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Contract

## **111 Resilience Partner Contract - HUC**

London Ambulance Service NHS Trust

F03: Contract award notice

Notice identifier: 2024/S 000-012425

Procurement identifier (OCID): ocds-h6vhtk-0452d6

Published 16 April 2024, 5:40pm

### **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](mailto: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

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**Section II: Object**

**II.1) Scope of the procurement**

**II.1.1) Title**

111 Resilience Partner Contract - HUC

**II.1.2) Main CPV code**

- 85100000 - Health services

**II.1.3) Type of contract**

Services

**II.1.4) Short description**

HUC 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: £9,700,000

### **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 HUC to LAS include

- a. Call Answering - receipt of 111 calls for patients covered by either party contracts using NHS Pathways assessment tool and locally agreed pathways by ringfenced staff dedicated to supply the contract
- b. Clinical Assessment - having a dedicated team of clinicians working across clinical queues to support high quality care using NHS Pathways assessment tool and locally agreed pathways
- c. Training – to allow combined training courses and/or sharing of trainers to allow increased access to NHS Pathways training for staff in both organisations.
- d. Service Development – partnership working to increase quality of care and shared learning in relation to a range of service areas i.e. Remote Working, Audit and support in any future development. Any changes to the scope of delivery or costs will be agreed through a variation order and LAS governance processes.

Operating hours

a. The Provider call centre shall be open for calls 24/7, with agreement of timing of service agreed as part of the activity planning process. (Further amendments to the provision shall be discussed by the parties and agreed in writing between the parties).

#### Call Process

- a. Calls will be routed into an agreed Provider number from the relevant NHS 111 service
- b. Call centre staff shall take the specified action as required by the Call Script and Decision Protocol based on the answers received from the caller.
- c. It is required that calls are recorded. The Provider staff shall then follow the outcomes from the Call Script and Decision Protocol.

#### Resourcing

- a. Service Provider staff shall receive induction training from the Provider to familiarise the staff with the Decision Protocol, FAQ list and Call Script
- b. Staff must be fully compliant with the standards and preemployment checks stipulated by London Ambulance NHS Trust on request.
- c. Provider 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:

Verification of Identity – the Provider has collected appropriate evidence to determine that the identity of the individual is genuine and relates to a real person. This area is also concerned with establishing that the individual owns and is rightfully using the identity that they are presenting with.

Right to Work – the Provider is able to demonstrate that it is satisfied that the individual has the right to enter or remain in the United Kingdom, that any leave that has been granted is valid and subsisting and that the individual is allowed to take up employment in the United Kingdom.

Employment History – references covering at least 3 years of recent employment history, ideally 5 years, should be evidenced to ensure the accuracy of any stated employment and to provide reassurance of the individual's integrity.

Disclosure & Barring Service ("DBS") – the Provider must evidence that DBS checks are undertaken for all such individuals in line with the DBS guidelines and/or the relevant Codes of Practice.

#### IG Training / Data Protection

Safeguarding – Call Handling & Direct Patient Contact Role. = Level 2; Clinical staff – Level 3.

Intention of award:

London Ambulance Service are intending to award a contract an existing provider following direct award process C of the Provider Selection Regime.

Lifetime of contract:

2 years (with break clause notice of 6 months). April 2024 - March 2026

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

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## 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

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## 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

Herts Urgent Care

The Old Ambulance Station, Ascots Lane

Welwyn Garden City

AL7 4HL

Telephone

+44 8082609934

Country

United Kingdom

NUTS code

- UKH2 - Bedfordshire and Hertfordshire

Internet address

[www.hucweb.co.uk](http://www.hucweb.co.uk)

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: £9,700,000

Total value of the contract/lot: £9,700,000

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## **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 HUC.

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/>