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Contract

Provision of 111 Call Handling and Clinical Advisors (Lot 1)

NHS North West London Integrated Care Board

F03: Contract award notice

Notice identifier: 2023/S 000-001200

Procurement identifier (OCID): ocids-h6vhtk-03457f

Published 16 January 2023, 7:20am

Section I: Contracting authority

I.1) Name and addresses

NHS North West London Integrated Care Board

15 Marylebone Rd,

London

NW1 5JD

Contact

NHS North West London Contracts Team

Email

nhsnwl.contracting@nhs.net

Country

United Kingdom

Region code

UKI32 - Westminster

Internet address(es)

Main address

<https://www.nwlondonics.nhs.uk>

Buyer's address

<https://www.nwlondonics.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

Provision of 111 Call Handling and Clinical Advisors (Lot 1)

Reference number

C100486

II.1.2) Main CPV code

- 85100000 - Health services

II.1.3) Type of contract

Services

II.1.4) Short description

NHS North West London Integrated Care Board (NHS NWL ICB) wanted to commission NHS 111 integrated urgent care services and clinical assessment services (CAS).

NHS NWL ICB was looking for a collaborative provider response to deliver this service that will contribute and support an emergent London Regional 111 / IUC Provider Network. The collaborative provider/s would deliver an efficient Regional 111 call networking/ clinical response model.

Following an Early Engagement Notice issued in May 2022, an Open Procedure was run from June to July 2022.

The Procurement was divided into two lots:

- Lot 1: NHS 111 London Regional Call Handling and Clinical Advisors Delivering Services to NWL Patients; and
- Lot 2: Clinical Assessment Service (CAS) for NWL Patients.

Following tender submissions and the evaluation thereof, it was recommended that the contract for Lot 1 be awarded to London Ambulance Service NHS Trust.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Lowest offer: £43,005,936 / Highest offer: £70,499,585 taken into consideration

II.2) Description

II.2.2) Additional CPV code(s)

- 85100000 - Health services
- 75200000 - Provision of services to the community

II.2.3) Place of performance

NUTS codes

- UKI32 - Westminster

II.2.4) Description of the procurement

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Network. The collaborative provider/s would deliver an efficient Regional 111 call networking/ clinical response model.

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- Lot 2: Clinical Assessment Service (CAS) for NWL Patients.

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II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 80.00%

Cost criterion - Name: Price / Weighting: 20.00%

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

Contract term is three (3) years, commencing 17th November 2022 through to 16th November 2025, with a two (2) year extension option.

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

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.2.1) Previous publication concerning this procedure

Notice number: [2022/S 000-016090](#)

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

9 December 2022

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

London Ambulance Services NHS Trust (LAS)

220 Waterloo Road

London

SE1 8SD

Country

United Kingdom

NUTS code

- UKI32 - Westminster

The contractor is an SME

Yes

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

Initial estimated total value of the contract/lot: £70,499,585

Lowest offer: £43,005,936 / Highest offer: £70,499,585 taken into consideration

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

The High Court

The Strand

London

WC2A 2LL

Country

United Kingdom

Internet address

<https://www.judiciary.uk/courts-and-tribunals/high-court/>