

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/004297-2021>

Awarded contract

## **Covid 19 Vaccination Programme - Service Desk**

NHS England

F03: Contract award notice

Notice reference: 2021/S 000-004297

Published: 3 March 2021, 10:56pm

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

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

NHS England

Quarry House, Quarry Hill

Leeds

LS1 7UE

#### **Email**

[england.commercialqueries@nhs.net](mailto:england.commercialqueries@nhs.net)

#### **Country**

United Kingdom

#### **NUTS code**

UK - UNITED KINGDOM

#### **Internet address(es)**

Main address

[www.england.nhs.uk](http://www.england.nhs.uk)

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

Ministry or any other national or federal authority

## **I.5) Main activity**

Health

---

## **Section II: Object**

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

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

Covid 19 Vaccination Programme - Service Desk

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

- 72253100 - Helpdesk services

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

Services

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

The Service Desk will act as a Single Point of Contact providing an incident advice, guidance and log-and-referral service for all NHSE/I and associate professionals working in the Vaccination Programme.

#### **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: £1,035,283

## **II.2) Description**

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

NUTS codes

- UK - UNITED KINGDOM

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

The Service Desk will act as a Single Point of Contact providing an incident advice, guidance and log-and-referral service for all NHSE/I and associate professionals working in the Vaccination Programme.

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

Quality criterion - Name: Ability to set up and deliver services within extremely urgent timescale / 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

- Extreme urgency brought about by events unforeseeable for the contracting authority

Explanation:

In view of the extreme urgency, NHS England did not have time to conduct a procurement procedure in accordance with the timescales set out in the Public Contracts Regulations 2015. This Supplier was able to mobilise and provide the necessary services within the tight timescales required.

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

The procurement is covered by the Government Procurement Agreement: Yes

---

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

A contract/lot is awarded: Yes

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

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

17 November 2020

#### **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**

Atos IT Services UK Limited

London

Country

United Kingdom

NUTS code

- UK - UNITED KINGDOM

The contractor is an SME

No

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

Total value of the contract/lot: £1,035,283

---

## **Section VI. Complementary information**

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

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

High Court of England and Wales

London

Country

United Kingdom