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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](mailto: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

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**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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#### **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.

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## **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](#)

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## **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

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## **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/>