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Contract

NHS West Yorkshire ICB System Coordination Centre

NHS West Yorkshire Integrated Care Board

F03: Contract award notice

Notice identifier: 2024/S 000-002971

Procurement identifier (OCID): ocids-h6vhtk-03ebd7

Published 29 January 2024, 4:52pm

Section I: Contracting authority

I.1) Name and addresses

NHS West Yorkshire Integrated Care Board

White Rose House, West Parade

Wakefield

WF1 1LT

Email

wycb-kirk.procurement@nhs.net

Country

United Kingdom

Region code

UKE4 - West Yorkshire

Internet address(es)

Main address

<https://www.westyorkshire.icb.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

NHS West Yorkshire ICB System Coordination Centre

Reference number

itt_75

II.1.2) Main CPV code

- 79500000 - Office-support services

II.1.3) Type of contract

Services

II.1.4) Short description

To deliver the Out of Hours element of the West Yorkshire ICB System Coordination Centre from Wednesday 1 November 2023. This would be between the hours of 8.00-18.00 on weekends and bank holidays. At times of exceptional system pressure the out of hours service will be required to flex the hours of operation to 20.00. It would also include support on an ad hoc basis to the ICB On Call team in managing additional system calls relating to Emergency Preparedness Resilience and Response (EPRR) during the same period as required.

II.1.6) Information about lots

This contract is divided into lots: No

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

Value excluding VAT: £525,925

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKE4 - West Yorkshire

II.2.4) Description of the procurement

To deliver the Out of Hours element of the West Yorkshire System Coordination Centre from Wednesday 1 November 2023. This would be between the hours of 8.00-18.00 on weekends and bank holidays. At times of exceptional system pressure the out of hours service will be required to flex the hours of operation to 20.00. It would also include support on an ad hoc basis to the ICB On Call team in managing additional system calls relating to Emergency Preparedness Resilience and Response (EPRR) during the same period as required. The contract will be for 3 years and proposals are sought in the region of £160k per annum with a maximum financial cap of £200k per annum. Bids excess of the financial cap will be disqualified.

The SCC will co-ordinate system response to the emergency care pathway using the OPEL Framework 23/24 alongside local provider and ICS surge policies. This framework contains specified and incremental core actions for the SCC at each OPEL level.

The SCC is responsible for the tactical co-ordination of integrated planned and unplanned interventions across the ICS on key systemic issues that influence patient flow. Key surrogate markers of impact include:

- Supporting ambulance Trust emergency response times to communities.
- Safety of emergency departments (ED) and subsequent capacity to achieve timely ambulance handover and time to treatment (TTT).
- Achieving safe levels of discharge from acute (adult & paediatric), mental health and community providers to meet forecast demand.

SCCs will utilise its unique position within the ICS to support with proactive management of operational pressures and risks, including timely sharing of emerging issues and risk mitigation. The SCC should also utilise historical data trends to risk assess and validate local assurance submissions with regard to planning for events that require specified operational planning.

II.2.5) Award criteria

Quality criterion - Name: Technical / Weighting: 80

Quality criterion - Name: Commercial / Weighting: 20

Price - Weighting: 80

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

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: [2023/S 000-022231](#)

Section V. Award of contract

Contract No

con_3925

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

1 November 2022

V.2.2) Information about tenders

Number of tenders received: 1

Number of tenders received by electronic means: 1

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

North of England Commissioning Support Unit

John Snow House

Durham

DH1 3YG

Country

United Kingdom

NUTS code

- UKE - Yorkshire and the Humber

The contractor is an SME

No

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

Total value of the contract/lot: £525,925

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

The High Court

The Strand

London

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

The High Court

London

Country

United Kingdom