

## Report – Finance Committee

### Pan-London Sexual Health eService (SHL.UK)

*To be presented on Friday, 12<sup>th</sup> December 2025*

*To the Right Honourable The Lady Mayor, Aldermen and Commons  
of the City of London in Common Council assembled.*

#### **SUMMARY**

Your Finance Committee recommends the award of a five-year contract, with the option to extend for up to a further 48 months of the Pan London Sexual Health Programme eService (SHL.UK)

The existing SHL.UK service is a public health success story: by providing a discreet, convenient, and cost-effective online platform, we have broken down barriers to care, reaching more residents than ever before. This service ensures that everyone, regardless of their circumstances, can get the support they need from the privacy of their own home. The existing service contract expires in August 2026 and so a second iteration of SHL.UK is required to replace it.

This recommendation is made following the approval of City Corporation continuing to act as the Lead Authority and accountable body for the procurement of a new Pan-London Sexual Health E-services contract and the host of the programme management service under an inter-authority agreement, which provides for the commissioning of “open access” sexual health services across London.

Court approval is required as the estimated contract value exceeds £4,000,000 as per Section 16.2 of the Procurement Code Part One. The estimated contract value is £235 million over 9 years, with annual costs rising from £22 million to £29 million.

For the avoidance of doubt, The City of London Corporation only pays for the use of the service by its own residents. City workers who do not reside in a participating authority are not eligible to use the service.

The service is funded by The Public Health Grant, and as such does not require funding by the City of London.

#### **RECOMMENDATION**

That Members endorse the award of a five-year contract, with the option to extend for up to a further 48 months of the Pan London Sexual Health Programme eService (SHL.UK).

## MAIN REPORT

### Background

1. London's Sexual Health E-Service is part of the Pan London Sexual Health Programme (LSHP) which aims "to manage and deliver an efficient virtual service as part of a wider healthcare system that responds effectively to the sexual and reproductive health needs of London's residents."
2. In 2017, 30 London local health authorities, including The City of London Corporation acting in that capacity, agreed to collaborate to deliver these sexual health services under an Inter-Authority Agreement (IAA) dated 16th May 2017, with The City of London Corporation also agreeing to be appointed as the Lead Authority, being the accountable body responsible for hosting the programme management service and procuring the E-service.
3. The contract for the provision of the E-Service, valued at over £200m, was awarded by The City of London Corporation on 15 August 2017, for a minimum 5-year term with options to extend it by a maximum of 4 years. The contract was extended for a further 3-years extension in 2022, and then a final 1-year extension was applied, taking the contract end date to 14 August 2026.
4. The current E-Service is provided by Preventx Ltd who sub-contract with Chelsea and Westminster NHS Trust and Lloyds Online Doctor for clinical leadership, patient care and the supply of medical treatments.
5. It provides online assessment for sexual health testing services by post with remote treatment for chlamydia. The E-Service is partnered with London's NHS Trusts who provide ongoing care to E-Service users as required. It provides contraception to residents of 16 authorities, who have called off this optional service line.
6. The E-Service has performed well against the key performance indicators; the supplier has been responsive to evolving needs and service user feedback is consistently positive. When compared with providing similar care pathways in a traditional clinic setting, the E-Service provides value for money to the participating Authorities and convenience for their residents.
7. A small Programme team, the London Sexual Health Programme Team (LSHP) hosted by the Directorate of Community and Children's Services within The City of London Corporation, manages the E-Service contract on behalf of 30 participating authorities under the Inter Authority Agreement (IAA). The arrangements provide for the costs of the hosting to be met by the participating authorities as well as for recharging each of the local authorities for their residents' usage in a timely manner so that liquidity risk is managed for The City of London Corporation as the accountable body.
8. An E-Service Management Board (ESMB), comprising of representatives from each participating Authority, provides strategic oversight for the contract and

makes recommendations to The City of London Corporation when variations, including extensions, to the contract are needed.

9. All authorities that participate in the London Sexual Health Programme have entered into a separate Programme Memorandum of Understanding (MOU) with The City of London Corporation which established the remit and governance structure of the LSHP. The authorities who wish to participate in the new contract will be required to enter into a further MoU, titled IAA and a Partnering Agreement when The City of London Corporation enters into the contract with the appointed supplier.

## **Current Position**

10. The 30 participating Authorities have recommended to The City of London Corporation, via the E-Services Management Board (ESMB), that the current E-Services contract is reproced and to go live on 15 August 2026.
11. Tender documentation was published in June 2025, to ensure there was adequate time for the delivery of a comprehensive competitive procurement process by The City of London Corporation as Lead Authority, allowing all participating Authorities to obtain their own authorisations throughout the process, and to participate in the subsequent service contract awarded by The City of London Corporation. The competitive procurement (including legal advice) has been funded by all the participating authorities.
12. The tender process was undertaken via The Health Care Services (Provider Selection Regime) Regulations 2023 – Competitive Process and was launched on 4<sup>th</sup> July 2025. Three tender submissions were received.
13. Bidders were asked to answer 10 technical/quality questions and provide a commercial response as part of their bid response. For their commercial response, bidders were also required to price on a unit cost basis.
14. They were provided with anticipated volumes for each product/service line for each authority that had signed an MOU with The City of London Corporation confirming their participation in the procurement.
15. The tender evaluation panel consisted of 19 people who independently reviewed the relevant areas of each bid against the predetermined criteria. The panel comprised of:
  - the Chair of the London Sexual Health Programme's Strategic Board, who is also the Director of Public Health for the London Borough of Lambeth,
  - two Independent Clinical Advisors to the London Sexual Health Programme, who work outside of London
  - Directors of Public Health and Public Health Consultants from Authorities that participate in the current contract
  - Assistant Directors responsible for commissioning Public Health Services from Authorities that participate in the current contract
  - Service Users with Lived Experience and/or their advocates

16. Once the independent evaluations were completed by evaluators, a moderation process was co-ordinated by The City of London Corporation Commercial Service. The purpose of the moderation was to ensure a consistent approach was taken and that a fair and transparent outcome (including both moderated scores and moderated comments) was achieved prior to the award recommendation.

17. The tender evaluation panel was joined by the Chief Officer for the London Borough of Havering, and Chair of the Programme's Procurement Oversight Group to conduct moderation meetings on 18<sup>th</sup> and 19<sup>th</sup> September 2025, overseen by a City of London Corporation Commercial Service representative.

18. Interviews were then conducted with each economic operator. The evaluator panel for this included the Chair of the London Sexual Health Programme's Strategic Board (LB Lambeth), the Independent Clinical Advisor to the London Programme and the Programme's Lead for Equity, Equality, Diversity & Inclusion. The Director of Sexual Health (DCCS) was in attendance to answer any questions bidders may have but did not evaluate. The interviews were overseen by a City Commercial Services representative, who also subsequently facilitated the moderation of the interview panel's individual scores.

19. The results of the technical evaluation (scored out of 60%) were as follows:

	<b>Bidder A</b>	<b>Bidder B</b>	<b>Bidder C</b>
<b>Technical</b>	50.2%	46.4%	30.0%

20. The commercial evaluation (scored out of 40%) resulted in the following:

	<b>Bidder A</b>	<b>Bidder B</b>	<b>Bidder C</b>
<b>Commercial</b>	22%	19%	19%

21. The final scores are therefore as follows:

	<b>Bidder A</b>	<b>Bidder B</b>	<b>Bidder C</b>
<b>TOTAL</b>	72.2%	65.4%	49.0%

22. The bidders' Service Costs (Overall and excl. VAT) for the contract duration, including optional extensions, were as follows:

	<b>Bidder A</b>	<b>Bidder B</b>	<b>Bidder C</b>
<b>Overall Costs (9 years)</b>	£156,137,805	£180,700,521	£183,756,996
<b>Commercial score</b>	22%	19%	19%

23. Following the procurement process, the results were reported to your Finance Committee, who then considered two options and associated implications. These being:

- To Award the contract to "Bidder A"; or
- Do not award the eService contract and go back to a clinic only model.

24. Your Committee considered in detail the operational, service and financial implications, including risks and benefits of both options.

## **Proposals**

25. Based on the detail provided, your Committee recommended the approval to award a five-year contract to Bidder A, with the option to extend for up to a further 48 months, to provide Pan London Online Sexual Health Services to residents of authorities who participate in this contract and reimburse The City of London Corporation for the use of this service by their residents.
26. Again, for the avoidance of doubt, The City of London Corporation only pays for the use of the service by its own residents. City workers who do not reside in a participating authority are not eligible to use the service.
27. The service is funded by The Public Health Grant; as such we are not seeking funding from The City of London Corporation.

## **Corporate & Strategic Implications –**

### Strategic implications

28. Having a 99% service user satisfaction rate, the SHL.UK E-Service fully supports The City of London Corporation's outcome of "Providing Excellent Services".
29. The current contract has so far delivered high user satisfaction (99% recommendation rate), award-winning service, and significant testing activity (57% of all testing in London). The service has recently been awarded 'Environmental Sustainability Project of the Year' at the HSJ Partnership Awards 2025 for the recycling and reuse of testing equipment.
30. Performance against KPIs is reviewed with the supplier at quarterly Contract Board and reported to all Authorities at quarterly E-Service Management Board.

### Financial implications

31. The City of London Corporation acting as a trusted broker on behalf of the LSHP is of no cost to The City of London Corporation. The value of the monthly invoices from the existing supplier under the current contract requires enhanced approval processes involving the Chamberlain, Chamberlain's Department, and the Executive Director of Community & Children's Services. The programme team includes a dedicated resource for recharging the participating authorities each month according to their residents' usage. The level of liquidity in the funds under the arrangements is regularly reviewed with the Chamberlain, and any new measures to manage risk for The City of London Corporation as an accountable body are then implemented.

### Resource implications

32. There is already a team in place within The City of London Corporation who manage the SHL.UK service on behalf of the London Boroughs.

### Legal implications

33. There will be a continuation of the existing governing arrangements, including financial commitments; this will include The City of London Corporation as local authority which decisions are for the Health and Wellbeing Board and will be considered separately by that Board should this reports recommendations be supported.

### Risk implications

34. If the mandate is not approved as recommended by the participating Authorities, this would create significant risk of major reputational damage for all participating Authorities and potential adverse publicity for all Authorities, including The City of London Corporation because the activity currently managed through the sexual health E-Service will be transferred back to in-person clinics across London. If this were to occur the LSHP team will have to support participating authorities with a streamlined contingency plan service due to service disruption and financial constraints.
35. The re-procurement of the SHL.UK E-Service has given the Programme's capability to seek a more effective and efficient supplier in a competitive market under the PSR regime. The current pan London Needs Assessment indicates that there are critical changes in resident profiles and trends that require an updated service model and specification.
36. A lack of continuity of service will create a significant rise in financial burden for all participating authorities that has not been accounted for. The LSHP would have to seek advice and guidance from each participating authority finance teams (including The City of London Corporation through its own participation).
37. A disruption in service will have an impact on residents requiring STI and contraception support across the region. This is counter-intuitive to the values and principles of The City of London Corporation's Corporate Plan, specifically Outcome 2: Diverse engaged communities, providing excellent services.

### Equalities implications

38. The Programme has sought external support from the Equalities & Human Rights Commission to ensure Public Sector Equalities Duty compliance. To ensure the Programme remains fully compliant throughout the duration of the Programme an Equity Equalities Diversity & Inclusion Advisory Group (EEDIAG) has been established as part of the existing governance structure to provide advice to the Statutory Board and Clinical Advisory Board on all matters related to the delivery of the Programme. The EEDIAG consists of diverse service user representation to ensure service users' voices are heard and represented on all matters related to the Programme. This Group were consulted on the Equalities Impact Assessment (EQIA) completed by the Programme; the technical questions asked to bidders, and they also took part in the evaluation process.

### Climate implications

39. The following initiatives around climate and responsible procurement are in place currently and will be built upon throughout the new service:

- The existing e-Service as recently won a national environmental award:
- Environmental impact (energy use, managing waste)
- Community benefits (engagement with neighbours, residents & businesses, service user involvement)
- Workforce representation (ethos, culture, mindset)
- Economic outcomes (recruitment of workers from London's diverse communities, local volunteering opportunities)

### Security implications

40. Security has been considered throughout the procurement exercise:

- A DPIA will be completed post contract award, involving the supplier and taking into consideration the solution being offered
- During the procurement process we tested the existing security certification and will continue to monitor this through contract management

### **Conclusion**

41. The City of London Corporation as a Lead Authority (and through its own participation as a local authority) has concluded an exemplary LSHP procurement process, undertaken on behalf of all participating authorities with the re-procurement of the SHL.UK E-Service.

42. By conducting this re-procurement, The City of London Corporation has been provided with the opportunity to continue to enhance its reputation for delivering excellent public services, technological innovation and cost effectiveness.

All of which we submit to the judgement of this Honourable Court.

DATED this 4<sup>th</sup> day of November 2025.

SIGNED on behalf of the Committee.

**Deputy Henry Nicholas Almroth Colthurst**  
Chairman, Finance Committee