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Awarded contract

NHSmail

NHS Digital

F20: Modification notice

Notice reference: 2022/S 000-023767

Published: 25 August 2022, 1:00pm

Section I: Contracting authority/entity

I.1) Name and addresses

NHS Digital

7 & 8 Wellington Place

Leeds

LS1 4AP

Contact

NHS D Contract Management

Email

nhsdcontractmanagement@nhs.net

Telephone

+44 3003035678

Country

United Kingdom

NUTS code

UKE42 - Leeds

Internet address(es)

Main address

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

Buyer's address

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

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

NHSmal

Reference number

Atamis Contract Ref. or con_1738

II.1.2) Main CPV code

- 64216120 - Electronic mail services

II.1.3) Type of contract

Services

II.2) Description

II.2.2) Additional CPV code(s)

- 48811000 - E-mail system

II.2.3) Place of performance

NUTS codes

- UKE42 - Leeds

Main site or place of performance

Newcastle

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

Call-off Contract for the provision of managed email services under RM1085

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

Duration in months

84

In the case of framework agreements, provide justification for any duration exceeding 4 years

2 year extension invoked.

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: [2014/S 038-063086](#)

Section V. Award of contract/concession

Contract No

2015/S 122-223803

Lot No

1

V.2) Award of contract/concession

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

1 June 2015

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

ACCENTURE (UK) LIMITED

1 Plantation Place, 30 Fenchurch Street, London

London

EC3M 3BD

Country

United Kingdom

NUTS code

- UKC13 - Darlington

National registration number

04757301

Internet address

<http://www.accenture.com>

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: £160,792,339

Section VI. Complementary information

VI.3) Additional information

Original term 60 months. 2 year extension invoked.

VI.4) Procedures for review

VI.4.1) Review body

NHS Digital

7 & 8 Wellington Place

Leeds

LS1 4AP

Country

United Kingdom

Internet address

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

Section VII: Modifications to the contract/concession

VII.1) Description of the procurement after the modifications

VII.1.1) Main CPV code

- 48811000 - E-mail system

VII.1.3) Place of performance

NUTS code

- UKI - London

Main site or place of performance

Leeds

VII.1.4) Description of the procurement:

A Variation Notice has been executed to provide for organisations to adopt the new ICS structures as defined in the most recent re-organisation of the NHS.

The level of detail regarding which Clinical Commissioning Groups (CCG's) would be merging, what GP's and trusts would be included or involved or how social care would be impacted at the time of the change was relatively unknown.

NHS Digital knew that Organisation Data Service (ODS) codes would be changed, and users may be moved from one organisation to another. One organisation may be split between different ICS's. The data will also need to flow appropriately between the organisations and would need to be 'rehomed' within the NHSmail portal to the new ODS code.

The Variation Notice required the supplier proceed with supporting the organisations listed in scope in preparation for the ICS changes.

In addition, this modification also covered the potential data and identity movements that may have been required to facilitate the formation of ICS's.

The NHSmail Contract was awarded in June 2015 for the provision of an electronic mail service to health and care organisations. The services provided under this Contract support c.1.7M users of NHSmail.

Over the term of the Contract, the services provided have continually been developed and enhanced introducing new capabilities to meet the demands of users, for example collaboration tools, Microsoft Teams and SharePoint.

In 2020, NHSmail user accounts migrated from the legacy Exchange 2013 to Exchange Online.

During the original and extended term, there have been a number of Variation Notices executed.

It has also come to the attention of NHS Digital that the original 'Total Final Value' included in the OJEU Contract Notice 2015/S 122-223803 for the contract publication included an estimated contract value. The accurate 'Total Final Value' of the initial five-year term of the contract is £115,588,735. This value includes the cost of all contract variations undertaken within the initial five-year term of the contract.

NHS Digital has also exercised its right to extend the contract to 21 March 2023. The value of the costs incurred within the extension period to date is £45,295,116. This includes the costs associated with the extended term as well as all contract variations undertaken within the extension period to date as permitted under PCR 2015 Reg 72.

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

Duration in months

2

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

Total value of the contract/lot/concession:

£160,883,851

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

ACCENTURE (UK) LIMITED

1 Plantation Place, 30 Fenchurch Street, London

London

EC3M 3BD

Country

United Kingdom

NUTS code

- UKC13 - Darlington

National registration number

04757301

Internet address

<http://www.accenture.com>

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):

The introduction of Integrated Care Systems (ICSs) was a change required that could not have been foreseen by NHS Digital. The modification does not alter the overall nature of the contract and the modifications are similar in scope.

Further, NHS Digital is clarifying the accurate contract value for the initial five-year term of the contract for transparency purposes, as the original contract award notice included an estimated contract value.

The cost associated with the initial five-year term of the contract and does not include the costs associated within the two-year extension of the contract to 21 March 2023, which was governed by regulation 72(1)(a) of the Public Contracts Regulations 2015 (as amended). For full transparency, the value of the costs incurred within the extension period to date is £45,295,116 and includes the costs associated with the extended term as well as all contract variations undertaken within the extended period.

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 introduction of Integrated Care Systems (ICSs) was a change required that could not have been foreseen by NHS Digital. The modification does not alter the overall nature of the contract and the modifications are similar in scope.

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: £160,792,339

Total contract value after the modifications

Value excluding VAT: £160,883,851