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Contract

## **ITSM Helpdesk Software (Freshservice)**

NHS North East London Integrated Care Board

F03: Contract award notice

Notice identifier: 2024/S 000-037131

Procurement identifier (OCID): ocds-h6vhtk-04b72b

Published 18 November 2024, 9:54am

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

NHS North East London Integrated Care Board

4th Floor - Unex Tower, 5 Station Street

LONDON

E15 1DA

#### **Email**

[hub.queries@nhs.net](mailto:hub.queries@nhs.net)

#### **Country**

United Kingdom

#### **Region code**

UKI41 - Hackney and Newham

## **NHS Organisation Data Service**

QMF

### **Internet address(es)**

Main address

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

### **I.4) Type of the contracting authority**

Body governed by public law

### **I.5) Main activity**

Health

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

ITSM Helpdesk Software (Freshservice)

#### **II.1.2) Main CPV code**

- 48000000 - Software package and information systems

#### **II.1.3) Type of contract**

Supplies

#### **II.1.4) Short description**

The purchase of Freshservice Helpdesk software through the G-Cloud 13 Framework (Lot 2, Cloud Software).

#### **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: £47,736

## **II.2) Description**

### **II.2.3) Place of performance**

NUTS codes

- UKI5 - Outer London – East and North East

### **II.2.4) Description of the procurement**

The procurement is for licenses for IT Helpdesk software through the G-Cloud 13 framework.

### **II.2.5) Award criteria**

Price

### **II.2.11) Information about options**

Options: No

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## 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:

NHS North East London Integrated Care Board have conducted a call-off process from the CCS G-Cloud 13 Framework (RM1557.13). The process has been undertaken in accordance with the G-Cloud 13 buyers guide to identify the most suitable provider to deliver requirements. This process identified Freshworks as most suitable provider as they were able to meet complete needs of requirement.

The contract is for two years initially (at a value of £47,736) with the option for an additional years extension.

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

The procurement is covered by the Government Procurement Agreement: Yes

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## 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

7 November 2024

#### V.2.2) Information about tenders

Number of tenders received: 1

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

### **V.2.3) Name and address of the contractor**

Freshworks Inc

2950 S. Delaware Street, Suite 201

San Mateo, California

Country

United States

NUTS code

- US - United States

Justification for not providing organisation identifier

Not on any register

The contractor is an SME

No

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

Total value of the contract/lot: £47,736

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## **Section VI. Complementary information**

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

NHS North East London Integrated Care Board

London

Country

United Kingdom

