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Contract

## **EPES, CFU and Ophthalmic applications support, upgrade and hardware refresh**

Business Services Organisation

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-016691

Procurement identifier (OCID): ocds-h6vhtk-04f72a ([view related notices](#))

Published 24 April 2025, 10:17am

### **Scope**

### **Reference**

DAC20001

### **Description**

In June 2008, the Electronic Prescribing and Eligibility System (EPES) went live. The objective of the project was to capture prescription information from Community Pharmacies into a central EPES Database. This system was introduced to speed up pharmacy re-payments, allow for closer scrutiny of the prescribing and dispensing process, and reduce lost income through patients falsely claiming to be in receipt of a qualifying Social Security benefit.

Following its successful launch, EPES was extended to support Dental and Ophthalmic claims processing, the DOP system. This DAC will ensure continuity of services for the Family Practitioner System Team.

Failure to provision the extended support places BSO at serious risk of an application

failure from which we would be unable to recover from. Contractor payments of approximately £576m per annum would be defaulted on and there would also be a risk of fraud as it would be impossible to process prescriptions and estimate payments manually.

DXC Technology will support the EPES systems for BSO. The scope of this Contract includes:

- Planning and project management.
- Procurement and support of 8 new workstations and scanners.
- Assistance from DXC and Kodak Alaris to setup new workstations with the Kodak Alaris Kodak Info Input scanning software.
- Health checks.
- Perform renewal of the existing labor support contract.
- Extension of Kodak support contract
- Recompile of code to make it supportable.
- ?Upgrade to Windows 11.

£1,080,186 has been previously directed awarded to DXC for support, maintenance, and upgrade works to support the EPES system. It is our intention to complete a further Direct Award to the value of £5,500,000 (exclusive of VAT).

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## **Contract 1. EPES, CFU and Ophthalmic applications Support, Upgrade and Hardware Refresh**

### **Supplier**

- ENTSEV UK LIMITED

### **Contract value**

- £5,500,000 excluding VAT
- £6,600,000 including VAT

Above the relevant threshold

### **Date signed**

2 April 2025

### **Contract dates**

- 3 April 2025 to 31 December 2026
- Possible extension to 31 December 2030
- 5 years, 8 months, 28 days

Description of possible extension:

This DAC is to allow support to be provided until systems can be replaced. This support cannot be provided by any other supplier as DXC have the exclusive rights to the software.?

BSO ITS wish to enter into a one year Contract with the option to extend for a further four x one year extensions. The ePharmacy Programme was supposed to provide replacement systems for EPES, but this has been significantly delayed due to budgetary restrictions.

The procurement of replacement systems is likely to be begin in 2026 with a proposed implementation date of quarter three in the Financial Year of 2030

## Main procurement category

Services

## CPV classifications

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

## Contract locations

- UKN - Northern Ireland

## Key performance indicators

Name	Description
Monitoring Issue Resolution	<p>A key objective for all the FPS teams is resolving contractor issues quickly and effectively. The speed and quality of resolution impacts contractor satisfaction. Monitoring issue resolution quantifies performance levels and highlight areas needing improvement. The metrics that will be tracked for issue resolution are:</p> <ul style="list-style-type: none"> <li>• First contact resolution (FCR) rate.</li> <li>• The average time taken to resolve contractor issues of varying types and severity this will include the total time an issue is open.</li> <li>• Backlog/Pending tickets - Volume of open tickets that are past resolution time SLAs.</li> <li>• Resolution paths/channels - The channels used to ultimately resolve issues like email, phone, chat, self-service etc.</li> <li>• Reopened ticket rate - What % of closed tickets have to be reopened due to incomplete resolution.</li> <li>• Issue escalation rate - How often complex issues have to be escalated to higher tiers like supervisors or managers.</li> </ul>

Name	Description
Monitoring IT Performance	<p>In order to provide an efficient operational service to contractors it is important that the underlying infrastructure is available during key periods as identified by the business and contractors. The metrics that will be tracked for IT performance are:</p> <ul style="list-style-type: none"> <li>• Server uptime/availability - Percentage of time servers are operational.</li> <li>• Problem resolution time - The time required to resolve system issues.</li> <li>• Change implementation time - How long it takes to roll out new systems and changes.</li> </ul>
Monitoring Process Performance	<p>When running an operational service it is important to ensure that, if required, appropriate steps are taken to ensure the processes being used are as efficient as possible. The metrics that will be tracked for process performance are:</p> <ul style="list-style-type: none"> <li>• Production efficiency: How long are claims, prescriptions and payments taking on average to complete. Increased processing times may indicate a requirement to adjust processes.</li> <li>• Total cycle time: The total amount of time needed to complete a process from start to finish including claims and prescription runs.</li> <li>• Throughput: The number of items produced divided by the production time per month.</li> <li>• Error rate: The total number of errors divided by the total number of units produced.</li> <li>• Quality rate: A measure of the items produced that pass quality control checks. Sampling will be completed to ensure items processed meet the necessary statutory and legislative standards</li> </ul>

## Other information

### Conflicts assessment prepared/revised

Yes

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## Procedure

### Procedure type

Direct award

### Direct award justification

Single supplier - intellectual property or exclusive rights

DXC are the incumbent contractors and own the Intellectual Property Rights on the software.?

Failure to provision the extended support places BSO at serious risk of an application failure from which we would be unable to recover from. Contractor payments of approximately £576m per annum would be defaulted on and there would also be a risk of fraud as it would be impossible to process prescriptions and estimate payments manually.

We wish to rely on schedule 5 section 5 (a) due to DXC having the intellectual property rights. They are the only supplier able to provide the services.

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## Supplier

### ENTSERV UK LIMITED

- Companies House: 00053419
- Public Procurement Organisation Number: PGCJ-9313-QJLY

Royal Pavilion

Aldershot

GU11 1PZ

United Kingdom

Email: [ukitenders@dx.com](mailto:ukitenders@dx.com)

Website: <http://dx.com>

Region: UKJ37 - North Hampshire

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

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## **Contracting authority**

### **Business Services Organisation**

- Public Procurement Organisation Number: PCQH-8657-NGMT

2 Franklin Street

Belfast

BT2 8DQ

United Kingdom

Email: [ITSPMO@hscni.net](mailto:ITSPMO@hscni.net)

Region: UKN06 - Belfast

Organisation type: Public authority - central government

Devolved regulations that apply: Northern Ireland