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Award

Support, Maintenance and Hosting for Civica Paris

Isle of Wight Council

F15: Voluntary ex ante transparency notice

Notice identifier: 2024/S 000-014852

Procurement identifier (OCID): ocids-h6vhtk-04585d

Published 9 May 2024, 3:30pm

Section I: Contracting authority/entity

I.1) Name and addresses

Isle of Wight Council

County Hall, High Street

Newport

PO30 1UD

Contact

Mrs Lucy Chandler

Email

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Telephone

+44 1983821000

Country

United Kingdom

Region code

UKJ34 - Isle of Wight

Internet address(es)

Main address

<http://www.iwight.com>

Buyer's address

<http://www.iwight.com>

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Support, Maintenance and Hosting for Civica Paris

Reference number

DN723212

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

Support, maintenance and hosting required to run the Paris application for Adult Services social care recording application.

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: £692,029.49

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKJ34 - Isle of Wight

II.2.4) Description of the procurement

Support, maintenance and hosting required to run the Paris application for Adult Services social care recording application.

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

Negotiated without a prior call for competition

- The works, supplies or services can be provided only by a particular economic operator for the following reason:

- absence of competition for technical reasons

Explanation:

Paris is a critical Adult's Services case recording system, and it is essential that this system remains supported. Civica are the suppliers of the Paris case recording system, and the Council had and has an agreement with the NHS Trust (St Mary's Hospital) for hosting, support and maintenance required to run the system.

Support and Maintenance is required to be paid to the NHS for the IWC Paris software maintenance costs for the financial years of 23/24 and 24/25 of £95,896.00 and £101,405.00.

In addition, the NHS have not invoiced us for Paris hosting costs since financial year 2021/22, the NHS are now looking for hosting charges for previous years to bring us up to date and an adjusted hosting cost for the 24/25 financial year. This element of cost from 01 April 2021 (hosting) and 01 April 2023 (Support and Maintenance) - 31 March 2025 totals £308,515.49.

Paris is jointly used by the NHS and IWC with the NHS hosting the system. The NHS are moving systems and the IWC are therefore looking at options from 2025. Only Civica provide support and maintenance for Paris, therefore only Civica have the Skills and Capabilities to allow Paris to remain supported.

Paris has been in use for Adult Services since 2016 and the total costs set out here include software support and maintenance costs, plus hosting costs. 2016 - 2023 for Software support and maintenance and 2016 - 2021 for hosting, totalling £383,514.00.

The support and maintenance costs are quoted by Civica via the NHS, and there are no alternative providers for support and maintenance for Paris other than Civica.

Adult Services are currently undertaking an analysis of options for their case recording system in the future.

A business justification case is being created to present future options and value for money.

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

The procurement is covered by the Government Procurement Agreement: Yes

Section V. Award of contract/concession

A contract/lot is awarded: Yes

V.2) Award of contract/concession

V.2.1) Date of conclusion of the contract

31 March 2016

V.2.2) Information about tenders

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

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

Isle of Wight NHS Trust of St. Mary's Hospital

Parkhurst Road

Newport

PO30 5TG

Country

United Kingdom

NUTS code

- UKJ34 - Isle of Wight

The contractor/concessionaire is an SME

No

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

Total value of the contract/lot/concession: £692,029.49

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

The High Court of England and Wales

London

Country

United Kingdom