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Not applicable

## **PRJ2015 South East London 111 Procurement Update (15.01.2025)**

NHS South East London Integrated Care Board

F14: Notice for changes or additional information

Notice identifier: 2025/S 000-001333

Procurement identifier (OCID): ocids-h6vhtk-048625

Published 15 January 2025, 12:00pm

### **Section I: Contracting authority/entity**

#### **I.1) Name and addresses**

NHS South East London Integrated Care Board

Southwark Council 160 Tooley Street

London

SE1 2QH

#### **Contact**

Kieran James Paterson

#### **Email**

[kieran.james-paterson@nhs.net](mailto:kieran.james-paterson@nhs.net)

#### **Country**

United Kingdom

#### **Region code**

UKI44 - Lewisham and Southwark

**Internet address(es)**

Main address

<https://www.selondonics.org/icb>

Buyer's address

<https://www.selondonics.org/icb>

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**Section II: Object**

**II.1) Scope of the procurement**

**II.1.1) Title**

PRJ2015 South East London 111 Procurement Update (15.01.2025)

**II.1.2) Main CPV code**

- 85100000 - Health services

**II.1.3) Type of contract**

Services

**II.1.4) Short description**

The ICB's current 111 contract comes to an end in March 2026 and the ICB has been working over the last 18 months to develop its future service model for integrated same day urgent care and as part of this service, its proposals for the future provision of 111 services. This includes the separation of the current call handling and clinical assessment aspects of the service, with a proposed SEL wide call handling service and the establishment of borough based integrated delivery units that will provide a clinical assessment service for callers alongside other locally integrated care services.

The planned procurement timetable was for the process to commence in January 2025, with the completion of the procurement process and establishment of the new service by April 2026.

The ICB Board met in December 2024 to review progress in preparing for procurement and to determine next steps. The Board recognised and welcomed the significant development work that had been undertaken and considered that from a planning and

stakeholder engagement perspective the ICB was ready to procure in January 2025.

However, the Board was mindful of the fact that national guidance around the future commissioning and provision of 111 services is due imminently, alongside the development of a new NHS 10 year plan. The Board recognised the importance of ensuring alignment of SEL's plans with the strategic direction and requirements set out nationally. For this reason, the Board determined that that ICB should delay its planned procurement pending receipt of the national guidance to enable a full assessment of requirements to be made by the ICB, thereby ensuring a 111 model for the future that is consistent with expected national outcomes.

The Board will be delaying its procurement for one year to enable national guidance to be released and assessed and any required changes to the ICB's proposals to be made.

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## Section VI. Complementary information

### VI.6) Original notice reference

Notice number: [2024/S 000-023867](#)

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## Section VII. Changes

### VII.1.2) Text to be corrected in the original notice

Section number

II.1.4

Instead of

Text

The South East London Integrated Care Board (SEL ICB) is in the process of designing a new 111 model of care for our residents. Our current 111 Integrated Urgent Care (111 IUC) service contract is due to expire in March 2026. SEL ICB is working to develop a new model that considers other key transformational deliverables across our sector, including:• Fuller Stocktake Report,• Delivery Plan for Recovering Access to General Practice,• Delivery Plan for Recovering Urgent and Emergency Care,• Single Enhanced Access Services, and• Long Term PlanFurther to our first market engagement event in June, we are reaching out to 111 providers and SEL system partners to:• share with you our updated plans for the procurement of a new 111 service for South East London.• receive your feedback on the proposed model, the feasibility of delivering this at a local level, technical requirements and contract terms.The event will be held close to London

Bridge Station between 09:30 and 13:00 on the 15.08.2024, to receive further details please register attendance as instructed below. To register your interest in attending the event please provide your organisation's name and contact details to the Procurement Lead ([kieran.james-paterson@nhs.net](mailto:kieran.james-paterson@nhs.net)), along with the names, job titles, and email addresses of your proposed attendees (as space is limited, please advise of option 1 and option 2 attendees, options 1s will be given a space automatically, option 2s will be contacted if all the places have not been filled by the cut of date and offered a space). This must be completed by midday on the 8th August in order to be able to attend, registrations received after this point will not be guaranteed an invitation to the event.

Read

Text

The ICB's current 111 contract comes to an end in March 2026 and the ICB has been working over the last 18 months to develop its future service model for integrated same day urgent care and as part of this service, its proposals for the future provision of 111 services. This includes the separation of the current call handling and clinical assessment aspects of the service, with a proposed SEL wide call handling service and the establishment of borough based integrated delivery units that will provide a clinical assessment service for callers alongside other locally integrated care services. The planned procurement timetable was for the process to commence in January 2025, with the completion of the procurement process and establishment of the new service by April 2026. The ICB Board met in December 2024 to review progress in preparing for procurement and to determine next steps. The Board recognised and welcomed the significant development work that had been undertaken and considered that from a planning and stakeholder engagement perspective the ICB was ready to procure in January 2025. However, the Board was mindful of the fact that national guidance around the future commissioning and provision of 111 services is due imminently, alongside the development of a new NHS 10 year plan. The Board recognised the importance of ensuring alignment of SEL's plans with the strategic direction and requirements set out nationally. For this reason, the Board determined that that ICB should delay its planned procurement pending receipt of the national guidance to enable a full assessment of requirements to be made by the ICB, thereby ensuring a 111 model for the future that is consistent with expected national outcomes. The Board will be delaying its procurement for one year to enable national guidance to be released and assessed and any required changes to the ICB's proposals to be made.