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Contract

DSD Medical Support Services

Department for Communities formerly the Department for Social Development DSD

F20: Modification notice

Notice identifier: 2021/S 000-020766

Procurement identifier (OCID): ocids-h6vhtk-02d88d

Published 24 August 2021, 9:55am

Section I: Contracting authority/entity

I.1) Name and addresses

Department for Communities formerly the Department for Social Development DSD

Causeway Exchange, 1-7 Bedford Street

BELFAST

BT2 7EG

Email

healthtransformation@communities-ni.gov.uk

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

www.communities-ni.gov.uk

Buyer's address

www.communities-ni.gov.uk

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

DSD Medical Support Services

II.1.2) Main CPV code

- 85000000 - Health and social work services

II.1.3) Type of contract

Services

II.2) Description

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement at the time of conclusion of the contract:

— The objective and independent assessment of the impact of health conditions and disabilities on claimants is central to the process of determining entitlement to UC, ESA and a number of smaller benefits. The provider will carry out this assessment and provide information and advice to support the Authority's decision making processes,

— The key elements of the service will include:

— The consideration of a claimant's health conditions or disabilities and the impact on their daily life and mobility,

— Assessing individuals against criteria prescribed by the Authority,

— The delivery of Consultations to support the above,

- The gathering and consideration of evidence to support the above including, where necessary, paying appropriate fees for evidence,
- The completion of reports, including advice, to the Authority,
- The referral of assessment reports and any associated evidence to the Authority,
- Interpretation and advice to the authority on technical evidence,
- Follow up liaison with the Authority in relation to assessments, including the provision of relevant health professional expertise as required,
- The administration and management of the service, including scheduling of Consultations, ensuring that they are completed within timescales set down by the Authority,
- The recruitment, training and ongoing support of Health Professionals, including liaison with relevant professional bodies,
- The development of guidance and training in conjunction with the Authority,
- The provision of an enquiry service for individuals being assessed,
- The provision of a quality control regime, including a complaints function,
- The provision of management information as defined by the Authority,
- Initiatives and liaison with relevant organisations to support the provision of evidence,
- Liaison and collaborative working with local and national partners, including disability organisations, health professional bodies and the devolved administration.

II.2.7) Duration of the contract, framework agreement, dynamic purchasing system or concession

Duration in months

150

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.2) Administrative information

IV.2.1) Contract award notice concerning this contract

Notice number: [2007/S 063-077231](#)

Section V. Award of contract/concession

Contract No

Project 71

V.2) Award of contract/concession

V.2.1) Date of conclusion of the contract/concession award decision:

11 January 2011

V.2.2) Information about tenders

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

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

Atos IT Services UK Ltd formerly Atos Origin IT Services UK

Second Floor, Mid City PLace, 71 High Holburn

London

Email

john.keir@atos.net

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

01245534

Internet address

<https://atos.net/en/>

The contractor/concessionaire is an SME

No

V.2.4) Information on value of the contract/lot/concession (at the time of conclusion of the contract;excluding VAT)

Total value of the procurement: £92,515,928

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

The Department for Communities formerly the Department for Social Development DSD

Causeway Exchange 1-7 Bedford Street

Belfast

Country

United Kingdom

Section VII: Modifications to the contract/concession

VII.1) Description of the procurement after the modifications

VII.1.1) Main CPV code

- 85000000 - Health and social work services

VII.1.2) Additional CPV code(s)

- 72000000 - IT services: consulting, software development, Internet and support
- 75000000 - Administration, defence and social security services
- 75311000 - Sickness benefits
- 75313100 - Temporary disablement benefits
- 75313000 - Disability benefits

VII.1.3) Place of performance

NUTS code

- UK - United Kingdom

VII.1.4) Description of the procurement:

— The objective and independent assessment of the impact of health conditions and disabilities on claimants is central to the process of determining entitlement to UC, ESA and a number of smaller benefits. The provider will carry out this assessment and provide information and advice to support the Authority's decision making processes.

— The key elements of the service will include:

— The consideration of a claimant's health conditions or disabilities and the impact on their daily life and mobility,

— Assessing individuals against criteria prescribed by the Authority,

— The delivery of Consultations to support the above,

— The gathering and consideration of evidence to support the above including, where

necessary, paying appropriate fees for evidence,

- The completion of reports, including advice, to the Authority,
- The referral of assessment reports and any associated evidence to the Authority,
- Interpretation and advice to the authority on technical evidence,
- Follow up liaison with the Authority in relation to assessments, including the provision of relevant health professional expertise as required,
- The administration and management of the service, including scheduling of Consultations, ensuring that they are completed within timescales set down by the Authority,
- The recruitment, training and ongoing support of Health Professionals, including liaison with relevant professional bodies,
- The development of guidance and training in conjunction with the Authority,
- The provision of an enquiry service for individuals being assessed,
- The provision of a quality control regime, including a complaints function,
- The provision of management information as defined by the Authority,
- Initiatives and liaison with relevant organisations to support the provision of evidence,
- Liaison and collaborative working with local and national partners, including disability organisations, health professional bodies and the devolved administrations,

VII.1.5) Duration of the contract, framework agreement, dynamic purchasing system or concession

Duration in months

150

VII.1.6) Information on value of the contract/lot/concession (excluding VAT)

Total value of the contract/lot/concession:

£92,515,928

VII.1.7) Name and address of the contractor/concessionaire

Atos IT Services UK Ltd formerly Atos Origin IT Services UK Limited

Second Floor Mid City Place 71 High Holburn

London

Email

john.keir@atos.net

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

01245534

Internet address

<https://atos.net/en/>

The contractor/concessionaire is an SME

No

VII.2) Information about modifications

VII.2.1) Description of the modifications

Nature and extent of the modifications (with indication of possible earlier changes to the contract):

Secure assessment service continuity and stability beyond the current contracts agreements end date on 31/07/21 extending the agreement for the period 01/08/21 to 31/07/23.

Provide the contractual flexibility for any subsequent changes to ongoing service design necessitated by Covid-19 measures and any associated Policy changes made, during the extension period.

Transition to a Cost Plus funding model for the extension period to strike the right level of risk ownership to drive optimal performance and to address the continuing impact of Covid-19.

The impact of COVID-19 has been, and continues to be, very significant. The assessment service has had to be very quickly adapted, in particular to suspend face to face assessments and mobilise alternative methods of delivery to support claimants. Alongside this departmental and supplier staff and resources have had to be restructured and redeployed to help deliver DfC and the wider governments 's operational response to COVID-19. DWP has also consulted with the market on the impacts of COVID-19.

Given that UC, ESA and the numerous other smaller benefits are critical statutory welfare benefits that cater for vulnerable people, a gap in service provision is not an option.

VII.2.2) Reasons for modification

Need for modification brought about by circumstances which a diligent contracting authority/entity could not foresee.

Description of the circumstances which rendered the modification necessary and explanation of the unforeseen nature of these circumstances:

The impact of COVID-19 has meant that DWP and DfC were not able to launch the re procurement of a new Work Capability Assessment (WCA) contract for MSS as planned in March 2020. Extensions to the existing contracts are needed to fully understand and evaluate the impacts of COVID-19 ahead of future procurements as well as to stabilise the assessment service.

VII.2.3) Increase in price

Updated total contract value before the modifications (taking into account possible earlier contract modifications, price adaptations and average inflation)

Value excluding VAT: £92,515,928

Total contract value after the modifications

Value excluding VAT: £112,513,090