



European Union

Publication of Supplement to the Official Journal of the European Union

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## Contract award notice

(Directive 2004/18/EC)

### Section I: Contracting authority

#### I.1) Name, addresses and contact point(s):

Official name: [National Health Service Commissioning](#) National ID: *(if known)*

Postal address: [Quarry House](#)

Town: [Leeds](#)

Postal code: [LS2 7PD](#)

Country: [United Kingdom \(UK\)](#)

Contact point(s):

Telephone: [+44 1912754205](#)

For the attention of: [Andrew McLean](#)

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

Fax:

**Internet address(es):** *(if applicable)*

General address of the contracting authority: *(URL)* <http://www.england.nhs.uk>

Address of the buyer profile: *(URL)*

Electronic access to documents: *(URL)*

Electronic submission of candidatures and requests to participate: *(URL)*

#### I.2) Type of the contracting authority

- ☐ Ministry or any other national or federal authority, including their regional or local sub-divisions
- ☐ National or federal agency/office
- ☒ Regional or local authority
- ☐ Regional or local agency/office
- ☐ Body governed by public law
- ☐ European institution/agency or international organisation
- ☐ Other: *(please specify)*

#### I.3) Main activity

- ☐ General public services
- ☐ Defence
- ☐ Public order and safety
- ☐ Environment
- ☐ Economic and financial affairs
- ☒ Health
- ☐ Housing and community amenities
- ☐ Social protection
- ☐ Recreation, culture and religion
- ☐ Education

☐ Other: *(please specify)*

**I.4) Contract award on behalf of other contracting authorities**

The contracting authority is purchasing on behalf of other contracting authorities:

☒ yes ☐ no

*information on those contracting authorities can be provided in Annex A*

## Section II: Object of the contract

### II.1) Description

#### II.1.1) Title attributed to the contract:

Primary Care Support (PCS) Services

#### II.1.2) Type of contract and location of works, place of delivery or of performance:

(choose one category only – works, supplies or services – which corresponds most to the specific object of your contract or purchase(s))

- | <input type="radio"/> Works   | <input type="radio"/> Supplies               | <input checked="" type="radio"/> Services   |
|---|--|---|
| <input type="checkbox"/> Execution  | <input type="radio"/> Purchase               | Service category No: <b>25</b>  |
| <input type="checkbox"/> Design and execution   | <input type="radio"/> Lease                  | Please see Annex C1 for service categories  |
| <input type="checkbox"/> Realisation, by whatever means of work, corresponding to the requirements specified by the contracting authorities | <input type="radio"/> Rental                 | In case of contracts for service categories 17 to 27 – see Annex C1 – do you agree to the publication of this notice? |
|   | <input type="radio"/> Hire purchase          | <input checked="" type="radio"/> yes  |
|   | <input type="radio"/> A combination of these | <input type="radio"/> no  |

Main site or location of works, place of delivery or of performance :

: Various locations throughout England and potentially other parts of the UK — Northern Ireland, Wales, Scotland, the Isle of Man, Guernsey and Jersey.

NUTS code:

#### II.1.3) Information about a framework agreement or a dynamic purchasing system (DPS)

- ☒ The notice involves the establishment of a framework agreement
- ☐ The notice involves contract(s) based on a dynamic purchasing system (DPS)

#### II.1.4) Short description of the contract or purchase(s):

The Authority has procured a service provider to take responsibility for the delivery of certain support services for primary care contractors and other healthcare commissioners. Some of these services were provided by NHS England across England. Other parts of the UK — Northern Ireland, Wales, Scotland, as well as the Isle of Man, Guernsey and Jersey are within the scope of this procurement also.

The services within the scope of this procurement currently include:

1. Administering payments to primary care contractors, related administration, data quality work and pensions administration;
2. Management of medical records including transfers and related courier and storage arrangements;
3. Probity, assurance and counter fraud activities in respect of primary care services;
4. Management of lists confirming the eligibility of primary care contractors to provide services;
5. Support services for screening activities (including breast screening and cervical cancer screening), for example, call and recall letters and results letters; and
6. other related and/or incidental and/or value-added services (not currently forming part of the service provided).

The service provider takes on delivery of certain services currently provided by NHS England and then will drive through a transformation plan to enhance service quality and value for money, developing an evolving catalogue of services to reflect the Authority's requirements.

The framework agreement is for the potential use/benefit of any of the participating bodies referred to in section VI.3 (Additional Information), and there may be initial requirements and an evolving catalogue for those participating bodies as well.

## II.1.5) Common procurement vocabulary (CPV)

	Main vocabulary	Supplementary vocabulary (if applicable)
Main object	85100000	
Additional object(s)	48814000	
	48490000	
	79212400	
	48444100	
	79212100	
	79000000	
	48814200	
	48440000	
	85160000	
	75100000	
	48430000	
	48443000	
	72212490	
	85140000	
	48444000	
	48000000	
	85130000	
	79600000	
	72212440	
	72212443	
	72212445	
	85121000	
	79400000	
	48180000	
	85120000	
	79810000	
	64100000	
	79130000	
	72222300	
	79200000	
	72000000	
	79132000	
	79800000	
	72318000	
	72212450	
	72510000	
	48445000	
	72300000	
	72212451	
	72330000	
	79418000	
	66520000	

	Main vocabulary	Supplementary vocabulary (if applicable)
	72317000	
	72250000	
	75130000	
	79999200	
	79211200	
	79999100	
	66170000	
	75131100	
	79500000	
	72320000	
	79991000	
	72321000	
	48900000	
	79630000	
	75112000	
	79414000	
	79994000	
	79995200	
	79211000	
	48812000	
	72316000	
	72512000	
	79220000	
	72319000	
	64000000	
	48400000	
	85300000	
	72310000	
	79995100	
	66172000	
	79211110	
	79211120	
	72322000	
	48814400	
	75122000	
	79990000	
	72312000	

#### II.1.6) Information about Government Procurement Agreement (GPA)

The contract is covered by the Government Procurement Agreement (GPA): ☒ yes ☐ no

#### II.2) Total final value of contract(s):

##### II.2.1) Total final value of contract(s):

	Excluding VAT	Including VAT	VAT rate (%)
Value: 1000000000.00 Currency: GBP or:	<input checked="" type="radio"/>	<input type="radio"/>	at

Lowest offer:	and	○	○	at
highest offer:				
Currency:				
taken into consideration				

## Section IV: Procedure

### IV.1) Type of procedure

#### IV.1.1) Type of procedure

- ☐ Open
- ☐ Restricted
- ☐ Accelerated restricted
- ☐ Competitive dialogue
- ☒ Negotiated with a call for competition
- ☐ Accelerated negotiated
- ☐ Negotiated without a call for competition
- ☐ Award of a contract without prior publication of a contract notice in the Official Journal of the European Union (in the cases listed in Section 2 of Annex D1)
- Justification for the award of the contract without prior publication of a contract notice in the Official Journal of the European Union (OJEU): please complete Annex D1

### IV.2) Award criteria

#### IV.2.1) Award criteria

- ☐ Lowest price
- or
- ☒ The most economically advantageous tender in terms of

Criteria	Weighting
1 . Clarity of Commercial Model	20
2 . Quality of Service	20
3 . Legal Review	20

#### IV.2.2) Information about electronic auction

An electronic auction has been used ☐ yes ☒ no

### IV.3) Administrative information

#### IV.3.1) File reference number attributed by the contracting authority: (if applicable)

#### IV.3.2) Previous publication(s) concerning the same contract:

- ☒ yes ☐ no
- (if yes, please fill in the appropriate boxes)
- ☒ Prior information notice ☐ Notice on a buyer profile
- Notice number in the OJEU: 2014/S 184-324831 of: 25/09/2014 (dd/mm/yyyy)
- ☒ Contract notice ☐ Simplified contract notice on a dynamic purchasing system
- Notice number in the OJEU: 2014/S 220-389139 of: 14/11/2014 (dd/mm/yyyy)
- ☐ Voluntary ex ante transparency notice
- Notice number in the OJEU: of: (dd/mm/yyyy)
- ☐ Other previous publications (if applicable)
- Notice number in the OJEU: of: (dd/mm/yyyy)

## Section V: Award of contract

Contract No:              Lot No:              Lot title:

### V.1) Date of contract award decision:

[11/08/2015](#) (dd/mm/yyyy)

### V.2) Information about offers:

Number of offers received: [3](#)

Number of offers received by electronic means: [3](#)

### V.3) Name and address of economic operator in favour of whom the contract award decision has been taken

Official name: [Capita Business Services Ltd](#)

Postal address: [71 Victoria Street, Westminster](#)

Town: [London](#)

Postal code: [SW1H 0XA](#)

Country: [United Kingdom \(UK\)](#)

Telephone: [+44 02077991525](#)

E-mail:

Fax:

Internet address: (URL) <http://www.capita.co.uk>

### V.4) Information on value of contract (give figures only)

	Excluding VAT	Including VAT	VAT rate (%)
Initial estimated total value of the contract (if applicable) Value: <a href="#">1000000000.00</a> Currency: <a href="#">GBP</a>	<input type="radio"/>	<input type="radio"/>	at
Total final value of the contract Value: Currency: or:	<input type="radio"/>	<input type="radio"/>	at
Lowest offer:              and highest offer: Currency: taken into consideration	<input type="radio"/>	<input type="radio"/>	at

If annual or monthly value: (please give)

Number of years:              or Number of months:

### V.5) Information about subcontracting

The contract is likely to be sub-contracted    ☒ yes    ☐ no

(if yes, give figures only) Value or proportion of the contract likely to be sub-contracted to third parties:

Value excluding VAT:              ☒ Not known:

Currency:              Proportion              %

Short description of the value/proportion of the contract to be sub-contracted : (if known)

----- (Use this section as many times as needed) -----



## Section VI: Complementary information

### VI.1) Information about European Union funds:

The contract is related to a project and/or programme financed by European Union funds ☐ yes ☒ no  
(if yes) Reference to project(s) and/or programme(s):

### VI.2) Additional information: *(if applicable)*

Additional addresses and contact points - Address of the other contracting authority on behalf of which the contracting authority is purchasing (Annex A)

A list of potential participating bodies is set out below together with the relevant websites where further information can be obtained:

- Scottish NHS Bodies

<http://www.scotland.gov.uk/Topics/Health/NHS-Workforce/NHS-Boards>

- NHS Wales

<http://www.wales.nhs.uk/ourservices/directory>

- Health and Social care in Northern Ireland

<http://www.hscni.net/index.php?link=hospitals>

<http://www.hscni.net/index.php?link=boards>

<http://www.hscni.net/index.php?link=agencies>

<http://www.hscni.net/index.php?link=councils>

Other parts of the UK:

- Isle of Man - <http://www.gov.im/categories/health-and-wellbeing/>

- States of Guernsey - <http://www.gov.gg/healthandwellbeing>

- States of Jersey - <http://www.gov.je/Health/Pages/default.aspx>

- Primary care practitioners registered with the following Councils

- General Medical Council - <http://www.gmc-uk.org/doctors/register/LRMP.asp>

- General Optical Council - <https://optical.org/en/utilities/online-registers.cfm>

- General Dental Council - <http://www.gdc-uk.org/Pages/SearchRegisters.aspx>

- General Pharmaceutical Council - <https://www.pharmacyregulation.org/>

### VI.3) Procedures for appeal

#### VI.3.1) Body responsible for appeal procedures

Official name [National Health Service Commissioning Board \(known as NHS England\)](#)

Postal address

[Quarry House](#)

Town [Leeds](#)

Postal code [LS2 7PD](#)

Country [United Kingdom \(UK\)](#)

Telephone [+44 1912754205](#)

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

Fax

Internet address URL

#### Body responsible for mediation procedures *(if applicable)*

Official name

Postal address

Town

Postal code

Country

Telephone

E-mail

Fax

Internet address *URL*

**VI.3.2) Lodging of appeals** *(please fill in heading VI.3.2 or, if need be, heading VI.3.3)*

Precise information on deadline(s) for lodging appeals

The Authority will incorporate a minimum 10 calendar day standstill period at the point information on the award of a contract is communicated to tenderers. Applicants who are unsuccessful shall be informed by the Authority as soon as possible after the decision has been made as to the reasons why the Applicant was unsuccessful. If an appeal regarding the award of the contract has not been successfully resolved, the Public Contracts Regulations 2006 (SI 2006 No. 5) provide for aggrieved parties who have been harmed or are at risk of harm by breach of the rules to take action in the High Court (England, Wales, and Northern Ireland). Any such action must generally be brought within 30 days. If a declaration of ineffectiveness is sought, any such action must be brought within 30 days where the Authority has communicated the award of the contract and a summary of reasons to tenderers, or otherwise within 6 months of the contract being entered into. Where a contract has not been entered into, the Court may order the setting aside of the award decision or order the Authority to amend any document and may award damages. If the contract has been entered into the Court may, depending on the circumstances, award damages, make a declaration of ineffectiveness, order the Authority to pay a fine, and/or order that the duration of the contract be shortened. The purpose of the standstill period referred to above is to allow the parties to apply to the Courts to set aside the award decision before the contract is entered into.

**VI.3.3) Service from which information about the lodging of appeals may be obtained**

Official name [National Health Service Commissioning Board \(known as NHS England\)](#)

Postal address

[Quarry House](#)

Town [Leeds](#)

Postal code [LS2 7PD](#)

Country [United Kingdom \(UK\)](#)

Telephone [+44 1912754205](#)

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

Fax

Internet address URL <http://www.england.nhs.uk>

**VI.4) Date of dispatch of this notice:**

[15/09/2015](#) (dd/mm/yyyy) - ID:2015-122987

## Annex A

### Additional addresses and contact points

**I.1) Address of the other contracting authority on behalf of which the contracting authority is purchasing:**

Official name: [See VI.2](#) National ID: *(if known)*  
Postal address: [See VI.2](#)  
Town: [See VI.2](#) Postal code: Country: [United Kingdom \(UK\)](#)

**I.2) Address of the other contracting authority on behalf of which the contracting authority is purchasing:**

Official name: [See VI.2](#) National ID: *(if known)*  
Postal address: [See VI.2](#)  
Town: [See VI.2](#) Postal code: Country: [United Kingdom \(UK\)](#)

**I.3) Address of the other contracting authority on behalf of which the contracting authority is purchasing:**

Official name: [See VI.2](#) National ID: *(if known)*  
Postal address: [See VI.2](#)  
Town: [See VI.2](#) Postal code: Country: [United Kingdom \(UK\)](#)

**I.4) Address of the other contracting authority on behalf of which the contracting authority is purchasing:**

Official name: [See VI.2](#) National ID: *(if known)*  
Postal address: [See VI.2](#)  
Town: [See VI.2](#) Postal code: Country: [United Kingdom \(UK\)](#)

**I.5) Address of the other contracting authority on behalf of which the contracting authority is purchasing:**

Official name: [See VI.2](#) National ID: *(if known)*  
Postal address: [See VI.2](#)  
Town: [See VI.2](#) Postal code: Country: [United Kingdom \(UK\)](#)

**I.6) Address of the other contracting authority on behalf of which the contracting authority is purchasing:**

Official name: [See VI.2](#) National ID: *(if known)*  
Postal address: [See VI.2](#)  
Town: [See VI.2](#) Postal code: Country: [United Kingdom \(UK\)](#)

**I.7) Address of the other contracting authority on behalf of which the contracting authority is purchasing:**

Official name: [See VI.2](#) National ID: *(if known)*  
Postal address: [See VI.2](#)  
Town: [See VI.2](#) Postal code: Country: [United Kingdom \(UK\)](#)

**I.8) Address of the other contracting authority on behalf of which the contracting authority is purchasing:**

Official name: [See VI.2](#) National ID: *(if known)*

Postal address: [See VI.2](#)

Town: [See VI.2](#)

Postal code:

Country: [United Kingdom \(UK\)](#)

**I.9) Address of the other contracting authority on behalf of which the contracting authority is purchasing:**

Official name: [See VI.2](#)

National ID: *(if known)*

Postal address: [See VI.2](#)

Town: [See VI.2](#)

Postal code:

Country: [United Kingdom \(UK\)](#)

**I.10) Address of the other contracting authority on behalf of which the contracting authority is purchasing:**

Official name: [See VI.2](#)

National ID: *(if known)*

Postal address: [See VI.2](#)

Town: [See VI.2](#)

Postal code:

Country: [United Kingdom \(UK\)](#)

----- *(Use this section as many times as needed)* -----

**Annex C1 – General procurement**  
**Service categories referred to in Section II: Object of the contract**  
**Directive 2004/18/EC**

<b>Category No [1]</b>	<b>Subject</b>
1	Maintenance and repair services
2	Land transport services [2], including armoured car services, and courier services, except transport of mail
3	Air transport services of passengers and freight, except transport of mail
4	Transport of mail by land [3] and by air
5	Telecommunications services
6	Financial services: a) Insurances services b) Banking and investment services [4]
7	Computer and related services
8	Research and development services [5]
9	Accounting, auditing and bookkeeping services
10	Market research and public opinion polling services
11	Management consulting services [6] and related services
12	Architectural services; engineering services and integrated engineering services; urban planning and landscape engineering services; related scientific and technical consulting services; technical testing and analysis services
13	Advertising services
14	Building-cleaning services and property management services
15	Publishing and printing services on a fee or contract basis
16	Sewage and refuse disposal services; sanitation and similar services
<b>Category No [7]</b>	<b>Subject</b>
17	Hotel and restaurant services
18	Rail transport services
19	Water transport services
20	Supporting and auxiliary transport services
21	Legal services
22	Personnel placement and supply services [8]
23	Investigation and security services, except armoured car services
24	Education and vocational education services
25	Health and social services
26	Recreational, cultural and sporting services [9]
27	Other services

1 Service categories within the meaning of Article 20 and Annex IIA to Directive 2004/18/EC.

2 Except for rail transport services covered by category 18.

3 Except for rail transport services covered by category 18.

4 Except financial services in connection with the issue, sale, purchase or transfer of securities or other financial instruments, and central bank services. The following are also excluded: services involving the acquisition or rental, by whatever financial means, of land, existing buildings or other immovable property or concerning rights thereon. However, financial service contracts concluded at the same time as, before or after the contract of acquisition or rental, in whatever form, shall be subject to the Directive.

- 5 Except research and development services other than those where the benefits accrue exclusively to the contracting authority for its use in the conduct of its own affairs on condition that the service provided is wholly remunerated by the contracting authority.
- 6 Except arbitration and conciliation services.
- 7 Service categories within the meaning of Article 21 and Annex IIB of Directive 2004/18/EC.
- 8 Except employment contracts.
- 9 Except contracts for the acquisition, development, production or co-production of program material by broadcasters and contracts for broadcasting time.

**Annex D1 – General procurement**  
**Justification for the award of the contract without prior publication of**  
**a contract notice in the Official Journal of the European Union (OJEU)**  
**Directive 2004/18/EC**

Please provide hereunder a justification for the award of the contract without prior publication of a contract notice in the Official Journal of the European Union. This justification must comply with the requirements of Directive 2004/18/EC.

(In terms of Directive 89/665/EEC on Remedies, the time-limit for application for review referred to in the first indent of Article 2f(1)(a) of this Directive can be reduced if the notice contains a justification of the contracting authority's decision to award the contract without prior publication of a contract notice in the Official Journal of the European Union. In order to benefit from this reduced time-limit, please tick the relevant box(es) and provide the additional information below.)

**1) Justification for the choice of the negotiated procedure without prior publication of a contract notice in the OJEU in accordance with Directive 2004/18/EC**

No tenders or no suitable tenders in response to:

- ☐ open procedure,
- ☐ restricted procedure.

☐ The products involved are manufactured purely for the purpose of research, experiment, study or development under the conditions stated in the Directive. (for supplies only)

The works/goods/services can be provided only by a particular tenderer for reasons that are:

- ☐ technical,
- ☐ artistic,
- ☐ connected with the protection of exclusive rights.

☐ Extreme urgency brought about by events unforeseeable by the contracting authority and in accordance with the strict conditions stated in the Directive.

☐ Additional works/deliveries/services are ordered under the strict conditions stated in the Directive.

☐ New works/services, constituting a repetition of existing works/services and ordered in accordance with the strict conditions stated in the Directive.

☐ Service contract awarded to the successful candidate or one of them after a design contest.

☐ For supplies quoted and purchased on a commodity market.

For the purchase of supplies on particularly advantageous terms:

- ☐ from a supplier which is definitely winding up its business activities,
- ☐ from the receivers or liquidators of a bankruptcy, an arrangement with creditors or a similar procedure.

☐ All tenders submitted in reply to an open procedure, a restricted procedure or competitive dialogue were irregular or unacceptable. Only those tenderers were included in the negotiations which have satisfied the qualitative selection criteria.

**2) Other justification for the award of the contract without prior publication of a contract notice in the OJEU**

- ☐ The contract has as its object services listed in Annex II B to the Directive.
- ☐ The contract falls outside the scope of application of the Directive.

In order to benefit from the reduced time-limit referred to above, in addition to the box(es) to be ticked above, please explain in a clear and comprehensive manner why the award of the contract without prior publication of a contract notice in the Official Journal of the European Union is lawful, by stating in any case the relevant facts and, as appropriate, the conclusions of law in accordance with Directive 2004/18/EC: (500 words maximum)