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Contract

Microsoft Dynamics Integrated Telephony Solution for TTP

Digital Health and Care Wales

F20: Modification notice

Notice identifier: 2022/S 000-010234

Procurement identifier (OCID): ocids-h6vhtk-032e96

Published 19 April 2022, 4:56pm

Section I: Contracting authority/entity

I.1) Name and addresses

Digital Health and Care Wales

Ty Glan yr Afon, 21 Cowbridge Road East

Cardiff

CF11 9AD

Contact

Laura Panes

Email

laura.panes@wales.nhs.uk

Telephone

+44 2920502109

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

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

Buyer's address

https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA0221

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Microsoft Dynamics Integrated Telephony Solution for TTP

Reference number

P642.17

II.1.2) Main CPV code

- 48000000 - Software package and information systems

II.1.3) Type of contract

Supplies

II.2) Description

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

Across sites within the NHS in Wales

II.2.4) Description of the procurement at the time of conclusion of the contract:

The Authority procured a telephony and digital engagement system to integrate seamlessly into its Microsoft Dynamics CRM solution. The system supports the Authority's delivery of the Contact Tracing solution used in Wales in response to the Covid-19 pandemic.

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

Duration in months

24

In the case of framework agreements, provide justification for any duration exceeding 4 years

N/A

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.2) Administrative information

IV.2.1) Contract award notice concerning this contract

Notice number: [2020/S 106-258321](#)

Section V. Award of contract/concession

Contract No

P642.17

Title

Microsoft Dynamics Integrated Telephony Solution for TTP

V.2) Award of contract/concession

V.2.1) Date of conclusion of the contract/concession award decision:

5 April 2022

V.2.2) Information about tenders

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

V.2.3) Name and address of the contractor/concessionaire

Solgari Limited

26 Fair Street, Drogheda, County Louth

Ireland

Email

edward.grant@solgari.com

Country

Ireland

NUTS code

- IE0 - Ireland

The contractor/concessionaire is an SME

Yes

V.2.4) Information on value of the contract/lot/concession (at the time of conclusion of the contract;excluding VAT)

Total value of the procurement: £1,436,725

Section VI. Complementary information

VI.3) Additional information

(WA Ref:120522)

VI.4) Procedures for review

VI.4.1) Review body

High Court

Royal Courts of Justice, The Strand

London

WC2A 2LL

Telephone

+44 2079477501

Country

United Kingdom

Section VII: Modifications to the contract/concession

VII.1) Description of the procurement after the modifications

VII.1.1) Main CPV code

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

VII.1.3) Place of performance

NUTS code

- UK - United Kingdom

Main site or place of performance

Across sites within the NHS in Wales

VII.1.4) Description of the procurement:

DHCW is seeking to exercise a further twelve (12) month extension, beyond the intended contract term. A contract extension is required to enable the ongoing delivery of the telephony solution which underpins Test Trace Protect ("TTP") and supports the management of the Covid-19 Pandemic.

VII.1.5) Duration of the contract, framework agreement, dynamic purchasing system or concession

Duration in months

12

In the case of framework agreements, provide justification for any duration exceeding 4 years:

N/A

VII.1.6) Information on value of the contract/lot/concession (excluding VAT)

Total value of the contract/lot/concession:

£1,162,458

VII.1.7) Name and address of the contractor/concessionaire

Solgari Limited

26 Fair Street, Drogheda, County Louth

Ireland

Email

edward.grant@solgari.com

Country

Ireland

NUTS code

- IE0 - Ireland

The contractor/concessionaire is an SME

Yes

VII.2) Information about modifications

VII.2.1) Description of the modifications

Nature and extent of the modifications (with indication of possible earlier changes to the contract):

Extension of contract term for a further twelve (12) months from 1st June 2022 to 31st May 2023.

VII.2.2) Reasons for modification

Need for modification brought about by circumstances which a diligent contracting authority/entity could not foresee.

Description of the circumstances which rendered the modification necessary and explanation of the unforeseen nature of these circumstances:

In order to secure an appropriate supplier to ensure a new contract was in situ to replace the current contract, DHCW conducted a further competition via the NPS Framework, Lot 5 – IT Solutions. As a result, DHCW received three (3) responses, all of which were evaluated in accordance with our published evaluation criteria. Unfortunately, the procurement has been aborted as upon evaluation, none of the bids received provided a comparable solution that fully meets the Authority's requirements. During this time the status of the pandemic has also changed and the requirement for this service is also anticipated to change accordingly. The current Contract expires in May 2022 and as such there is now insufficient time to undertake a secondary procurement and complete all off-boarding and on-boarding activities. The extension will enable NHS Wales to continue contact tracing until 31st May 2023 or until such time as Welsh Government advises that contact tracing can be stood down.

VII.2.3) Increase in price

Updated total contract value before the modifications (taking into account possible earlier contract modifications, price adaptations and average inflation)

Value excluding VAT: £2,324,917.60

Total contract value after the modifications

Value excluding VAT: £3,487,375.60