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Tender

NECS523 NEAS Third-Party 111 Online and Primary Care Speak To Services CP

North East Ambulance Services NHS Foundation Trust

F02: Contract notice

Notice identifier: 2025/S 000-015641

Procurement identifier (OCID): ocids-h6vhtk-04efb0

Published 16 April 2025, 3:46pm

The closing date and time has been changed to:

27 May 2025, 12:00pm

See the [change notice](#).

Section I: Contracting authority

I.1) Name and addresses

North East Ambulance Services NHS Foundation Trust

Bernicia House

Newcastle upon Tyne

NE15 8NY

Email

necsu.psrprocurement@nhs.net

Country

United Kingdom

Region code

UKC - North East (England)

NHS Organisation Data Service

RX6

Internet address(es)

Main address

<https://www.neas.nhs.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>

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

NECS523 NEAS Third-Party 111 Online and Primary Care Speak To Services CP

Reference number

NECS523

II.1.2) Main CPV code

- 85000000 - Health and social work services

II.1.3) Type of contract

Services

II.1.4) Short description

North of England Commissioning Support (NECS) is a commissioning support service working for and on behalf of The North East Ambulance Service NHS Foundation Trust (NEAS) (the Relevant Authority), who are undertaking a competition to commission a Framework for Third-Party 111 Online and Primary Care Speak To (PCST) Services under NHS Standard Contract.

II.1.6) Information about lots

This contract is divided into lots: Yes

Tenders may be submitted for all lots

II.2) Description

II.2.1) Title

111 Online Services (North East Wide)

Lot No

1

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services

II.2.3) Place of performance

NUTS codes

- UKC - North East (England)

II.2.4) Description of the procurement

North of England Commissioning Support (NECS) is a commissioning support service working for and on behalf of The North East Ambulance Service NHS Foundation Trust (NEAS) (the Relevant Authority), who are undertaking a competition to commission a framework for Third-Party 111 Online and Primary Care Speak To (PCST) Services under NHS Standard Contract.

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

48

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.2.14) Additional information

North of England Commissioning Support (NECS) is a commissioning support service working for and on behalf of The North East Ambulance Service NHS Foundation Trust (NEAS) (the Relevant Authority), who are undertaking a competition to commission a Framework for Third-Party 111 Online and Primary Care Speak To (PCST) Services under NHS Standard Contract.

This is a Provider Selection Regime (PSR) Contract Notice. The awarding of this contract is subject to the Healthcare 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 contract term is for an initial period of 2 years commencing on 01 October 2025, with an option to extend for a further 2 years, at the discretion of the Relevant Authority and subject to satisfactory contractual and financial performance.

The closing date for submission of competition response is by 12 noon on 26 May 2025.

II.2) Description

II.2.1) Title

Primary Care Speak To Dispositions (Northumberland, North Tyneside and Newcastle)

Lot No

2

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services

II.2.3) Place of performance

NUTS codes

- UKC - North East (England)

II.2.4) Description of the procurement

North of England Commissioning Support (NECS) is a commissioning support service working for and on behalf of The North East Ambulance Service NHS Foundation Trust (NEAS) (the Relevant Authority), who are undertaking a competition to commission a framework for Third-Party 111 Online and Primary Care Speak To (PCST) Services under NHS Standard Contract.

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Duration in months

48

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.2.14) Additional information

North of England Commissioning Support (NECS) is a commissioning support service working for and on behalf of The North East Ambulance Service NHS Foundation Trust (NEAS) (the Relevant Authority), who are undertaking a competition to commission a Framework for Third-Party 111 Online and Primary Care Speak To (PCST) Services under NHS Standard Contract.

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The closing date for submission of competition response is by 12 noon on 26 May 2025.

II.2) Description

II.2.1) Title

Primary Care Speak To Dispositions (North Durham, Durham Dales, Easington and Sedgfield Darlington)

Lot No

3

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services

II.2.3) Place of performance

NUTS codes

- UKC - North East (England)

II.2.4) Description of the procurement

North of England Commissioning Support (NECS) is a commissioning support service working for and on behalf of The North East Ambulance Service NHS Foundation Trust (NEAS) (the Relevant Authority), who are undertaking a competition to commission a framework for Third-Party 111 Online and Primary Care Speak To (PCST) Services under NHS Standard Contract.

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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

48

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.2.14) Additional information

North of England Commissioning Support (NECS) is a commissioning support service

working for and on behalf of The North East Ambulance Service NHS Foundation Trust (NEAS) (the Relevant Authority), who are undertaking a competition to commission a Framework for Third-Party 111 Online and Primary Care Speak To (PCST) Services under NHS Standard Contract.

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Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

Framework agreement with several operators

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: [2025/S 000-010401](#)

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

Originally published as:

Date

26 May 2025

Local time

12:00pm

Changed to:

Date

27 May 2025

Local time

12:00pm

See the [change notice](#).

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

English

IV.2.7) Conditions for opening of tenders

Date

26 May 2025

Local time

1:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

The "Transfer of Undertakings (Protection of Employment) Regulations 2006" as amended by the "Collective Redundancies and Transfer of Undertaking (Protection of Employment) (Amendment) Regulation 2014" (TUPE) may apply to this contract. However, Providers are advised to obtain their own legal advice and carry out due diligence including the New Fair Deal non-statutory policy setting out how pensions issues are to be dealt with when staff are compulsorily transferred from the public sector to independent providers delivering public services.

NECS is utilising an electronic tendering tool to manage this competition and communicate with potential providers. Accordingly, there will be no hard copy documents issued to potential providers and all communications with NECS, including response submissions, will be conducted via the Atamis portal at: <https://health-family.force.com/s/Welcome>. It is free to register on the portal and it can be accessed at any time of day providing you have a working internet connection. Should providers have any queries, or are having problems registering on the portal; they should contact the Atamis helpdesk via:

Support-health@Atamis.co.uk or phone number 0800 9956035

The helpdesk is open Monday - Friday between 08.00 am - 06.00 pm

Competition documentation will be available on the e-tendering site from 16 April 2025.

VI.4) Procedures for review

VI.4.1) Review body

North East Ambulance Services NHS Foundation Trust

Newcastle upon Tyne

Country

United Kingdom