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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

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

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

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

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

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