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Planning

NHS 111 Service (Midlands Region) - Market Engagement

NHS Black Country Integrated Care Board
NHS Derby & Derbyshire Integrated Care Board
NHS Coventry and Warwickshire Integrated Care Board
NHS Herefordshire and Worcestershire Integrated Care Board
NHS Birmingham and Solihull Integrated Care Board
NHS Leicester, Leicestershire and Rutland Integrated Care Board
NHS Lincolnshire Integrated Care Board
NHS Northamptonshire Integrated Care Board
NHS Nottingham and Nottinghamshire Integrated Care Board
NHS Staffordshire and Stoke-on-Trent Integrated Care Board
NHS Shropshire and Telford and Wrekin Integrated Care Board

F01: Prior information notice
Prior information only
Notice identifier: 2023/S 000-008108
Procurement identifier (OCID): ocds-h6vhtk-03b497
Published 21 March 2023, 9:16am

Section I: Contracting authority

I.1) Name and addresses

NHS Black Country Integrated Care Board

Civic Centre, St Peter's Square

Wolverhampton

WV1 1SH

Contact

Richard Ward

Email

richard.ward11@nhs.net

Country

United Kingdom

Region code

UKG39 - Wolverhampton

Internet address(es)

Main address

<https://www.blackcountry.icb.nhs.uk/>

Buyer's address

<https://www.blackcountry.icb.nhs.uk/>

I.1) Name and addresses

NHS Derby & Derbyshire Integrated Care Board

Cardinal Square, 10 Nottingham Road

Derby

DE1 3QT

Email

richard.ward11@nhs.net

Country

United Kingdom

Region code

UKF1 - Derbyshire and Nottinghamshire

Internet address(es)

Main address

<https://www.joinedupcarederbyshire.co.uk/derbyshire-integrated-care-board/>

Buyer's address

<https://www.joinedupcarederbyshire.co.uk/derbyshire-integrated-care-board/>

I.1) Name and addresses

NHS Coventry and Warwickshire Integrated Care Board

Westgate House, Market Street

Warwick

CV34 4DE

Email

richard.ward11@nhs.net

Country

United Kingdom

Region code

UKG33 - Coventry

Internet address(es)

Main address

<https://www.happyhealthylives.uk/>

Buyer's address

<https://www.happyhealthylives.uk/>

I.1) Name and addresses

NHS Herefordshire and Worcestershire Integrated Care Board

Isaac Maddox House, Shrub Hill Industrial Estate

Worcester

WR4 9EL

Email

richard.ward11@nhs.net

Country

United Kingdom

Region code

UKG12 - Worcestershire

Internet address(es)

Main address

<https://www.herefordshireandworcestershire.icb.nhs.uk/>

Buyer's address

<https://www.herefordshireandworcestershire.icb.nhs.uk/>

I.1) Name and addresses

NHS Birmingham and Solihull Integrated Care Board

First Floor, Wesleyan, Colmore Circus Queensway

Birmingham

B4 6AR

Email

richard.ward11@nhs.net

Country

United Kingdom

Region code

UKG31 - Birmingham

Internet address(es)

Main address

<https://www.birminghamsolihull.icb.nhs.uk/>

Buyer's address

<https://www.birminghamsolihull.icb.nhs.uk/>

I.1) Name and addresses

NHS Leicester, Leicestershire and Rutland Integrated Care Board

Room G30, Pen Lloyd Building, County Hall Glenfield

Leicester

LE3 8TB

Email

richard.ward11@nhs.net

Country

United Kingdom

Region code

UKF21 - Leicester

Internet address(es)

Main address

<https://www.leicesterleicestershireandrutland.icb.nhs.uk/>

Buyer's address

<https://www.leicesterleicestershireandrutland.icb.nhs.uk/>

I.1) Name and addresses

NHS Lincolnshire Integrated Care Board

Bridge House, The Point Lions Way

Sleaford

NG34 8GG

Email

richard.ward11@nhs.net

Country

United Kingdom

Region code

UKF30 - Lincolnshire

Internet address(es)

Main address

<https://www.lincolnshire.icb.nhs.uk/>

Buyer's address

<https://www.lincolnshire.icb.nhs.uk/>

I.1) Name and addresses

NHS Northamptonshire Integrated Care Board

Francis Crick House, Summerhouse Road, Moulton Park

<https://www.icnorthamptonshire.org.uk/icb/>

NN3 6BF

Email

richard.ward11@nhs.net

Country

United Kingdom

Region code

UKF24 - West Northamptonshire

Internet address(es)

Main address

<https://www.icnorthamptonshire.org.uk/icb/>

Buyer's address

<https://www.icnorthamptonshire.org.uk/icb/>

I.1) Name and addresses

NHS Nottingham and Nottinghamshire Integrated Care Board

Sir John Robinson House, Sir John Robinson Way, Arnold

Nottingham

NG5 6DA

Email

richard.ward11@nhs.net

Country

United Kingdom

Region code

UKF14 - Nottingham

Internet address(es)

Main address

<https://www.notts.icb.nhs.uk/>

Buyer's address

<https://www.notts.icb.nhs.uk/>

I.1) Name and addresses

NHS Staffordshire and Stoke-on-Trent Integrated Care Board

1 Staffordshire Place

Stafford

ST16 2LP

Email

richard.ward11@nhs.net

Country

United Kingdom

Region code

UKG24 - Staffordshire CC

Internet address(es)

Main address

<https://www.staffsstoke.icb.nhs.uk/>

Buyer's address

<https://www.staffsstoke.icb.nhs.uk/>

I.1) Name and addresses

NHS Shropshire and Telford and Wrekin Integrated Care Board

Mytton Oak Road

Shrewsbury

SY3 8XQ

Email

richard.ward11@nhs.net

Country

United Kingdom

Region code

UKG22 - Shropshire CC

Internet address(es)

Main address

<https://www.shropshiretelfordandwrekin.nhs.uk/>

Buyer's address

<https://www.shropshiretelfordandwrekin.nhs.uk/>

I.2) Information about joint procurement

The contract involves joint procurement

In the case of joint procurement involving different countries, state applicable national

procurement law

UK

I.3) Communication

Additional information can be obtained from the above-mentioned address

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

<https://health-family.force.com/s/Welcome>

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 111 Service (Midlands Region) - Market Engagement

II.1.2) Main CPV code

- 85100000 - Health services

II.1.3) Type of contract

Services

II.1.4) Short description

This advert is for market engagement only

NHS Black Country Integrated Care Board and NHS Derby and Derbyshire Integrated Care Board intend to undertake a procurement process for NHS 111 services to cover the West and East Midlands regions (including Staffordshire and Stoke) on behalf of themselves and the following Integrated Care Boards:

NHS Birmingham and Solihull ICB
NHS Coventry and Warwickshire ICB
NHS Herefordshire and Worcestershire ICB
NHS Leicester, Leicestershire and Rutland ICB
NHS Lincolnshire ICB
NHS Northamptonshire ICB
NHS Nottingham and Nottinghamshire ICB
NHS Shropshire and Telford and Wrekin ICB
NHS Staffordshire and Stoke-on-Trent ICB

The Commissioners have published this Prior Information Notice to support market engagement only at this stage.

It is the current intention of the commissioners to procure the service as a single lot and appoint a provider to deliver the service covering the West and East Midlands region.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

Midlands Region

II.2.4) Description of the procurement

NHS111 aims to ensure patients with an urgent clinical need are assessed and referred to an appropriate service, in a timely manner, by providing health advice and onward referral over the telephone and online. The NHS111 service will deliver a safe and patient focused service that promotes quality and reduces health inequalities.

Further objectives of the service will be to:

- Achieve nationally and regionally mandated KPIs and quality measures.
- Expedite patient access to appropriate end point services.
- Deliver good patient experience by providing consistent, safe and efficient clinical assessment at first point of contact.
- Provide onward referral to primary care and all non-emergency department (non-ED) pathways, including ICB commissioned services that can undertake remote triage and onward referral (such as local clinical assessment services (CAS)).
- Nurture a culture of self-help, education and self-management.
- Ensure the Directory of Services (DoS) is maintained in partnership with local systems and used to facilitate timely and appropriate levels of care.
- Ensure early identification of calls that would benefit from access to a clinical adviser.
- Develop and maintain clear pathways of care which ensure safe and optimal transfer of patients' care where additional or specialist care is required.
- Reduce the risk of harm to patients by ensuring patients are referred to the most appropriate service, at the earliest opportunity along the pathway.
- Share real time data with health and social care partners to improve the patient journey, safety of staff, and the efficiency of NHS and Local Authority commissioned services.

It is anticipated that the service will receive circa 5.5m calls per annum, Midlands wide.

The anticipated contract duration will be 5 years with an option to extend for up to a further 2

years.

Providers are invited to attend a market engagement event on the morning of the 20th April 2023, to be held at a venue in central Birmingham. Further details relating to the venue and specific timing of the event will be communicated to registered providers.

In order to register to attend the event, please follow the instructions provided later in this notice. (Section II.2.14). Providers are asked to complete a short questionnaire as part of the registration process.

Please note, this PIN relates to services within scope of Schedule 3 thereto (Social and Other Specific Services). The Commissioners and AGCSU are, therefore, bound only by those parts of the Regulations applying to Schedule 3 services (also known as the "Light Touch Regime").

The commissioners do not bind themselves to commencing or running any public procurement procedure further to, or as a result of, this market engagement.

Any subsequent procurement, if undertaken, will be commenced by way of a separate call for competition via a relevant notice published in Find a Tender.

Any and all information/documents that are made available as part of this engagement exercise is draft and subject to change. All timeframes are indicative and also subject to change.

II.2.14) Additional information

To register to attend the market engagement event and access further details relating to the market engagement please go to the following link/address: "<https://healthfamily.force.com/s/Welcome>", register on the system as appropriate and access project reference C152296 "NHS 111 Service (Midlands Region) - Market Engagement".

Event registration deadline: 17:00 on 14/4/2023.

II.3) Estimated date of publication of contract notice

5 May 2023

Section IV. Procedure

IV.1) Description

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

The procurement is covered by the Government Procurement Agreement: Yes