

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/036649-2024>

Contract

Primary Care IT / Digital Transformation Support Service - Humber and North Yorkshire ICB

NHS HUMBER & NORTH YORKSHIRE ICB

F03: Contract award notice

Notice identifier: 2024/S 000-036649

Procurement identifier (OCID): ocids-h6vhtk-047af6

Published 12 November 2024, 6:04pm

Section I: Contracting authority

I.1) Name and addresses

NHS HUMBER & NORTH YORKSHIRE ICB

Health House,Grange Park Lane

WILLERBY

HU106DT

Email

hnyicb.procurement@nhs.net

Country

United Kingdom

Region code

UKE - Yorkshire and the Humber

NHS Organisation Data Service

QQQ

Internet address(es)

Main address

<https://humberandnorthyorkshire.icb.nhs.uk/>

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

Primary Care IT / Digital Transformation Support Service - Humber and North Yorkshire ICB

Reference number

C234517

II.1.2) Main CPV code

- 72610000 - Computer support services

II.1.3) Type of contract

Services

II.1.4) Short description

NHS Humber and North Yorkshire Integrated Care Board (hereafter the Contracting Authority) is seeking to commission Primary Care IT / Digital Transformation Support Services through an open procurement process. The preferred Bidder will be required to demonstrate that they can provide and deliver a quality focussed and resilient service model which operates in a sustainable, innovative and flexible way, ensuring service user

satisfaction throughout.

The service will be required to:

- Ensure that any transfer and transition of services is effectively managed to ensure a continuation of the existing level of service provision and to prevent de-stabilising the delivery of clinical services;
- Ensure that Services are supported on a 24/7 basis as appropriate to requirement;
- Ensure that all systems, and associated infrastructure, are securely operated and maintained;
- Ensure a proactive support service is available, supporting a clinically essential service, with robust incident management processes;
- Propose innovative and cost-effective strategies to address service improvement and sustainability and /or create financial efficiencies; and
- Fully understand all local and national requirements and work closely with the ICB to help them plan better; to discharge their statutory duties; and exploit technology and systems in support of the challenging NHS transformation agenda.

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: £31,823,995

II.2) Description

II.2.2) Additional CPV code(s)

- 72600000 - Computer support and consultancy services

II.2.3) Place of performance

NUTS codes

- UKE1 - East Yorkshire and Northern Lincolnshire
- UKE2 - North Yorkshire

II.2.4) Description of the procurement

NHS Humber and North Yorkshire Integrated Care Board (hereafter the Contracting Authority) is seeking to commission Primary Care IT / Digital Transformation Support Services through an open procurement process. The preferred Bidder will be required to demonstrate that they can provide and deliver a quality focussed and resilient service model which operates in a sustainable, innovative and flexible way, ensuring service user satisfaction throughout.

The service will be required to:

- Ensure that any transfer and transition of services is effectively managed to ensure a continuation of the existing level of service provision and to prevent de-stabilising the delivery of clinical services;
- Ensure that Services are supported on a 24/7 basis as appropriate to requirement;
- Ensure that all systems, and associated infrastructure, are securely operated and maintained;
- Ensure a proactive support service is available, supporting a clinically essential service, with robust incident management processes;
- Propose innovative and cost-effective strategies to address service improvement and sustainability and /or create financial efficiencies; and
- Fully understand all local and national requirements and work closely with the ICB to help them plan better; to discharge their statutory duties; and exploit technology and systems in support of the challenging NHS transformation agenda.

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: Yes

Description of options

Contract period is 60 months with the option to extend by 24 months. The estimated value (II.2.6) value excluding VAT - is based on a total period of 84 months, should the option to extend be exercised.

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

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

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-020549](#)

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

8 October 2024

V.2.2) Information about tenders

Number of tenders received: 4

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

V.2.3) Name and address of the contractor

N3i Limited

Hull

Country

United Kingdom

NUTS code

- UKE - Yorkshire and the Humber

Companies House

12141332

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: £31,823,995

Total value of the contract/lot: £31,753,988

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

NHS England

London

Country

United Kingdom