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Contract

Service Partner

Ambulance Radio Programme (ARP)

F03: Contract award notice

Notice identifier: 2021/S 000-015736

Procurement identifier (OCID): ocds-h6vhtk-02c4ea

Published 7 July 2021, 4:07pm

Section I: Contracting authority

I.1) Name and addresses

Ambulance Radio Programme (ARP)

London

Contact

Molly Roast

Email

molly.roast@nhs.net

Telephone

+44 7866154093

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

<https://www.gov.uk/government/organisations/department-of-health-and-social-care>

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Health

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Service Partner

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

The Ambulance Radio Programme ('ARP') on behalf of the Secretary of State for Health and Social Care (the 'Authority') has procured a supplier to fulfil the role of a service partner to support the Authority projects delivering the constituent programmes including 'service desk' and 'Service Management' functions.

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: £18,685,753

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

The constituent programmes being delivered by the Authority are:

- ESN: the replacement of the Airwave network which is being delivered by the Home Office's ESMCP;
- CRS: the delivery of the new integrated communications and control system to the English Ambulance Trusts, the Welsh Ambulance Service NHS Trust and the Scottish Ambulance Service. The contract for the delivery of CRS was awarded to Frequentis in May 2017.
- MDVS: the delivering of the new NMA to the English Ambulance Trusts (and potentially the Welsh Ambulance Service NHS Trust and/or the Scottish Ambulance Service, if those bodies elect to participate in the MDVS programme). The scope of the MDVS programme also includes the delivery of Vehicle Hardware to run the NMA and the replacement of TETRA radio terminals with devices that can connect to the ESN.
- HEMS: the core function of the Helicopter Emergency Medical Service (HEMS) Air Ambulance is to deliver front line medical care to patients in the pre-hospital environment. All HEMS Air Ambulances in England are operated by charities and receive their tasking via Service Recipient control rooms under terms of individual memorandums of understanding which are in place. The supplier shall provide the following services as detailed in the service requirements.

(a) implementation services

(i) mobilisation,

- (ii) implementation,
- (iii) transition;
- (b) operational services
- (i) service management services,
- (ii) service desk services,
- (iii) environment management services,
- (iv) transformative service improvement services;
- (c) ad-hoc services,
- (d) future services.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 70

Cost criterion - Name: Price / Weighting: 30

II.2.11) Information about options

Options: Yes

Description of options

2 year extension period option

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Competitive procedure with negotiation

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: [2020/S 145-358168](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

1 July 2021

V.2.2) Information about tenders

Number of tenders received: 3

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

V.2.3) Name and address of the contractor

Exponential-E Limited

100 Lemman Street

London

E1 8EU

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

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

Total value of the contract/lot: £18,685,753

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Ambulance Radio Programme

London

Country

United Kingdom