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Contract

## **Provision of Hybrid Mail Services**

NHS South, Central and West Commissioning Support Unit

F20: Modification notice

Notice identifier: 2022/S 000-022067

Procurement identifier (OCID): ocds-h6vhtk-035abf

Published 10 August 2022, 5:01pm

### **Section I: Contracting authority/entity**

#### **I.1) Name and addresses**

NHS South, Central and West Commissioning Support Unit

Omega House, 112 Southampton Road

Eastleigh

SO50 5PB

#### **Contact**

Michael Pingstone

#### **Email**

[michael.pingstone@nhs.net](mailto:michael.pingstone@nhs.net)

#### **Telephone**

+44 7920184263

#### **Country**

United Kingdom

**NUTS code**

UKJ32 - Southampton

**Internet address(es)**

Main address

<https://www.scwcsu.nhs.uk/>

Buyer's address

<https://www.scwcsu.nhs.uk/>

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**Section II: Object**

**II.1) Scope of the procurement**

**II.1.1) Title**

Provision of Hybrid Mail Services

**II.1.2) Main CPV code**

- 79571000 - Mailing services

**II.1.3) Type of contract**

Services

**II.2) Description**

**II.2.2) Additional CPV code(s)**

- 64216120 - Electronic mail 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:**

This Notice covers the requirement for NHS South, Central & West CSU (“SCW”) to continue to have access to a third-party hybrid mailing service, a cornerstone of its Immunisation Management Service (“IMS”), to enable a national contact service for inviting the population for vaccination services. This will be in support of NHSE’s forthcoming 22/23 flu/COVID-19 booster vaccination programme.

SCW is therefore modifying, via Regulation 72(b)(i&ii) of the Public Contracts Regulations 2015, a contract with the incumbent hybrid mail service provider (Synertec Ltd) to cover additional works and services required for the period 1st September 2022 - 31st March 2023 by a maximum additional forecast spend of £23,355,000. Simultaneously, and to ensure continued legal compliance, SCW will shortly be commencing a longer-term competitive procurement for hybrid mail services to take effect from 1st April 2023 onward. For the avoidance of doubt, SCW’s current contract with our hybrid mail provider contains appropriate extension clauses for the period 1st September 2022 – 31st March 2023 – SCW is only seeking to modify the overall maximum contract value.

If SCW does not urgently put this additional third-party capacity in place our ability to deliver NHSE’s requirements will be severely compromised, to the point where the 22/23 flu/COVID-19 vaccination programme could be compromised. The modification to the contract will; 1) Ensure service continuity and stability in the run up to, and during the COVID Autumn booster campaign; 2) Leverage last year’s competitive procurement and value for money assessment, focussing resource on service delivery, and; 3) Provide a window of opportunity for NHSE to develop further their medium-term strategy which will inform the planned procurement.

The proposed contract modification, combined with the planned re-procurement for the period 1st April 2023 onward, will enable SCW to deliver on NHSE requirements.

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

Duration in months

18

#### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

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## **Section IV. Procedure**

### **IV.2) Administrative information**

#### **IV.2.1) Contract award notice concerning this contract**

Notice number: [2016/S 061-104740](#)

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## **Section V. Award of contract/concession**

### **Contract No**

1

### **Title**

Provision of Hybrid Mail Services

### **V.2) Award of contract/concession**

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

1 September 2021

#### **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**

Synertec Ltd

2 Chelston Business Park, Castle Road, Wellington,

Wellington

TA21 9JQ

Telephone

+44 1823652360

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

03717583

Internet address

<http://www.synertec.co.uk>

The contractor/concessionaire is an SME

Yes

#### **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: £25,000,000

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## **Section VI. Complementary information**

### **VI.3) Additional information**

This Notice covers the requirement for NHS South, Central & West CSU (“SCW”) to continue to have access to a third-party hybrid mailing service, a cornerstone of its Immunisation Management Service (“IMS”), to enable a national contact service for inviting the population for vaccination services. This will be in support of NHSE’s forthcoming 22/23 flu/COVID-19 booster vaccination programme.

SCW is therefore modifying, via Regulation 72(b)(i&ii) of the Public Contracts Regulations 2015, a contract with the incumbent hybrid mail service provider (Synertec Ltd) to cover additional works and services required for the period 1st September 2022 - 31st March 2023 by a maximum additional forecast spend of £12,500,000. Simultaneously, and to ensure continued legal compliance, SCW will shortly be commencing a longer-term competitive procurement for hybrid mail services to take effect from 1st April 2023 onward. For the avoidance of doubt, SCW’s current contract with our hybrid mail provider contains appropriate extension clauses for the period 1st September 2022 – 31st March 2023 – SCW is only seeking to modify the overall maximum contract value.

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The proposed contract modification, combined with the planned re-procurement for the period 1st April 2023 onward, will enable SCW to deliver on NHSE requirements.

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

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

NHS England

Quarry House, Quarry Hill

Leeds

LS2 7UE

Country

United Kingdom

Internet address

<https://www.england.nhs.uk/>

### **VI.4.2) Body responsible for mediation procedures**

NHS England

Quarry House, Quarry Hill

Leeds

LS2 7UE

Country

United Kingdom

Internet address

<https://www.england.nhs.uk/>

**VI.4.4) Service from which information about the review procedure may be obtained**

NHS South, Central and West Commissioning Support Unit

Omega House, 112 Southampton Road

Eastleigh

SO50 5PB

Country

United Kingdom

Internet address

<https://www.scwcsu.nhs.uk/>

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**Section VII: Modifications to the contract/concession**

**VII.1) Description of the procurement after the modifications**

**VII.1.1) Main CPV code**

- 79571000 - Mailing services

**VII.1.2) Additional CPV code(s)**

- 64216120 - Electronic mail services

**VII.1.3) Place of performance**

NUTS code

- UK - United Kingdom

**VII.1.4) Description of the procurement:**

This Notice covers the requirement for NHS South, Central & West CSU (“SCW”) to

continue to have access to a third-party hybrid mailing service, a cornerstone of its Immunisation Management Service (“IMS”), to enable a national contact service for inviting the population for vaccination services. This will be in support of NHSE’s forthcoming 22/23 flu/COVID-19 booster vaccination programme.

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The proposed contract modification, combined with the planned re-procurement for the period 1st April 2023 onward, will enable SCW to deliver on NHSE requirements.

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

Duration in months

18

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

Total value of the contract/lot/concession:

£37,500,000

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

Synertec Ltd

2 Chelston Business Park, Castle Road, Wellington,

Wellington

TA21 9JQ

Telephone

+44 1823652360

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

03717583

Internet address

<http://www.synertec.co.uk>

The contractor/concessionaire is an SME

Yes

## **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):

This Notice covers the requirement for NHS South, Central & West CSU (“SCW”) to continue to have access to a third-party hybrid mailing service, a cornerstone of its Immunisation Management Service (“IMS”), to enable a national contact service for inviting the population for vaccination services. This will be in support of NHSE’s forthcoming 22/23 flu/COVID-19 booster vaccination programme.

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ensure continued legal compliance, SCW will shortly be commencing a longer-term competitive procurement for hybrid mail services to take effect from 1st April 2023 onward. For the avoidance of doubt, SCW's current contract with our hybrid mail provider contains appropriate extension clauses for the period 1st September 2022 – 31st March 2023 – SCW is only seeking to modify the overall maximum contract value.

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The proposed contract modification, combined with the planned re-procurement for the period 1st April 2023 onward, will enable SCW to deliver on NHSE requirements.

#### **VII.2.2) Reasons for modification**

Need for additional works, services or supplies by the original contractor/concessionaire.

Description of the economic or technical reasons and the inconvenience or duplication of cost preventing a change of contractor:

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#### **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: £25,000,000

Total contract value after the modifications

Value excluding VAT: £37,500,000

