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Contract

Corporate IT Service Management (ITSM)

NHS Mid and South Essex Integrated Care Board

F03: Contract award notice

Notice identifier: 2023/S 000-005697

Procurement identifier (OCID): ocids-h6vhtk-03943e

Published 27 February 2023, 2:57pm

Section I: Contracting authority

I.1) Name and addresses

NHS Mid and South Essex Integrated Care Board

Unit 10, Phoenix Court , Christopher Martin Road

Basildon

SS14 3HG

Contact

Kevin Edwards

Email

kevin.edwards@attain.co.uk

Country

United Kingdom

Region code

UKH3 - Essex

Internet address(es)

Main address

www.midandsouthessex.ics.nhs.uk

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

Corporate IT Service Management (ITSM)

Reference number

ACE-659-2022-MSE

II.1.2) Main CPV code

- 72511000 - Network management software services

II.1.3) Type of contract

Services

II.1.4) Short description

This is a Contract Award notice following publication of a voluntary ex ante transparency notice to provide notice of NHS Mid and South Essex Integrated Care Board ("the ICB") intention to award a 12-month contract term, (1st July 2023 - 30th June 2024) with the option to extend the contract by up to an additional 12-month period (1st July 2024-30th June 2025 for the provision of Corporate IT Service Management across Mid and South Essex.

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: £938,980

II.2) Description

II.2.2) Additional CPV code(s)

- 72322000 - Data management services

II.2.3) Place of performance

NUTS codes

- UKH3 - Essex

Main site or place of performance

Mid and South Essex

II.2.4) Description of the procurement

This is a contract award notice following publication of a voluntary ex ante transparency notice to provide notice of MSE ICB's intention to award a 12-month contract (1st July 2023 - 30th June 2024) with the option to extend the contract by up to an additional 12-month period (1st July 2024-30th June 2025); a maximum contract term of 24-months. It is MSE ICB's intention to award this contract to the existing supplier, NHS Arden and Greater East Midlands Commissioning Support Unit (AGEM CSU) for the provision of Corporate IT Service Management to Mid and South Essex integrated Care Board.

The national guidance confirms that Commissioning support units (CSUs) operate within the NHS family across England, providing services that have been independently evaluated for quality and value for money. The expectation is that CSUs will continue to develop as trusted delivery partners to ICSs, providing economies of scale.

Nationally NHS England have put in place a moratorium to protect core CSU services whilst clinical commissioning groups (CCGs) are dissolved and transitioned to ICB. No definitive date has been given for when the protected status will end.

The ICB have concluded that there is an unacceptable risk associated with change of service provision whilst the system is in a significant state of transition and valuable resources must be duly focused on ensuring Business as Usual (BAU) services and

steady state across the new MSE ICB. The ICB deem that the incumbent provider is the only technically capable provider to deliver the services within the timescale and budget available. Additionally, there is insufficient time to complete a robust contract mobilisation, involving critical mobilisation and transition risks including workforce and transfer of data and systems, which is estimated to require 12+ months to implement in a robust and safe manner, based on previous experience. In the face of current ICB transition environment and in the absence a longer mobilisation period, no reasonable alternative or substitute exists.

MSE ICB have decided that the best solution to ensure that corporate users across Mid and South Essex benefit from Corporate IT Service Management is to ensure continuity of service provision with the existing supplier, who is uniquely placed to successfully deliver Corporate IT Service Management in accordance with the NHS England Moratorium and the available timescales. As such the ICB propose to award a contract to AGEM CSU for the provision of Corporate IT Service Management, service delivery commencing 1st July 2023-30th June 2024 (with the option to extend by a further 12 months).

The contracting authority will award the contract utilising the NHS supply of goods and provision of service, with similar contract mechanisms utilised within the Health Systems Services Framework (HSSF).

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 100

Price - Weighting: 100

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

- The procurement falls outside the scope of application of the regulations

Explanation:

This contract award notice follows a voluntary ex ante transparency notice and is intended to provide notice of MSE ICB's intention to award a 12-month contract (1st July 2023 - 30th June 2024) with the option to extend the contract by up to an additional 12-month period (1st July 2024-30th June 2025); a maximum contract term of 24-months. It is MSE ICB's intention to award this contract to the existing supplier, NHS Arden and Greater East Midlands Commissioning Support Unit (AGEM CSU) for the provision of Corporate IT Service Management to Mid and South Essex integrated Care Board.

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The ICB have concluded that there is an unacceptable risk associated with change of service provision whilst the system is in a significant state of transition and valuable resources must be duly focused on ensuring Business as Usual (BAU) services and steady state across the new MSE ICB. The ICB deem that the incumbent provider is the only technically capable provider to deliver the services within the timescale and budget available. Additionally, there is insufficient time to complete a robust contract mobilisation, involving critical mobilisation and transition risks including workforce and transfer of data and systems, which is estimated to require 12+ months to implement in a robust and safe manner, based on previous experience. In the face of current ICB transition environment and in the absence a longer mobilisation period, no reasonable alternative or substitute exists.

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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: [2022/S 000-036578](#)

IV.2.9) Information about termination of call for competition in the form of a prior information notice

The contracting authority will not award any further contracts based on the above prior information notice

Section V. Award of contract

Title

Corporate IT Service Management (ITSM)

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

7 September 2022

V.2.2) Information about tenders

Number of tenders received: 1

Number of tenders received by electronic means: 1

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

V.2.3) Name and address of the contractor

NHS Arden and Greater East Midlands Commissioning Support Unit

Suite 2, Phoenix Place, Christopher Martin Rd,

Basildon,

SS14 3HG

Country

United Kingdom

NUTS code

- UKH3 - Essex

The contractor is an SME

No

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

Total value of the contract/lot: £938,980

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

The Royal Courts of Justice

Strand

London

WC2A 2LL

Country

United Kingdom