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Tender

GP IT Services

NHS Norfolk & Waveney Integrated Care Board

F02: Contract notice

Notice identifier: 2025/S 000-005853

Procurement identifier (OCID): ocds-h6vhtk-04e402

Published 19 February 2025, 2:03pm

Section I: Contracting authority

I.1) Name and addresses

NHS Norfolk & Waveney Integrated Care Board

County Hall, Martineau Ln

Norwich

NR1 2DH

Contact

mark kevin

Email

mark.kevin@eoecph.nhs.uk

Telephone

+44 1223617341

Country

United Kingdom

Region code

UKH15 - Norwich and East Norfolk

Internet address(es)

Main address

<https://www.improvinglivesnw.org.uk/about-us/our-nhs-integrated-care-board-icb/icb-contact/>

Buyer's address

<https://www.improvinglivesnw.org.uk/about-us/our-nhs-integrated-care-board-icb/icb-contact/>

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://health-family.force.com/s/Welcome>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://health-family.force.com/s/Welcome>

Tenders or requests to participate must be submitted to the above-mentioned address

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

<https://health-family.force.com/s/Welcome>

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

GP IT Services

Reference number

C330316

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

Norfolk & Waveney ICB is looking for an IT provider to join us on our journey to improve and modernise the infrastructure in General Practice premises, to ensure that GP Practice and PCN staff have the right technology and support available when and where needed. The service we will commission will be in alignment to ICS planning guidance, as well as to the Primary Care Digital Services Model, which builds on the achievements and lessons learned to date during our cloud first journey and provides a framework to maintain the momentum of change.

II.1.5) Estimated total value

Value excluding VAT: £5,700,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKH15 - Norwich and East Norfolk

Main site or place of performance

NHS Norfolk and Waveney ICB,
County Hall,
Martineau Ln,
Norwich,
Norfolk.
NR1 2DH

II.2.4) Description of the procurement

Norfolk & Waveney is seeking an innovative IT partner that can match our ambition as we create a simplified cloud architecture throughout our ICS, increasing flexibility and collaboration for the workforce, and realise the opportunities that this creates. Specifically, we aim to:

- Spend public money wisely and well.
- Ensure staff throughout the ICS can work seamlessly in General Practice premises, and that staff from General Practice can work seamlessly elsewhere in the ICS.
- Remove silo-ed working through the implementation of single sign on, removing the need for staff in primary care to have multiple logons wherever they work.
- Remove the barriers to staff being able to work from any location facilitating joined up working service models to be implemented.
- Maximise the investment in mobile technology, ensuring that devices can interface with the full range of functionality in practices, such as practice specific software and printing.
- Allow for flexible user self-service by provision of a standard software catalogue of options.
- Ensure that staff in general practice and PCN ARRS roles have smart digital foundations on which to grow the use of digital tools and delivery of the modern general practice model.
- Enable some IT tasks to be undertaken locally by the practice by suitably skilled empowered staff reducing staff frustration & time delays to end user local service provision.
- Support primary care staff employed at PCN level, ensuring that technology and access to systems is not a barrier to them being a productive member of the primary care clinical team.
- Leverage the benefits of the cloud architecture to deliver innovative GPIT support.

- Remove or reduce waits for replacement equipment through more localised provision.

The NHS has an ambition to achieve net zero by 2040. In general practice, digital systems and tools that reduce staff and patient travel and continue to progress towards a paper free environment for patient records are important enablers to reducing our carbon footprint.

Any successfully appointed IT provider will be required to work towards the aim of implementing our simplified cloud infrastructure. This will or may include working in close collaboration with but not limited to:

- The provider of our SD-WAN network connectivity services.
- The provider of Wi-Fi services.
- The Cloud Based Telephony host service providers in the region.
- The national NHS Connect (nhs.net) platform & NHS spine service providers.
- 3rd party suppliers of hardware & software services to General Practice such as managed print services or clinical software suppliers like TPP or EMIS.
- Partner organisations across the ICS.
- The provider of IT services to the corporate ICB.
- The incumbent GPIT provider.

The Primary Care Digital Services Operating Model states that it is critical that commissioners responsible for the provision of GPIT services are fully aware of and enact the requirements of the operating model. It is vital that digital service delivery, transformation and innovation continues to be at the forefront in supporting new models of care. The Operating Model recognises the fundamental role that effective GPIT services will play in delivering the ambitions outlined within the NHS Long Term Plan and the General Practice Forward View (GPFV). It is essential that the procurement of GPIT support considers the wider strategic context of the service and tests how prospective bidders will provide not only the support required to deliver the business-as-usual GPIT requirements, but will also deliver efficiency savings, which will enable ICBs to reinvest in enhanced service developments that support and enable new models of care and local service integration.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £5,700,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

60

This contract is subject to renewal

Yes

Description of renewals

The Contract awarded will have a duration of five (5) years with the option to extend by two years for a maximum period of seven (7) Years.

II.2.10) Information about variants

Variants will be accepted: No

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

Open procedure

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

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

1 April 2025

Local time

12:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Tender must be valid until: 30 September 2025

IV.2.7) Conditions for opening of tenders

Date

19 February 2025

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.4) Procedures for review

VI.4.1) Review body

East Of England NHS Collaborative Hub c/o West Suffolk NHS Foundation Trust

Victoria House, Camlife, Cambridge Road

Fulbourn

CB21 5XA

Country

United Kingdom

Internet address

<https://www.eoecph.nhs.uk>

VI.4.2) Body responsible for mediation procedures

East Of England NHS Collaborative Hub c/o West Suffolk NHS Foundation Trust

Victoria House, Camlife, Cambridge Road

Fulbourn

CB21 5XA

Country

United Kingdom

Internet address

<https://www.eoecph.nhs.uk>

