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Contract

## **The provision of support for Docman 7.X and Docman Transfer as used in GP Practices in Scotland**

The Common Services Agency (more commonly known as NHS National Services Scotland) ("NSS")

F03: Contract award notice

Notice identifier: 2022/S 000-010379

Procurement identifier (OCID): ocds-h6vhtk-032757

Published 21 April 2022, 2:17pm

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

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

The Common Services Agency (more commonly known as NHS National Services Scotland) ("NSS")

Gyle Square (NSS Head Office), 1 South Gyle Crescent

Edinburgh

EH12 9EB

#### **Contact**

Billy Hislop

#### **Email**

[billy.hislop@nhs.scot](mailto:billy.hislop@nhs.scot)

#### **Telephone**

+44 7971460577

**Country**

United Kingdom

**NUTS code**

UKM - Scotland

**Internet address(es)**

Main address

<http://www.nss.nhs.scot/browse/procurement-and-logistics>

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA11883](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA11883)

**I.2) Information about joint procurement**

The contract is awarded by a central purchasing body

**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**

The provision of support for Docman 7.X and Docman Transfer as used in GP Practices in Scotland

Reference number

NP606321

#### **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**

This is a contract award notice, following publication of a voluntary ex ante transparency (VEAT) notice.

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The provision of support for software in which the contracting authority holds a perpetual licence and which is used to support clinical records management in and between GP practices within NHS Scotland which in turn deliver critical clinical services to citizens.

#### **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: £2,937,000

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

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

NUTS codes

- UKM - Scotland

Main site or place of performance

Various locations throughout Scotland

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

The provision of support for software in which the contracting authority holds a perpetual licence and which is used to support clinical records management in and between GP practices within NHS Scotland which in turn deliver critical clinical services to citizens.

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The contract will provide continuity of service based upon the existing solution in which there has been significant prior investment, development of expertise within the user community and on which current operational processes within GP practices and the wider NHS Scotland rely.

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The contract will be for a maximum period of 4 years or until a successor system is implemented for which an Outline Business Case to proceed to tender has been approved.

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

Quality criterion - Name: Quality / Weighting: 80

Price - Weighting: 20

#### **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 services can be provided only by a particular economic operator for the following reason:
  - protection of exclusive rights, including intellectual property rights

Explanation:

The contracting authority holds a perpetual licence to use the relevant software and the supplier is the exclusive sub-contractor providing support for that software within the geographical area of Scotland. Through that sub-contract the supplier has access to the necessary support from the owner of the intellectual property rights in the Software and is therefore the only economic operator who can supply the required support services.

#### **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.2.1) Previous publication concerning this procedure**

Notice number: [2022/S 000-008381](#)

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

### **Contract No**

NP606321

A contract/lot is awarded: Yes

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

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

21 April 2022

#### **V.2.2) Information about tenders**

Number of tenders received: 1

Number of tenders received from SMEs: 1

Number of tenders received from tenderers from other EU Member States: 1

Number of tenders received from tenderers from non-EU Member States: 0

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**

Microtech Support Limited

17-19 Hill Street, Kilmarnock

Ayrshire

KA3 1HA

Telephone

+44 1563546677

Fax

+44 1563536581

Country

United Kingdom

NUTS code

- UKM93 - East Ayrshire and North Ayrshire mainland

The contractor is an SME

Yes

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

Total value of the contract/lot: £2,937,000

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## **Section VI. Complementary information**

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

(SC Ref:690874)

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

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

Edinburgh Sheriff Court

Sheriff Court House, 27 Chamber Street

Edinburgh

EH1 1LB

Email

[edinburgh@scotcourts.gov.uk](mailto:edinburgh@scotcourts.gov.uk)

Telephone

+44 1312252525

Country

United Kingdom

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

Precise information on deadline(s) for review procedures

Economic operators should approach the contracting authority in the first instance. However, the only formal remedy is to apply to the courts: An economic operator that suffers, or is at risk of suffering, loss or damage attributable to a breach of duty under the Public Contracts (Scotland) Regulations 2015 or the Procurement Reform (Scotland) Act 2014, may bring proceedings in the Sheriff Court or the Court of Session.