

**United Kingdom-Leeds: IT services: consulting, software development, Internet and support  
OJ S 189/2020 29/09/2020  
Contract award notice  
Services**

**Legal Basis:**

Directive 2014/24/EU

---

**Section I: Contracting authority**

**I.1. Name and addresses**

Official name: NHS Commissioning Board (operating under the name of NHS England)

Postal address: Quarry House, Quarry Hill

Town: Leeds

NUTS code: UK United Kingdom

Postal code: LS1 7UE

Country: United Kingdom

E-mail: [england.commercialqueries@nhs.net](mailto:england.commercialqueries@nhs.net)

Telephone: +44 1138250000

**Internet address(es):**

Main address: [www.england.nhs.uk](http://www.england.nhs.uk)

**I.2. Information about joint procurement**

The contract is awarded by a central purchasing body

**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**

Video Consultation Service — ServiceNow CRM Tool

**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**

The provision of assisting in the delivery of a video consultation service programme as a support function to provide telephone, email and web knowledge support to clinicians as part of the response to the Covid-19 Pandemic in England.

**II.1.6. Information about lots**

This contract is divided into lots: no

### **II.1.7. Total value of the procurement**

Value excluding VAT: 204 892,08 GBP

## **II.2. Description**

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

NUTS code: UK United Kingdom

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

The provision of assisting in the delivery of a video consultation service programme as a support function to provide telephone, email and web knowledge support to clinicians as part of the response to the Covid-19 Pandemic in England.

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

Quality criterion - Name: Quality / Weighting: 100

Quality criterion - Name: Price / Weighting: 0

Price - Weighting: 0

### **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

### **II.2.14. Additional information**

## **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 Official Journal of the European Union in the cases listed below

- Extreme urgency brought about by events unforeseeable for the contracting authority and in accordance with the strict conditions stated in the directive

Explanation:

In view of the extreme urgency, NHS England did not have time to conduct a procurement procedure for the CRM Tool to support the response to the Covid Pandemic in accordance with the timescales set out in the Public Contracts Regulations 2015.

#### **IV.1.3. Information about a framework agreement or a dynamic purchasing system**

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

The procurement is covered by the Government Procurement Agreement: no

### **IV.2. Administrative information**

#### **IV.2.8. Information about termination of dynamic purchasing system**

#### **IV.2.9. Information about termination of call for competition in the form of a prior information notice**

## Section V: Award of contract

---

**Contract No:** Video Consultation Service – ServiceNow CRM Tool

A contract/lot is awarded: yes

### V.2. Award of contract

#### V.2.1. Date of conclusion of the contract

30/06/2020

#### 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

Official name: Softcat

National registration number: 02174990

Postal address: Solar House, Fieldhouse Lane

Town: Marlow

NUTS code: UK United Kingdom

Postal code: SL7 1LW

Country: United Kingdom

The contractor is an SME: yes

#### V.2.4. Information on value of the contract/lot

Total value of the contract/lot: 204 892,08 GBP

#### V.2.5. Information about subcontracting

## Section VI: Complementary information

---

### VI.3. Additional information

### VI.4. Procedures for review

#### VI.4.1. Review body

Official name: High Court of England and Wales

Town: London

Country: United Kingdom

#### VI.5. Date of dispatch of this notice

24/09/2020