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Tender

IT MANAGED SERVICE PROVIDER

General Pharmaceutical Council

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-035703

Procurement identifier (OCID): ocds-h6vhtk-051709 ([view related notices](#))

Published 27 June 2025, 11:40am

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Scope

Reference

GPhC105

Description

OBJECTIVES:

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 are to on-board a Managed Service Provider (MSP) 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.

OVERVIEW OF THE REQUIREMENTS:

1. The estimated total value is £3-£4M and the contract term is 3 years with two options to extend for 1 year (3+1+1).
2. The General Pharmaceutical Council (GPhC) is undergoing a strategic migration to Microsoft Azure cloud services. Currently, we utilize two separate partners: one providing Managed Azure cloud services and another handling data centre operations, end-user computing, network security, and additional non-cloud services.

3. As our cloud transition progresses, with the majority expected to complete before new contract finalization, we require a comprehensive managed service from specialists in this domain. We seek a partnership that ensures reliability, performance, and security of our website and associated services to support our future growth and transformation journey. This relationship is vital to maintaining and enhancing GPhC's digital presence and ensuring continuous system availability for both customers and internal users.

4. The selected supplier will:

- Manage the transition from our two existing suppliers
- Take responsibility for remaining data centre systems
- Develop and execute a roadmap for complete cloud migration
- Provide specified resources to support GPhC IT team-managed projects
- Deliver a resilient hybrid Infrastructure-as-a-Service (IaaS) platform featuring automated provisioning, including:
 - Hosting services
 - Database management
 - Runtime support
 - Middleware management
 - Operating system (OS) management
 - Virtualization solutions
 - Server maintenance
 - Storage management
 - Shared network and security services

5. Specific Responsibilities

The supplier will:

- Support and maintain the IaaS platform with regular patching and necessary upgrades

- Manage End User Computing services including desktop and mobile device management for approximately 300 users (desktop refresh planned for 2026)
- Comply with GPhC technology standards, governance requirements, and service expectations
- Facilitate seamless transition of current Azure tenants while continuously maintaining and optimizing environments
- Implement robust change and release management processes
- Establish a comprehensive governance framework covering both operational and strategic aspects, with continuous monitoring of SLAs/OLAs
- Ensure strong security measures, disaster recovery capabilities, and business continuity planning
- Provide support to GPhC development teams as needed
- Collaborate with GPhC Cyber Security team to maintain a secure environment and required security certifications
- Help GPhC maximize return on technology investments
- Foster innovation while ensuring GPhC solutions remain modern and responsive
- Provide expertise in infrastructure, security, desktop management, mobile device management, and other areas as requested
- Provide ad-hoc support/consultancy for the separate PaaS environment, with a view to future integration post-completion of this project.

6. Current Challenges to Address

- Limited flexibility in project resourcing
- Insufficient backup capacity in key technical areas
- Service management issues
- Sub-contractor management concerns

Total value (estimated)

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

Above the relevant threshold

Contract dates (estimated)

- 5 January 2026 to 4 January 2029
- Possible extension to 4 January 2031
- 5 years

Description of possible extension:

The initial contract will have a discretionary option of a 2 year extension in 12-months consecutive order.

Secondly, the GPhC reserves the right to carry out subsequent procurement (towards the end of the initial 5-year contract duration) of this service by DIRECT AWARD. This is in accordance to schedule 5 (8) of the PA2023 and section 95.

Main procurement category

Services

CPV classifications

- 72212730 - Security software development services
- 72253000 - Helpdesk and support services
- 72514000 - Computer facilities management services

- 72600000 - Computer support and consultancy services
- 72700000 - Computer network services

Contract locations

- UKI - London

Participation

Technical ability conditions of participation

See the document attachment section.

Particular suitability

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

Submission

Enquiry deadline

17 July 2025, 4:00pm

Submission type

Requests to participate

Deadline for requests to participate

23 July 2025, 12:00pm

Submission address and any special instructions

<https://www.delta-esourcing.com/>

Stage 1 (Condition of Participation) commences with the issuing of a Tender Notice published on the Central Digital Platform. The full procurement opportunity documents will be available on our Delta e Sourcing portal (-<https://www.delta-esourcing.com/>) using the access code VEXQSU9344

Tenders may be submitted electronically

Yes

Languages that may be used for submission

- Welsh
- English

Suppliers to be invited to tender

Maximum 5 suppliers

Selection criteria:

The Supplier are required to share the code for their core supplier details entered on the Central Digital Platform or upload a PDF copy of their downloaded details; this will be

evaluated alongside the Conditions of Participation set out in Annex 2 on a PASS OR FAIL BASIS.

The Procurement Specific Questionnaire (PSQ) will be evaluated as follows;

1. Contract examples and experience - 60% (20% per contract example)
2. Scale and Capability - 30%
3. Cultural Fit - 10%

All bidders interested in submitting a tender must submit the PSQ. Only the top 5 scoring suppliers will be shortlisted

Award decision date (estimated)

10 November 2025

Award criteria

Name	Type
Stage 1 - Supplier Qualification and Condition of Participation Assessment	Quality

Weighting description

STAGE 1 - Procurement Specific Questionnaire (PSQ) - Conditions of Participation & Core Details Review

Contract Examples and Experience (x3 contracts) - 60% (20% per contract example)

Scale and Capability - 30%

Cultural Fit - 10%

****All bidders interested in submitting a tender must fulfil the Conditions of Participation**

and return a fully completed PSQ.

**** Only the Top 5 Suppliers will be shortlisted to Stage 2**

STAGE 2 - ITT

The following weighting will be applied for award selection during the ITT Stage.

Quality (including social value) - 60%

Price - 40%

STAGE 3 - Preferred Bidder Stage

- Highest Ranked Bidder

Other information

Payment terms

GPhC is committed to ensuring that our suppliers are paid within 30days of receiving a valid invoice. Invoices shall be submitted on arrears basis following satisfactory completion and receipt of all work as determined by GPhC, and must contain:

- the Contract Reference
- a description of the work undertaken with date completed, including the name/department for whom the work was undertaken.
- any additional expenses where applicable (fully itemised) and where these have been approved in advance (in writing) by GPhC.
- all invoices should be sent to GPHC.Finance@pharmacyregulation.org

Applicable trade agreements

- Government Procurement Agreement (GPA)

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Competitive flexible procedure

Competitive flexible procedure description

This competitive flexible procedure for this tender exercise will be conducted in three (3) stages.

STAGE 1: Invitation to Participate

4.1 Stage 1 commences with the issuing of a Tender Notice published on the Central Digital Platform transmitted via Delta our eSourcing platform - <https://www.delta-esourcing.com/> . Tender documents will be available on our Delta eSourcing portal using the access code set out in the front page of this document - VEXQSU9344

4.2 Once the tender deadline has passed, GPhC will also undertake a review of the core supplier information (as defined in the Procurement Regulations 2024) held on the Central Digital Platform (the Supplier to provide a sharing code or download of the PDF details as part of the tender response).

4.3 A check on the compliance with the Conditions of Participation is conducted at this stage, conditions are available in Annex 2. A supplier which does not satisfy the Conditions of Participation will not be invited to participate in stage 2 of this procurement exercise.

4.4 In addition, the GPhC will consider whether any Supplier or connected persons within its corporate group, associated persons relied on to meet the conditions of participation, or proposed sub-contractors are excluded or excludable Suppliers. Save where the Supplier or an associated person is on the Debarment List. Before the GPhC determines that a Supplier is an excluded or excludable Supplier, it will provide the Supplier reasonable opportunity to make representations and provide evidence as is proportionate in the circumstances. If the Supplier is an excluded or excludable Supplier only by virtue of an associated person or proposed sub-contractor, the GPhC will notify the Supplier of its intention to exclude the Supplier and provide the Supplier with reasonable opportunity to replace the associated person or sub-contractor. If as a consequence of this process, the GPhC excludes the Supplier from participating in the Procurement or is aware of an associated person or sub-contract having been replaced, it will give notice of this fact within 30 days of its decision to the Procurement Review Unit (PRU).

4.5 Responses to the Conditions of Participation will be assessed in accordance with Annex 2 and Annex 3.

4.6 Stage 1 includes a procurement specific questionnaire (PSQ) at Annex 3 which all Suppliers are required to complete and return in accordance with the Procurement Timetable and instructions within this document. Please refer to the evaluation criteria in Annex 3 scoring methodology on how we intend to evaluate this stage. Note there is a wordcount for the PSQ.

4.7 The assessment of a) the information held in the Central Digital Platform, b) the Conditions of Participation and C) the PSQ; altogether these responses will help us identify the top 5 highest ranked Suppliers to be invited to participate in Stage 2.

4.8 The conclusion of Stage 1 will complete with Suppliers being notified in writing of whether they have been successfully shortlisted to participate in Stage 2. Suppliers not invited to Stage 2 will be formally notified that they have not been shortlisted.

4.9 Suppliers should note that the GPhC reserves the right to re-assess any response to the PSQ, in light of any new relevant information that comes to the GPhC's attention. Ongoing compliance with the Conditions of Participation will be a condition of entry into any contract with a Supplier pursuant to this procurement. Please refer to the 'Supplier eligibility' provisions in Annex 2 Conditions of Participation and Annex 3: PSQ.

STAGE 2: Invitation to Submit a Tender

4.10 Stage 2 will commence with the issuing of a letter inviting Suppliers that have been successfully shortlisted to participate in stage 2, and they will be invited to submit their tenders.

4.11 Any further information that is necessary for Suppliers to submit a tender will be

made available to Suppliers at this stage of the procurement.

4.12 Tenders must be submitted in accordance with the Procurement timetable and instructions set out in this document and any additional information provided. Assessment of the Supplier's quality submission and the Supplier's quality score will be calculated in accordance with the evaluation criteria set out in table in 4.33.

Post Tender Clarifications

4.13 Shortlisted Tenderers will be invited to attend a Clarification Presentation. The purpose of this presentation is to allow GPhC to seek clarification on elements of the Tender that may require further explanation in order to ensure accurate understanding of the Tenderer's submission.

4.14 The Clarification Presentation is not an opportunity for Tenderers to introduce new information, modify their bid, or address any matters not already included in their submitted Tender. No new award criteria will be introduced, and no additional scores will be awarded as a direct result of the presentation. The presentation will be used solely to validate and clarify the understanding of information already provided in the written Tender.

4.15 Participation in the Clarification Presentation is mandatory for those Tenderers invited, and failure to attend will result in disqualification from the tender process.

Modifications

4.16 In accordance with the Procurement Act 2023, GPhC will undertake any modifications in accordance with its duties under the Act, in particular sections 24 and 31 as relevant.

4.17 Any such refinements will be made under section 24 and 31 of the PA2023, and where they do not alter the overall nature or scope of the procurement. All refinements will be communicated clearly and simultaneously to all tenderers via the tender portal or other designated communication channel, and reasonable time will be allowed for tenderers to consider and respond to any changes.

Assessment of tenders

4.18 In accordance with and subject to the requirements of the Procurement Act, GPhC will conduct an assessment of all tenders in order to identify the Supplier which has submitted the Most Advantageous Tender in accordance with the assessment methodology and Award Criteria set out in the Tender Notice and described in this document. In carrying out this assessment, the GPhC will disregard any tender from a Supplier that does not satisfy the condition of participation.

4.19 Once the assessment has concluded, the GPhC will provide an assessment summary to all Suppliers that submitted final tenders to:

- a. Inform the winning supplier that they have been successful in being awarded the Contract
- b. Provide an explanation of the assessment of the Supplier's tender against the relevant award criteria, in accordance with the requirements of the Act.
- c. Where unsuccessful, provide information in respect of the most advantageous tender submitted, including details of the assessment of this tender against the relevant award criteria and the Supplier's name

4.20 Assessment summaries will be provided to all the Suppliers. The GPhC will also publish a Contract Award Notice on the Central Digital Platform to commence the mandatory standstill period.

4.21 Subject to completion of the mandatory standstill period, Stage 3 will end with the GPhC entering into the Contract with the preferred Supplier and publication of a Contract Details Notice on the Central Digital Platform (within 30 days of the date on which the Contract is entered into). Where appropriate, a copy of the Contract may also be published on the Central Digital Platform.

Stage 3: Preferred Supplier Stage

4.22 The highest scoring Supplier will be invited to engage in further discussions with the GPhC as part of a preferred supplier stage. This stage will be used to finalise the draft Contract terms and conditions, in accordance with the limitations set out in the Act. It is expected that the following matters will be discussed as part of this stage, noting that the GPhC reserves the right to amend this list as required:

Clarification of contractual terms and schedules;

- Confirmation and refinement of deliverables, service levels, and implementation plans as already described in the Tenderer's submission;
- Final alignment of legal and commercial terms, including allocation of risk, provided this does not introduce any material change to the submitted bid;
- Rectification of minor errors or ambiguities in the draft contract documentation.

4.23 No changes will be permitted to the award criteria, nor will the preferred Supplier be allowed to improve, revise, or supplement its bid in a manner that could affect the evaluation outcome. Any changes agreed as part of the preferred bidder discussions must

not distort competition or breach the principles of equal treatment and transparency under the Procurement Act 2023.

4.24 GPhC reserves the right to discontinue discussions with the preferred supplier and approach the next-ranked Tenderer if finalised Contract terms and conditions cannot be reached within a reasonable timeframe.

4.25 Stage 3 will end with the GPhC entering into the Contract with the preferred Supplier and publication of a Contract Details Notice on the Central Digital Platform (within 30 days of the date on which the Contract is entered into). If the tender needs to be abandoned due to way to move forward with the preferred bidder and other tenders unsuitable, GPhC reserves the right to not award a contract and will publish a procurement termination notice on the Central Digital Platform.

4.26 This stage will conclude with the issuing of letters to all participating Suppliers confirming the closure of dialogue and/or negotiations.

Procurement Timetable

4.27 The deadline for submission of Condition of Participation responses is 22 July 2025. No submission will be considered after the deadline.

Documents

Associated tender documents

[Annex 1 - Statement of Requirements V0.1 .pdf](#)

[Annex 2 - Conditions of Participation .pdf](#)

[Annex 3 - Procurement Specific Questionnaire.pdf](#)

Contracting authority

General Pharmaceutical Council

- Public Procurement Organisation Number: PXRY-5513-YMDN

Level 14, One Cabot Square, Canary Wharf

London

E14 4QJ

United Kingdom

Email: Procurement@pharmacyregulation.org

Website: <https://www.pharmacyregulation.org/>

Region: UKI42 - Tower Hamlets

Organisation type: Public authority - sub-central government