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Contract

The provision of an Integrated Urgent Care Service to NHS Devon Clinical Commissioning Group

NHS Devon Clinical Commissioning Group

F21: Social and other specific services – public contracts

Contract award notice

Notice identifier: 2022/S 000-004971

Procurement identifier (OCID): ocids-h6vhtk-02cd32

Published 22 February 2022, 2:20pm

Section I: Contracting authority

I.1) Name and addresses

NHS Devon Clinical Commissioning Group

County Hall, Topsham Road

Exeter

EX2 4QD

Contact

Garry Mitchell, Deputy Director of Procurement, South, Central and West Commissioning Support Unit

Email

Scwcsu.clinical.procurement@nhs.net

Country

United Kingdom

NUTS code

UKK4 - Devon

Internet address(es)

Main address

<https://devonccg.nhs.uk/>

Buyer's address

<https://in-tendhost.co.uk/scwcsu/aspx/Home>

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

The provision of an Integrated Urgent Care Service to NHS Devon Clinical Commissioning Group

Reference number

WA11777

II.1.2) Main CPV code

- 85100000 - Health services

II.1.3) Type of contract

Services

II.1.4) Short description

NHS Devon CCG (the Commissioner) has awarded the provision of an Integrated Urgent Care Service (IUCS) for Devon.

The contract is for the provision of:

- 111 call handling services (NHS 111)
- Clinical Assessment of 111 calls through the Clinical Assessment Service (CAS)
- Out of Hours GP provision (OOH)

This procurement was carried out by NHS South, Central and West Commissioning Support Unit (SCW) on behalf of the Commissioner.

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: £163,054,012

II.2) Description

II.2.2) Additional CPV code(s)

- 64200000 - Telecommunications services
- 79510000 - Telephone-answering services
- 85312310 - Guidance services

II.2.3) Place of performance

NUTS codes

- UKK4 - Devon

Main site or place of performance

Devon

II.2.4) Description of the procurement

NHS Devon CCG (the Commissioner) has awarded a contract for the provision of an Integrated Urgent Care Service (IUCS) for Devon.

The contract is for the provision of:

- 111 call handling services (NHS 111)
- Clinical Assessment of 111 calls through the Clinical Assessment Service (CAS)
- Out of Hours GP provision (OOH)

The NHS Long Term Plan clearly set out the need to act in redesigning the NHS urgent care 'access point', moving towards a "consult and complete" model.

NHS 111 provides a vital service to help people with urgent care needs to get assessment, clinical advice, and treatment quickly. The service is significantly enhanced by increasing clinical consultation for patients calling 111, so that more patients get the care and advice they need over the phone, and only those who genuinely need to attend A&E or use the ambulance service are advised to do this. All other patients have their issue resolved over the phone if possible, or if not will be directed to appropriate primary care or community services, with an emphasis on strongly supporting patients in self-care.

The core vision for the IUC service in Devon builds upon the success of NHS 111 in simplifying access for patients and increasing the confidence that they, commissioner,

health

professionals and most importantly the public have in services.

The offer is easy access to urgent health care services that is fully integrated with all aspects of the system - through NHS 111. Integration sees urgent care services collaborating to deliver high quality, clinical assessment, advice, and treatment, with shared standards and processes and clear accountability and leadership. The 111 number must become the single telephony access point.

The Clinical Assessment Service (CAS) is central to this, offering patients access to clinicians, both experienced generalists and specialists (such as Dental Nurses, Mental Health Nurses and Palliative Care Nurses). These clinicians will also be available to health professional colleagues who work with patients in the community, such as paramedics and nurses in nursing homes. Primary care out of hours and 111 services have been combined, and multidisciplinary clinicians added to the integrated working model. IUC services will book people into urgent face- to-face appointments where needed.

This process was managed by NHS South, Central and West Commissioning Support Unit (SCW) on behalf of the Commissioner.

II.2.14) Additional information

The services are healthcare services falling within Schedule 3 to the Public Contracts Regulations 2015 ("the Regulations") which are not subject to the full regime of the Regulations, but is instead governed by the "Light Touch Regime" contained within Chapter 3, Section 7 of the Regulations (Regulations 74 to 77).

Section IV. Procedure

IV.1) Description

IV.1.1) Form of procedure

Restricted procedure

IV.1.11) Main features of the award procedure

A Safe, high-quality service that delivers the national specification and performance requirements and meets local patient expectations - 35%

A delivery partner in the strategic transformation of UEC in Devon, a partner in the Devon Integrated Care System - 5%

A resilient set of arrangements able to be responsive to variation in demand - 8%

Excellent clinical governance and assurance processes - 8%

Securing a provider that is innovative, embracing technical changes - 8%

Provider commitment to maximising the opportunities and benefits of an IUCS - 3%

Focused on reducing inequalities in access and outcomes - 3%

Social Value - 10%

Delivering value for money and adding value to the system - 20%

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2021/S 000-017860](#)

Section V. Award of contract

Title

The provision of an Integrated Urgent Care Service to NHS Devon Clinical Commissioning Group

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

18 February 2022

V.2.2) Information about tenders

Number of tenders received: 4

Number of tenders received from SMEs: 0

Number of tenders received by electronic means: 4

V.2.3) Name and address of the contractor

Practice Plus Group Urgent Care Limited

Hawker House, 5-6 Napier Court, Napier Road,

Reading

RG1 8BW

Telephone

+44 3339992570

Country

United Kingdom

NUTS code

- UKJ1 - Berkshire, Buckinghamshire and Oxfordshire

Internet address

<https://practiceplusgroup.com/>

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

Initial estimated total value of the contract/lot: £167,000,000

Total value of the contract/lot: £163,054,012

Section VI. Complementary information

VI.3) Additional information

The total value of contract includes the 3 year extension period. The 3 year extension will not necessarily be taken up. Any decision on extension will be taken at the appropriate time.

The services are healthcare services falling within Schedule 3 to the Public Contracts Regulations 2015 ("the Regulations") which are not subject to the full regime of the Regulations, but is instead governed by the "Light Touch Regime" contained within Chapter

3, Section 7 of the Regulations (Regulations 74 to 77).

The tendering process was conducted in accordance with the requirements and flexibilities provided by Articles 74 to 76 of the Directive, and Regulations 74 to 76 of the Regulations. The Authority ran a transparent tender process, treating all Bidders equally.

For the avoidance of doubt, the Authority was not bound by the Regulations or any other regulations or legislation except for the specific parts or circumstances that apply to the procurement of these Services.

Neither the inclusion of a Bidder selection stage, nor the use of any language or terms found in the Directive or Regulations, nor the description of the procedure voluntarily adopted by

the Authority ("Open", "Restricted", "Competitive Procedure with Negotiation", "Competitive Dialogue" or any other description), nor any other indication, shall be taken to mean that the Authority intends to hold itself bound by the Directive or Regulations, save by the provisions applicable to services coming within the scope of Annex XIV of the Directive / Schedule 3 of the Regulations.

The Contracting Authority voluntarily observed the award decision notices provisions and 10-day standstill period described in Regulation 86 of the Regulations.

Unsuccessful Bidders received scores and reasons for the decision, including the characteristics and relative advantages of the winning bid and the reasons why the Bidder/application was unsuccessful.

Deadline for lodging of appeals should be in accordance with Regulation 92 of the Regulations

VI.4) Procedures for review

VI.4.1) Review body

High Court of Justice

Royal Courts of Justice, The Strand

London

WC2A 2LL

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

As described in VI.3, deadline for lodging of appeals should be in accordance with Regulation 92 of the 2015 Regulations.