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Contract

111 Resilience Partner Contract - DHU

London Ambulance Service NHS Trust

F03: Contract award notice

Notice identifier: 2024/S 000-012406

Procurement identifier (OCID): ocids-h6vhtk-0452c9

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Section I: Contracting authority

I.1) Name and addresses

London Ambulance Service NHS Trust

220 Waterloo Road

London

SE1 8SD

Contact

Kitty Whitehead

Email

londamb.Purchasing.Requests@nhs.net

Country

United Kingdom

Region code

UKI - London

Internet address(es)

Main address

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

Buyer's address

<https://www.londonambulance.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

111 Resilience Partner Contract - DHU

II.1.2) Main CPV code

- 85100000 - Health services

II.1.3) Type of contract

Services

II.1.4) Short description

DHU and LAS will work in partnership to support the safe, effective and efficient delivery of the LAS 111 Clinical Assessment Service.

Both providers will work within Integrated Urgent Care (IUC) National guidelines and deliver all services using NHS Pathways systems in accordance with licence regulations.

This contract will provide increased resilience and business continuity for LAS in the provision of 111 IUC, which is operationally efficient, to best serve the interests of the patients across London

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: £6,700,000

II.2) Description

II.2.2) Additional CPV code(s)

- 85100000 - Health services
- 85100000 - Health services

II.2.3) Place of performance

NUTS codes

- UKI - London

II.2.4) Description of the procurement

Provision of service from DHU Healthcare to London Ambulance Service (LAS) include

a. Call Answering -

LAS will divert a maximum of 20% of activity level of LAS 111 London call activity to DHU to support resilience.

The activity diverts will be as follows;
agreed in advance between both parties, pre-planned support
agreed in real time in response to surge/ escalation

DHU will provide fully trained Health Advisors who are able to undertake initial assessment using NHS Pathways based on locally agreed care pathways within agreed KPIs.

Where necessary, clinical advice will be provided, for example where the patient has complex needs and the Health Advisor requires guidance on patient management or where support is required with NHS Pathways selection.

Where necessary Clinical Advisors will be available for patients who have immediate urgent needs, where immediate warm transfer of a call to a clinician is needed i.e. possible patient collapse that the Health Advisor is unable to action. Otherwise, all calls requiring clinical assessment will be transferred to the LAS clinical queue by Interoperability Toolkit messaging.

Using the Directory of Services (DOS) profiled services, Health Advisors and Clinical Advisors will refer to the appropriate services to undertake any onward referral across the Integrated Care System.

Operating hours:

The Provider shall be able to provide a 24/7 service.

Call Process:

- a. Calls will be routed into an agreed Provider number from the relevant NHS 111 service via the regional Patient Relationship Manager (PRM)
- b. Calls will be recorded on DHU telephony and available upon request to LAS for the use of Serious Incident (SI) or complaint investigation.
- c. DHU staff will continue to work on the DHU telephony and Adastra systems but share required data to LAS as specified within the current contract

Resourcing:

- a. Staff must be fully compliant with the NHS 111 standards and pre-employment checks stipulated by London Ambulance NHS Trust on request.
- c. Providers must have relevant policies and procedures in place to maintain the wellbeing of staff
- d. The Provider must record and make available for inspection, on reasonable request by the provider, for all staff working within the provider services:

Intention of award:

London Ambulance Service are intending to award a contract an existing provider following direct award process C under the Provider Selection Regime. Public Contract Regulations 2015 do not apply to this procurement.

Lifetime of contract:

The contract is for 2 years (with a break clause of 6 months).

Award Criteria:

The existing provider is satisfying the original contract and will likely satisfy the proposed contract to a sufficient standard

II.2.5) Award criteria

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

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

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 the relevant authority by Friday 26th April. This contract has not yet 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: Yes

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

10 April 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

DHU Healthcare

No2 Roundhouse Derby

Derby

B79 0ep

Email

reissbond@hotmail.com

Telephone

+44 7741593409

Country

United Kingdom

NUTS code

- UKF1 - Derbyshire and Nottinghamshire

National registration number

Fennel Close

Internet address

<https://dhuhealthcare.com>

The contractor is an SME

No

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

Initial estimated total value of the contract/lot: £6,700,000

Total value of the contract/lot: £6,700,000

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 Friday 26th April. This contract has not yet formally been awarded; this notice serves as an intention to award under the PSR.

The key decision makers within the Integrated Urgent Care department and Procurement have all signed a Conflict of Interest Declaration and no conflicts were identified.

London Ambulance Service (LAS) has used the following key criteria to make the decision to award a new contract to DHU.

Quality and innovation – 25%

Value – 25%

Improving access, reducing health inequalities and facilitating choice – 20%

Integration, collaboration and service sustainability – 20%

Social value – 10%

The most important criteria for this contract are Quality & Innovation and Value and so have each been given 25% weighting. This is in line with the nature of the contract which is to provide up to 10% of call answering support, adhering to the high standards and providing clinical oversight for the LAS and the importance of ensuring Value for money. Due to the nature of the service as a low carbon generator, social value has been reduced to 10%. The remaining criteria are of moderate importance have the weighting set at 20%.

VI.4) Procedures for review

VI.4.1) Review body

London Ambulance Service NHS Trust

220 Waterloo Road

London

SE1 8SD

Country

United Kingdom

Internet address

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