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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](mailto: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

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**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

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## **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](#)

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## **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

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## **Section VI. Complementary information**

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

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

Ambulance Radio Programme

London

Country

United Kingdom