This is a published notice on the Find a Tender service: <a href="https://www.find-tender.service.gov.uk/Notice/008108-2023">https://www.find-tender.service.gov.uk/Notice/008108-2023</a>

#### **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/

N	Ν	13	6	R	F

#### **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

SY3 8XQ

Shrewsbury

**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://health\_family.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