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Tender

## **NHS 111 Service (Midlands Region) - Invitation to Tender**

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

F02: Contract notice

Notice identifier: 2023/S 000-012999

Procurement identifier (OCID): ocids-h6vhtk-03c6d8

Published 5 May 2023, 3:13pm

### **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](mailto: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 Staffordshire and Stoke-on-Trent Integrated Care Board

1 Staffordshire Place

Stafford

ST16 2LP

**Email**

[richard.ward11@nhs.net](mailto:richard.ward11@nhs.net)

**Country**

United Kingdom

**Region code**

UKG2 - Shropshire and Staffordshire

**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](mailto:richard.ward11@nhs.net)

#### **Country**

United Kingdom

#### **Region code**

UKG2 - Shropshire and Staffordshire

#### **Internet address(es)**

Main address

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

Buyer's address

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

### **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](mailto:richard.ward11@nhs.net)

**Country**

United Kingdom

**Region code**

UKF1 - Derbyshire and Nottinghamshire

**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 Birmingham and Solihull Integrated Care Board

First Floor, Wesleyan, Colmore Circus Queensway

Birmingham

B4 6AR

**Email**

[richard.ward11@nhs.net](mailto:richard.ward11@nhs.net)

**Country**

United Kingdom

**Region code**

UKG3 - West Midlands

**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 Coventry and Warwickshire Integrated Care Board

Westgate House, Market Street

Warwick

CV34 4DE

**Email**

[richard.ward11@nhs.net](mailto:richard.ward11@nhs.net)

**Country**

United Kingdom

**Region code**

UKG - West Midlands (England)

**Internet address(es)**

Main address

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

Buyer's address

<https://www.happyhealthylives.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](mailto: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 Northamptonshire Integrated Care Board

Francis Crick House, Summerhouse Road, Moulton Park

Northampton

NN3 6BF

**Email**

[richard.ward11@nhs.net](mailto: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 Leicester, Leicestershire and Rutland Integrated Care Board

Room G30, Pen Lloyd Building, County Hall Glenfield

Leicester

LE3 8TB

**Email**

[richard.ward11@nhs.net](mailto:richard.ward11@nhs.net)

**Country**

United Kingdom

**Region code**

UKF2 - Leicestershire, Rutland and Northamptonshire

**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](mailto:richard.ward11@nhs.net)

#### **Country**

United Kingdom

#### **Region code**

UKF3 - 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 Herefordshire and Worcestershire Integrated Care Board

Isaac Maddox House, Shrub Hill Industrial Estate

Worcester



WR4 9EL

**Email**

[richard.ward11@nhs.net](mailto:richard.ward11@nhs.net)

**Country**

United Kingdom

**Region code**

UKG1 - Herefordshire, Worcestershire and Warwickshire

**Internet address(es)**

Main address

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

Buyer's address

<https://www.herefordshireandworcestershire.icb.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**

The procurement documents are available for unrestricted and full direct access, free of charge, at

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

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

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

Tenders or requests to participate must be submitted to 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

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## **Section II: Object**

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

#### **II.1.1) Title**

NHS 111 Service (Midlands Region) - Invitation to Tender

#### **II.1.2) Main CPV code**

- 85100000 - Health services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

NHS Black Country Integrated Care Board and NHS Derby and Derbyshire Integrated Care Board are undertaking a procurement process and are inviting suitably qualified and experienced providers to bid 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

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.2) Description**

#### **II.2.2) Additional CPV code(s)**

- 85100000 - Health services

#### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

Main site or place of performance

West and East Midlands regions (including Staffordshire and Stoke)

#### **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.

The contract term will be 5 years with the option to extend for up to a further 2 years.

This Procurement has been advertised in accordance with the requirements of the Public Contracts Regulations 2015 (as amended) (the "Regulations") to the extent that the Regulations relate to services within the scope of Schedule 3 thereto (Social and Other Specific Services). The Commissioner and AGCSU are, therefore, bound only by those parts of the Regulations applying to Schedule 3 services.

#### **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

#### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months

84

This contract is subject to renewal

No

#### **II.2.10) Information about variants**

Variants will be accepted: No

#### **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**

Open procedure

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

The procurement is covered by the Government Procurement Agreement: Yes

### **IV.2) Administrative information**

#### **IV.2.2) Time limit for receipt of tenders or requests to participate**

Date

15 June 2023

Local time

2:00pm

#### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

#### **IV.2.6) Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 6 (from the date stated for receipt of tender)

#### **IV.2.7) Conditions for opening of tenders**

Date

15 June 2023

Local time

2:00pm

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

### **VI.3) Additional information**

To access the eProcurement portal to access relevant documentation relating this opportunity, please follow the instructions below:

1. Go to <https://health-family.force.com/s/Welcome> (and click the link to register (If your organisation has not registered previously)
2. Once registered, login into the system and look for 'Quote/tender C162784 - NHS 111 Services (Midlands) - Invitation to Tender

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

The High Court

The Strand

London

WC2A 2LL

Country

United Kingdom

Internet address

<https://www.judiciary.uk/courts-and-tribunals/high-court/>

#### **VI.4.2) Body responsible for mediation procedures**

The High Court

The Strand

London

WC2A 2LL

Country

United Kingdom

Internet address

<https://www.judiciary.uk/courts-and-tribunals/high-court/>