procurement identifier (OCID): ocds-h6vhtk-0297f4

Published 3 March 2021, 1:08pm

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

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

NHS Wales Shared Services Partnership

Cardiff and Vale University Health Board, 2nd Floor Woodland House, Maes Y Coed Road,  
Heath

Cardiff

CF14 4HH

#### **Email**

[sarah.yellen@wales.nhs.uk](mailto:sarah.yellen@wales.nhs.uk)

#### **Telephone**

+44 02921834657

#### **Country**

United Kingdom

**NUTS code**

UK - UNITED KINGDOM

**Internet address(es)**

Main address

<http://www.procurement.wales.nhs.uk>

Buyer's address

[http://www.sell2wales.gov.wales/search/Search\\_AuthProfile.aspx?ID=AA0221](http://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA0221)

**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**

UPGRADE THE CURRENT IT HELPDESK SUPPORT/CALL LOGGING SYSTEM

Reference number

STA 2020/2021102

#### **II.1.2) Main CPV code**

- 50334120 - Upgrade services of telephone switching equipment

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

Due to high demand on the Helpdesk to support Covid requirements and also mobile working the current system is no longer supported or fit for purpose. The upgrade will support and improve the user experience in contacting the helpdesk (Current call wait is around 2 hours) and support a more streamlined and faster response time to fix issues/faults and requests. This upgrade will be a cloud based solution on x 60 licences (an increase of x33 on the current solution)

#### **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: £170,262.44

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

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

NUTS codes

- UKL22 - Cardiff and Vale of Glamorgan

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

The service will provide interventions for adults over the age of 18 who do not meet the criteria for tier 3 support or are reticent to change, and deemed to be at the pre contemplative stage of the cycle of change. The service will also provide short term interim support for individuals waiting to access tier 3 treatment.

The service provider will provide a range of specialist substance misuse interventions based on an assessment of need and (for structured and semi-structured provisions) contained within a care plan agreed with the service user.

At the less complex end of the Tier 2 spectrum of need, the service provider will offer interventions aimed at minimising harm and reducing the level of risk to individuals, as well as proactively engaging with those reticent to change - working towards engaging them in structured or semi structured support. Alongside this the service will work proactively to engage with those deemed difficult to reach, including BME communities, sex workers, substance users identifying as LGBT, and homeless and roofless substance users. Due to Covid19 and other factors there has been a delay in the planned recommissioning timeline. The Health Board have agreed to extend existing services to 31st March 2022 to allow the full recommissioning Tender to be completed.

## **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**

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 current system is no longer supported by the supplier and is not fit for purpose. The new upgraded version of the application will provide the functionality to enable a much improved user experience and enable the IT Service Desk to provide a more professional service. Having an upgrade of the current application will also enable a seamless migration of the existing data in a modern cloud based solution which will support ongoing maintenance by the supplier and can be implemented at speed to enable mitigation of risk of the existing non supported application

#### **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**

STA 2018/2019 [209]

A contract/lot is awarded: Yes

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

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

4 November 2020

#### **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**

Ivanti UK Ltd

3 Arlington Square, Downshire Way

Bracknell

RG121WA

Telephone

+44 7713988565

Country

United Kingdom

NUTS code

- UKJ11 - Berkshire

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: £590,461

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## **Section VI. Complementary information**

### **VI.3) Additional information**

(WA Ref:108718)

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

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

High Court

Royal Courts of Justice, the strand

London

WC2A 2LL

Country

United Kingdom

#### **VI.4.3) Review procedure**

Precise information on deadline(s) for review procedures

The Authority will allow a minimum 10 calendar day standstill period between notifying the award decision and awarding the contract. Should additional information be required from the addressee in section 1.1 Aggrieved parties who have been harmed or are at risk of harm by breach of the procurement rules have the right to take action in the High Court (England and Wales). Any such action is subject to strict time limits in accordance with the Public Contracts (Amendments) Regulations 2015.