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Contract

Zendesk Implementation and Service Provision

NHS Digital

F03: Contract award notice

Notice identifier: 2021/S 000-026402

Procurement identifier (OCID): ocds-h6vhtk-02ee8f

Published 21 October 2021, 2:11pm

Section I: Contracting authority

I.1) Name and addresses

NHS Digital

7 & 8 Wellington Place

Leeds

LS1 4AP

Contact

NHS Digital

Email

nhsdcommercial@nhs.net

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/>

I.4) Type of the contracting authority

Ministry or any other national or federal authority

I.5) Main activity

Health

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Zendesk Implementation and Service Provision

II.1.2) Main CPV code

- 72260000 - Software-related services

II.1.3) Type of contract

Services

II.1.4) Short description

Provision of Zendesk software licences and implementation services, to support the NHS App COVID-19 vaccination certification service.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £420,000

II.2) Description

II.2.2) Additional CPV code(s)

- 72260000 - Software-related services

II.2.3) Place of performance

NUTS codes

- UKE42 - Leeds

Main site or place of performance

UKE42

II.2.4) Description of the procurement

Provision of Zendesk software licences and implementation services, to support the NHS App COVID-19 vaccination certification service.

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: No

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.1) Description

IV.1.1) Type of procedure

Award of a contract without prior publication of a call for competition in the cases listed below

- The procurement falls outside the scope of application of the regulations

Explanation:

Extreme urgency linked to Covid requirement.

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

16 April 2021

V.2.2) Information about tenders

Number of tenders received: 1

Number of tenders received from SMEs: 1

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

V.2.3) Name and address of the contractor

Route 101 Limited

The Conifers Filton Road Hambrook

Bristol

BS16 1QG

Email

adam.east@route101.com

Country

United Kingdom

NUTS code

- UKK11 - Bristol, City of

National registration number

08325675

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Initial estimated total value of the contract/lot: £420,000

Total value of the contract/lot: £420,000

Section VI. Complementary information

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/>