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Contract

Provision of IT Service Management Function - CCTS22A43

Secretary of State for Health and Social Care acting as part of the Crown through UK Health Security Agency

F20: Modification notice

Notice identifier: 2025/S 000-026999

Procurement identifier (OCID): ocds-h6vhtk-0524a0

Published 23 May 2025, 4:50pm

Section I: Contracting authority/entity

I.1) Name and addresses

Secretary of State for Health and Social Care acting as part of the Crown through UK Health Security Agency

10 South Colonnade

London

E14 4PU

Contact

Procurement Operations

Email

procurement.operations@dhsc.gov.uk

Country

United Kingdom

NUTS code

UKI42 - Tower Hamlets

Internet address(es)

Main address

<https://www.gov.uk/government/organisations/uk-health-security-agency>

Buyer's address

<https://www.gov.uk/government/organisations/uk-health-security-agency>

Section II: Object**II.1) Scope of the procurement****II.1.1) Title**

Provision of IT Service Management Function - CCTS22A43

Reference number

C166818

II.1.2) Main CPV code

- 72222300 - Information technology services

II.1.3) Type of contract

Services

II.2) Description**II.2.2) Additional CPV code(s)**

- 72222300 - Information technology services

II.2.3) Place of performance

NUTS codes

- UKI32 - Westminster

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

Supplier to deliver and manage UKHSA's IT Service Desk (Level 1) plus operational service management functions.. Incident management

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

Start date

25 April 2023

End date

24 April 2025

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: [2099/S 000-999999](#)

Section V. Award of contract/concession

Contract No

C143165

Lot No

Lot 2,3 & 5

Title

Provision of IT Service Management Function - CCTS22A43

V.2) Award of contract/concession

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

25 April 2023

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

METHODS BUSINESS AND DIGITAL TECHNOLOGY LIMITED

Saffron House, 6-10 Kirby Street

London

EC1N 8TS

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

02485577

Internet address

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

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: £13,772,583.01

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

The High Court

The Strand

London

WC2A 2LL

Country

United Kingdom

Internet address

<https://www.judiciary.uk/courts-and-tribunals/high-court/>

Section VII: Modifications to the contract/concession

VII.1) Description of the procurement after the modifications

VII.1.1) Main CPV code

- 72222300 - Information technology services

VII.1.3) Place of performance

NUTS code

- UKI32 - Westminster

VII.1.4) Description of the procurement:

12 Month extension of existing contract

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

Start date

25 April 2023

End date

24 April 2026

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

Total value of the contract/lot/concession:

£13,772,583.01

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

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Saffron House, 6-10 Kirby Street

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Country

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NUTS code

- UK - United Kingdom

National registration number

02485577

Internet address

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

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):

12 month extension

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:

Continuation of ITSCM and ServiceNow BAU requirements

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: £11,349,800

Total contract value after the modifications

Value excluding VAT: £13,772,583.01