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Contract

Care Coordination Hub

NHS DEVON ICB

F03: Contract award notice

Notice identifier: 2024/S 000-007643

Procurement identifier (OCID): ocids-h6vhtk-044729

Published 11 March 2024, 11:24am

Section I: Contracting authority

I.1) Name and addresses

NHS DEVON ICB

Aperture House

Exeter

EX2 5AZ

Email

d-icb.contracting@nhs.net

Country

United Kingdom

Region code

UKK4 - Devon

NHS Organisation Data Service

15N

Internet address(es)

Main address

<https://devon.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

Care Coordination Hub

Reference number

15N-DAC-24-Medvivo_Hub

II.1.2) Main CPV code

- 85141000 - Services provided by medical personnel

II.1.3) Type of contract

Services

II.1.4) Short description

The Care Co-ordination Hub provides a senior level, multi-disciplinary, clinical consultation service, including the ability to prescribe, which assesses patients' needs and navigates them to the right service, first time. Referrals are received from both the South Western Ambulance Service Trust (SWAST) Stack of 999 calls and from Paramedics on scene, calling for advice and to explore alternatives pathways to the Emergency Department. This provides an opportunity for shared clinical assessment and decision

making between the Hub and the referrer, with the potential for the call to be closed or referred onto existing services in the community if required. There is also an opportunity to link in with, or refer onto, the three Locality Spokes across Devon for patients who have more complex needs, or for an ambulance to be dispatched if required. The staffing model is made up of Advanced Care Practitioners and General Practitioners, all of whom are independent prescribers, working closely with SWAST Specialist Paramedics.

- Operating seven days a week 08.00 - 20.00 covering the whole of Devon.
- Contract £745k (including VAT) from 22 March 2024 - 30 September 2024

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: £620,420

II.2) Description

II.2.2) Additional CPV code(s)

- 79510000 - Telephone-answering services
- 85121100 - General-practitioner services
- 85141000 - Services provided by medical personnel
- 85312310 - Guidance services

II.2.3) Place of performance

NUTS codes

- UKK4 - Devon

II.2.4) Description of the procurement

The Care Co-ordination Hub provides a senior level, multi-disciplinary, clinical consultation service, including the ability to prescribe, which assesses patients' needs and navigates them to the right service, first time. Referrals are received from both the South Western Ambulance Service Trust (SWAST) Stack of 999 calls and from Paramedics on scene, calling for advice and to explore alternatives pathways to the Emergency Department. This provides an opportunity for shared clinical assessment and decision making between the Hub and the referrer, with the potential for the call to be closed or

referred onto existing services in the community if required. There is also an opportunity to link in with, or refer onto, the three Locality Spokes across Devon for patients who have more complex needs, or for an ambulance to be dispatched if required. The staffing model is made up of Advanced Care Practitioners and General Practitioners, all of whom are independent prescribers, working closely with SWAST Specialist Paramedics.

- Operating seven days a week 08.00 - 20.00 covering the whole of Devon.
- Approximate lifetime value of the contract is £745k (including VAT) from 22 March 2024 - 30 September 2024

NHS Devon ICB are intending to award a contract to an existing provider following direct award process C.

II.2.5) Award criteria

Quality criterion - Name: The existing provider is satisfying the original contract and will likely satisfy the proposed contract to a sufficient standard / Weighting: 100

Price - Weighting: As per quality criteria

II.2.11) Information about options

Options: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Award of a contract without prior publication of a call for competition in the cases listed below

- The procurement falls outside the scope of application of the regulations

Explanation:

This is a Provider Selection Regime (PSR) intention to award notice. The awarding of this contract is subject to the Health Care Services (Provider Selection Regime) Regulations 2023. For the avoidance of doubt, the provisions of the Public Contracts Regulations 2015 do not apply to this award. The publication of this notice marks the start of the standstill period. Representations by providers must be made to decision makers by midnight on 21st March 2024 (8 working days following publication of intention to award notice). They should be submitted in writing to d-icb.contracting@nhs.net

This contract has not yet been formally been awarded; this notice serves as an intention to award under the PSR.

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: No

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

28 February 2024

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

Medvivo Group Limited

Fox Talbot House, Greenways Business Park

Chippenham

SN15 1BN

Country

United Kingdom

NUTS code

- UKK1 - Gloucestershire, Wiltshire and Bristol/Bath area

NHS Organisation Data Service

8J296

The contractor is an SME

No

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

Total value of the contract/lot: £620,420

Section VI. Complementary information

VI.3) Additional information

This is a Provider Selection Regime (PSR) intention to award notice. The awarding of this contract is subject to the Health Care Services (Provider Selection Regime) Regulations 2023. For the avoidance of doubt, the provisions of the Public Contracts Regulations 2015 do not apply to this award. The publication of this notice marks the start of the standstill period. Representations by providers must be made to decision makers by midnight on 21st March 2024 (8 working days following publication of intention to award notice). They should be submitted in writing to d-icb.contracting@nhs.net

This contract has not yet been formally been awarded; this notice serves as an intention to award under the PSR.

The award decision makers were: NHS Devon ICB PSR Steering Group

The decision to award was based on the following key criteria:

Quality and Innovation 25%

Value 20%

Integration, collaboration and service sustainability 25%

Improving access, reducing health inequalities and facilitating choice 20%

Social value 10%

The assessment of the provider was based on evidence available through their existing contract with the ICB and supplementary information provided.

Conflicts of interest identified among the project group: 1. The non-conflicted members have assessed the nature and risk of this conflict, and have decided which steps to take to avoid or manage it.

VI.4) Procedures for review

VI.4.1) Review body

NHS Devon ICB

Exeter

Email

d-icb.contracting@nhs.net

Country

United Kingdom