

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/014854-2024>

Not applicable

Support, Maintenance and Hosting for Civica Paris

Isle of Wight Council

Isle of Wight Council

F14: Notice for changes or additional information

Notice identifier: 2024/S 000-014854

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

Published 9 May 2024, 3:40pm

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

lucy.chandler@iow.gov.uk

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.1) Name and addresses

Isle of Wight Council

Newport

Contact

Lucy Chandler

Email

lucy.chandler@iow.gov.uk

Country

United Kingdom

Region code

UKJ34 - Isle of Wight

Internet address(es)

Main address

<http://www.iwight.com>

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.

Section VI. Complementary information

VI.6) Original notice reference

Notice number: [2024/S 000-014852](#)

Section VII. Changes

VII.1.2) Text to be corrected in the original notice

Section number

IV.1.1

Place of text to be modified

Explanation

Instead of

Text

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.

Read

Text

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. Please note that the Council is observing a 10 day standstill period which will conclude on 20 May 2024 at midnight.