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Award

Merlok GP System of Choice (GPSoC)

Business Services Organisation I T S

F15: Voluntary ex ante transparency notice

Notice identifier: 2021/S 000-026656

Procurement identifier (OCID): ocds-h6vhtk-02ef8d

Published 25 October 2021, 2:21pm

Section I: Contracting authority/entity

I.1) Name and addresses

Business Services Organisation I T S

Centre House,79 Chichester Street

BELFAST

BT14JE

Contact

Catherine Fegan

Email

cathy.fegan@hscni.net

Telephone

+44 2895362561

Country

United Kingdom

NUTS code

UKN06 - Belfast

Internet address(es)

Main address

www.hscbusiness.hscni.net

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Health

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Merlok GP System of Choice (GPSoC)

Reference number

STA10144

II.1.2) Main CPV code

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

II.1.3) Type of contract

Services

II.1.4) Short description

Currently there are 26 practices in NI that use Crosscare. Given the dependency on IT in General Practice, stopping these services would very significantly impact on the ability of

the 26 Crosscare GP practices to provide GMS services. Practices would be unable to access patient histories or record consultations against an electronic patient record. They would also be unable to interface electronically with other HSC systems - E.g. lab results, radiology reports, registration links, Emergency Care Summary, Key Information Summary, Electronic Document Transfer, GPIP etc. - so reintroducing delay and inaccuracy in patient care.

II.1.6) Information about lots

This contract is divided into lots: No

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

Lowest offer: £201,000 / Highest offer: £410,040 taken into consideration

II.2) Description

II.2.2) Additional CPV code(s)

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

II.2.3) Place of performance

NUTS codes

- UKN - Northern Ireland

II.2.4) Description of the procurement

Currently there are 26 NI GP practices using the Crosscare GP clinical system for patient management. The systems, provided to practices by HSCB in line with the provision of GMS services through the 2003 GMS Contract, were procured via Orders from the NIGPSoC Lot 1 Framework Agreement and will now expire March 2022. The prime contractor for Crosscare Lot 1 services is currently One Advanced, who deliver the solution in Northern Ireland through a local company Merlok.

To enable the Crosscare system to meet the needs of the practices, it must interoperate with other specific hardware and software - such as patient check-in and patient call systems.

This "additional" hardware and software, previously supplied by Merlok under the "TPA13-1200640" agreement, must be compatible with the Crosscare clinical system if it is to function correctly. The procurement and use of hardware and software provided by anyone other than Merlok introduces significant risk of failure and disruption to practices due to the high potential for incompatibility between this hardware and software and the Crosscare system.

Further, Merlok is currently responsible for the Crosscare clinical system and for the specific hardware and software. The responsibility for resolving any issues of interoperability between these components rests solely with Merlok. The supply of such hardware and software by an additional 3rd party would introduce risk and uncertainty into the support process where it is likely that both suppliers would blame each other for any failures, so delaying resolution and prolonging disruption to practices.

This pairing of Crosscare with the specific hardware and software is in place in the 26 practices. To ensure that the equipment continues to operate as intended, the supply of replacement hardware components, as well as relevant engineering services, is required. The supply of incompatible components or the provision of engineering services by non Merlok engineers significantly increases the risk of failure and prolonging disruption to practices.

Given the close alignment of the specific hardware and software with the Crosscare system, training on these can only be provided by Merlok.

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Negotiated without a prior call for competition

- The works, supplies or services can be provided only by a particular economic operator for the following reason:
 - absence of competition for technical reasons

Explanation:

BSO ITS are in the process of creating a Framework through GP IT Futures. This was due to happen in 2021 unfortunately, the on boarding of systems and services onto the GP IT Futures Catalogue in England was delayed, in part due to covid pressures. This delay has had a knock on effect on the necessary assessment of all options within the NI procurement strategy. The NI procurement strategy is now being finalised and procurement planning now shows that the new NI contracts should be in place by March 2023 or shortly thereafter.

The justification for this DAC, therefore, is to ensure the existing services continue uninterrupted until those services can be procured through contracts established by the on-going procurement process.

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

The procurement is covered by the Government Procurement Agreement: No

Section V. Award of contract/concession

Contract No

STA10144

Title

Merlok GP System of Choice (GPSoC)

A contract/lot is awarded: Yes

V.2) Award of contract/concession

V.2.1) Date of conclusion of the contract

25 October 2021

V.2.2) Information about tenders

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

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

Merlok Systems LTD

Lurgan

BT66 6HG

Country

United Kingdom

NUTS code

- UKN - Northern Ireland

The contractor/concessionaire is an SME

No

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

Lowest offer: £201,000 / Highest offer: £410,040 taken into consideration

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Business Services Organisation

2 Franklin Street

Belfast

BT2 8DQ

Country

United Kingdom