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Contract

## **The Provision of ServiceNow Enhancements & APM**

Secretary of State for Health and Social Care acting as part of the Crown through UK Health Security Agency

F20: Modification notice

Notice identifier: 2024/S 000-012654

Procurement identifier (OCID): ocds-h6vhtk-045349

Published 18 April 2024, 12:27pm

### **Section I: Contracting authority/entity**

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

Secretary of State for Health and Social Care acting as part of the Crown through UK Health Security Agency

10 South Colonnade

London

E14 4PU

#### **Contact**

Procurement Operations

#### **Email**

[procurement.operations@phe.gov.uk](mailto:procurement.operations@phe.gov.uk)

#### **Country**

United Kingdom

**NUTS code**

UKI42 - Tower Hamlets

**Internet address(es)**

Main address

<https://www.gov.uk/government/organisations/uk-health-security-agency>

Buyer's address

<https://www.gov.uk/government/organisations/uk-health-security-agency>

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**Section II: Object**

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

**II.1.1) Title**

The Provision of ServiceNow Enhancements & APM

Reference number

C229215

**II.1.2) Main CPV code**

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

**II.1.3) Type of contract**

Services

**II.2) Description**

**II.2.2) Additional CPV code(s)**

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

**II.2.3) Place of performance**

NUTS codes

- UKI32 - Westminster

Main site or place of performance

UKI32

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

ServiceNow is a key strategic enabler for the agency as part of Technologies' wider offering for service. The current capability is unable to meet demand and scale delivery in a way that meets the changing needs of key programmes. This funding will build the fundamentals for underpinning the tool, building roadmaps and supporting the delivery of key capabilities over the remainder of the financial year.

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

Start date

1 December 2023

End date

31 March 2024

**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.2) Administrative information**

**IV.2.1) Contract award notice concerning this contract**

Notice number: [2099/S 000-999999](#)

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

### **Contract No**

RM6100 Technology Services 3 Framework

### **Lot No**

1

### **Title**

ServiceNow Enhancements & APM

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

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

1 December 2023

### **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**

CHANNEL 3 CONSULTING LTD

Capital Building, Tyndall Street, Cardiff, United Kingdom, CF10 4AZ

Cardiff

CF10 4AZ

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

06824790

Internet address

<http://www.channel3group.co.uk>

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: £1,850,000

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**Section VI. Complementary information**

**VI.4) Procedures for review**

**VI.4.1) Review body**

The High Court

The Strand

London

WC2A 2LL

Country

United Kingdom

Internet address

<https://www.judiciary.uk/courts-and-tribunals/high-court/>

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## **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

- UKI32 - Westminster

Main site or place of performance

UKI32

#### **VII.1.4) Description of the procurement:**

ServiceNow is a key strategic enabler for the agency as part of Technologies' wider offering for service. The current capability is unable to meet demand and scale delivery in a way that meets the changing needs of key programmes. This funding will build the fundamentals for underpinning the tool, building roadmaps and supporting the delivery of key capabilities over the remainder of the financial year.

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

Start date

1 December 2023

End date

31 March 2024

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

Total value of the contract/lot/concession:

£1,995,000

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

CHANNEL 3 CONSULTING LTD

Capital Building, Tyndall Street, Cardiff, United Kingdom, CF10 4AZ

Cardiff

CF10 4AZ

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

06824790

Internet address

<http://www.channel3group.co.uk>

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):

additional service requirement

### **VII.2.2) Reasons for modification**

Need for additional works, services or supplies by the original contractor/concessionaire.

Description of the economic or technical reasons and the inconvenience or duplication of cost preventing a change of contractor:

additional service

### **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: £145,000

Total contract value after the modifications

Value excluding VAT: £1,995,000