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Contract

NHS Highland GP Desktop and Server support

NHS Highland

F03: Contract award notice

Notice identifier: 2024/S 000-040213

Procurement identifier (OCID): ocds-h6vhtk-04c7cb

Published 13 December 2024, 10:50am

Section I: Contracting authority

I.1) Name and addresses

NHS Highland

Assynt House, Beechwood Park

Inverness

IV2 3BW

Contact

Jim Binnie

Email

jim.binnie@nhs.net

Telephone

+44 1312756059

Country

United Kingdom

NUTS code

UKM62 - Inverness & Nairn and Moray, Badenoch & Strathspey

Internet address(es)

Main address

<http://www.nhshighland.scot.nhs.uk>

Buyer's address

http://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00302

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.4) Type of the contracting authority

Ministry or any other national or federal authority

I.5) Main activity

Health

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

NHS Highland GP Desktop and Server support

Reference number

HB/408 MD

II.1.2) Main CPV code

- 72000000 - IT services: consulting, software development, Internet and support

II.1.3) Type of contract

Services

II.1.4) Short description

NHS Highland Health Board wish to award a contract to one supplier to provide IT support services for the following.

1. IT Support services including Helpdesk, to general medical practices in NHS Highland
2. Server hardware maintenance services for NHS Highland Health Board (Non GP Sector).

The contract will run for an eight year term with the option to terminate at end of years one, five, six and seven.

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: £1,756,400

II.2) Description

II.2.2) Additional CPV code(s)

- 72600000 - Computer support and consultancy services
- 72253000 - Helpdesk and support services
- 72315100 - Data network support services
- 72261000 - Software support services
- 72100000 - Hardware consultancy services

II.2.3) Place of performance

NUTS codes

- UKM62 - Inverness & Nairn and Moray, Badenoch & Strathspey

Main site or place of performance

Inverness and surrounding areas

II.2.4) Description of the procurement

NHS Highland Health Board wish to award a contract to one supplier to provide IT support services for the following.

General Medical Practices' services.

IT services are required for desktop, server and network support co-ordinated through a helpdesk to meet the requirements of a service level agreement. The supplier will be required to provide pro-active technical advice to NHS Highland regarding technical infrastructure and issues arising from use of the infrastructure and general medical practices' clinical systems. The helpdesk services should include the ability to act as a single helpdesk point for any computer issue including those not supported by this contract.

Other orderable services:

- Provision of a service to securely collect and dispose of IT equipment
- Provision of desktop installation services
- Provision of data verification services

- Provision of warehousing and delivery services

Managed Sector (Non GP) Services.

Server Maintenance for NHS Highland's server estate (including handling warranty calls).
Helpdesk cover for the logging of calls associated with the NHS Highland server estate.

Optional items – Managed Sector (Non GP) Services.

- Provision of out of hours cover to the NHS Highland server estate
- Provision of an on-demand helpdesk service to complement the existing in house helpdesk system.
- Provision of an on-demand desktop installation service to complement the existing in house provision.
- Provision of an on-demand 1st/2nd line support service to complement the existing in house provision.

II.2.5) Award criteria

Quality criterion - Name: Response to NHS Requirement / Weighting: 70

Cost criterion - Name: Total Cost of Ownership / Weighting: 30

II.2.11) Information about options

Options: No

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.1) Description

IV.1.1) Type of procedure

Restricted 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: [2018/S 050-110708](#)

Section V. Award of contract

Contract No

HB/408 MD

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

1 November 2019

V.2.2) Information about tenders

Number of tenders received: 6

Number of tenders received from SMEs: 0

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 6

Number of tenders received by electronic means: 6

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

V.2.3) Name and address of the contractor

Microtech Group Ltd

17-19 HILL ST

KILMARNOCK

KA3 1HA

Country

United Kingdom

NUTS code

- UKM93 - East Ayrshire and North Ayrshire mainland

The contractor is an SME

No

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

Total value of the contract/lot: £1,756,400

V.2.5) Information about subcontracting

The contract is likely to be subcontracted

Section VI. Complementary information

VI.3) Additional information

(SC Ref:785760)

VI.4) Procedures for review

VI.4.1) Review body

Inverness Justice Centre

Inverness

Country

United Kingdom

Internet address

<http://www.nhshighland.scot.nhs.uk>