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Contract

East Midlands Critical Care Transfer Coordination Service (Call Handling)

NHS England - East Midlands Specialised Commissioning

F03: Contract award notice

Notice identifier: 2023/S 000-015110

Procurement identifier (OCID): ocids-h6vhtk-034b57

Published 26 May 2023, 2:09pm

Section I: Contracting authority

I.1) Name and addresses

NHS England - East Midlands Specialised Commissioning

County Hall, Leicester Road, Glenfield

Leicester

LE3 8RA

Contact

Josselin Canevet

Email

josselin.canevet@nhs.net

Country

United Kingdom

Region code

UKF - East Midlands (England)

Internet address(es)

Main address

<https://www.england.nhs.uk/commissioning/spec-services/>

Buyer's address

<https://uk.eu-supply.com/ctm/Company/CompanyInformation/Index/68205>

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

East Midlands Critical Care Transfer Coordination Service (Call Handling)

Reference number

57705

II.1.2) Main CPV code

- 75122000 - Administrative healthcare services

II.1.3) Type of contract

Services

II.1.4) Short description

NHS Arden and Greater East Midlands Commissioning Support Unit (AGCSU), on behalf of NHS England East Midlands Specialised Commissioning (referred to as the

Commissioner), is seeking to commission a suitably qualified and experienced provider to deliver the specialised critical care transport co-ordination service (Call Handling) for the East Midlands Region through the publication of this ITT.

The service provider will receive and coordinate urgent and emergency requests made via telephone and digital routes 24 hours a day, 7 days a week, 365 days a year from specialised service leads who require advice on resuscitation and stabilisation, the sourcing of cots/beds from within and outside the East Midlands region, and/or to facilitate patient transfers to and from general hospitals to specialist treatment centres via the commissioned Ambulance Transport Provider.

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: £1,047,003

II.2) Description

II.2.2) Additional CPV code(s)

- 75122000 - Administrative healthcare services

II.2.3) Place of performance

NUTS codes

- UKF - East Midlands (England)

Main site or place of performance

East Midlands

II.2.4) Description of the procurement

The procurement is to commission a service that is able to receive and coordinate planned, unplanned and repatriation requests via telephone and digital routes for intra-uterine, neonatal (CenTre), paediatric (CoMET), and ECMO (extracorporeal membrane oxygenation) for advice on resuscitation and stabilisation and/or patient transfers and/or repatriations to and from general hospitals to specialist treatment centres. For IUT requests, this service will also undertake bed and cot location services. In essence to help people who need critical care to get the right advice, first time and facilitate their journey.

The service will manage and coordinate requests for advice and/or transfers (via

submission of a digital referral form wherever possible and/or a telephone call) according to processes that will need to be developed, agreed and implemented with the clinical service leads. The service will be delivered 24 hours a day, 7 days a week, 365 days a year. The service will respond to all requests within the Key Performance Indicators.

NHS England East Midlands Specialised Commissioning is the contracting and commissioning authority for this service and wishes to commission centres across England to be delivered as part of a network arrangement.

The ITT documents are available through the EU Supply portal: <https://uk.eu-supply.com/login.asp?B=agcsu>

The reference is 57705 and the closing date for completed ITT responses is midday on Wednesday 9th November 2022.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 67

Quality criterion - Name: Social Value / Weighting: 13

Price - Weighting: 20

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

II.2.14) Additional information

Following the ITT, no bids passed either the pass/fail criteria or the minimum quality threshold and therefore the process was abandoned in accordance with the Regulations. Consequently, the Commissioner intends to award an interim contract to the incumbent provider in accordance with Regulation 32(2)(a) for a period of 18 months to allow for a further procurement process to be undertaken.

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.2.1) Previous publication concerning this procedure

Notice number: [2022/S 000-028235](#)

Section V. Award of contract

Contract No

1

Title

Service provision of East Midlands Specialist Transport Service

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

10 March 2023

V.2.2) Information about tenders

Number of tenders received: 4

Number of tenders received from SMEs: 1

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 4

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

365 Response Ltd

Wakefield

Country

United Kingdom

NUTS code

- UKE - Yorkshire and the Humber

The contractor is an SME

Yes

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

Total value of the contract/lot: £1,047,003

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Arden & GEM Commissioning Support Unit

2nd Floor Cardinal Square, 10 Nottingham Road

Derby

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

Arden & GEM Commissioning Support Unit

2nd Floor Cardinal Square, 10 Nottingham Road

Derby

Country

United Kingdom

VI.4.4) Service from which information about the review procedure may be obtained

Arden & GEM Commissioning Support Unit

2nd Floor Cardinal Square, 10 Nottingham Road

Derby

Country

United Kingdom