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Planning

IT Aggregation

General Pharmaceutical Council

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-025586

Procurement identifier (OCID): ocds-h6vhtk-051709

Published 23 May 2025, 9:41am

Changes to notice

This notice has been edited. The [previous version](#) is still available.

The title of this procurement exercise has been changed from "IT Aggregation" to "IT Managed Service Provider". The change was necessitated by the need to make the project title more relevant to the services we are looking to procure.

Scope

Description

The GPhC regulate pharmacists, pharmacy technicians and pharmacies in Great Britain. We work to assure and improve standards of care for people using pharmacy services. Our role is to protect the public and give them assurance that they will receive safe and effective care when using pharmacy services. We set standards for pharmacy professionals and pharmacies to enter and remain on our register.

The GPhC seek assurance that pharmacy professionals and pharmacies continue to meet our standards, including by inspecting pharmacies. We act to protect the public and to uphold public confidence in pharmacy if there are concerns about a pharmacy professional or pharmacy on our register.

Primary objectives for this tender is to on-board a managed service provider who will provide a fully managed stable, resilient and secure Azure environment and can help us in transforming some of our analytics solution. The provider will guide and support GPhC in leveraging advances made in technology and improve the service provided to GPhC customers.

Through our work we help to promote professionalism, support continuous improvement and assure the quality and safety of pharmacy, GPhC is seeking qualified respondents to ideally provide a hybrid Azure managed service in support of its business operations and create sustainable relationships that meet the following strategic sourcing objectives:

Performance Optimisation - Enable improvements to service delivery and customer experience both for internal and external customers, allowing better management of cost, risk and results.

Agility / Speed - Implement an agile, responsive and scalable partnership with the organisation addressing their rapidly changing needs, lowering complexity and improving global delivery capabilities.

Improved Relationship Management - Achieve clear and proactive account management with the flexibility of services to support future business requirements.

Cost Control & Reduction - Effectively manage services to provide transparency with clear cost control with flexibility in consumption of services to allow funding of future IT requirements.

Innovation - Partner with an MSP that will bring technology leadership in IT services and assist GPhC with becoming "faster followers;" enabling the adoption of better practices and solutions to improve business outcomes.

Risk & Accountability - Proactively identify issues and themes that may have an impact on GPhC's business operations and service.

To view this notice, please click here:

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=950836530>

Total value (estimated)

- £3,333,333 excluding VAT
- £4,000,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 2 February 2026 to 1 February 2029
- Possible extension to 1 February 2031
- 5 years

Main procurement category

Services

CPV classifications

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

Contract locations

- UK - United Kingdom
-

Engagement

Engagement deadline

8 May 2025

The engagement was carried out before this notice was published.

Engagement process description

The Preliminary Market Engagement has been concluded, the purpose and outcomes of the exercise are detailed below:

Intended Purpose:

1.Assess Market Capability:

Verify eXceeding's knowledge of supplier landscape in alignment with GPhC's specific technical and regulatory requirements.

2.Target Suitable Suppliers Efficiently:

Rather than using an open advertisement (deemed unnecessary due to market saturation), eXceeding used its existing market knowledge and expertise to engage directly with known specialist suppliers that matched GPhC's needs.

3.Inform Procurement Strategy:

To gather insight into:

- Preferred cost models.
- Migration timelines and methodologies.
- Potential contractual concerns.
- Market expectations about collaboration and due diligence before contract award.
- Any other barriers to participation or wider concerns around scope and approach

4.Ensure Competitive Fairness and Transparency:

To maintain equal access and prevent conflict of interest, all suppliers were provided with the same baseline information and signed declarations of interests.

Final Outcomes

1.Market Alignment Confirmed:

All engaged suppliers demonstrated strong alignment with GPhC's needs-particularly in Azure expertise, healthcare/public sector experience, and ability to provide UK-based support.

2.Market Confidence Validated:

All participating suppliers expressed an intention to bid, showing no significant concerns. This indicates strong market interest and capacity to meet GPhC's needs.

3.Insight into Market Conditions and Preferences:

Pricing Models: Preferences varied (e.g., fixed fee, per-user, per-device).

Transition Times: Suppliers were generally comfortable with the timelines; some could even transition faster. Legal Considerations: Suppliers would need to review GPhC's contract terms legally, potentially causing small delays but no major blockers.

4.Contract Value vs. Supplier Scale:

For most suppliers, the contract would be significant and strategic. Even for the largest supplier, it remains a notable opportunity.

5.Risks Identified Early:

A minor concern about needing further engagement to understand service peaks/troughs and historical performance. Importance of clarifying whether the incumbent is also the CSP and license owner, as this impacts transition complexity.

6.Procurement Readiness Enhanced:

GPhC now has a clear view (from a wide spectrum of suppliers) on whether our service requirements are realistic and explicit. These findings have been incorporated into the ITT.

Submission

Publication date of tender notice (estimated)

24 June 2025

Contracting authority

General Pharmaceutical Council

- Public Procurement Organisation Number: PXRY-5513-YMDN

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