

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/016568-2023>

Contract

## **National Pathways Light & 111 Resilience Capacity Model**

NHS England

F03: Contract award notice

Notice identifier: 2023/S 000-016568

Procurement identifier (OCID): ocds-h6vhtk-037bb6

Published 12 June 2023, 1:46pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

NHS England

1st Floor, Quarry House, Quarry Hill

Leeds

LS2 7UE

#### **Contact**

NHSE Commercial Team

#### **Email**

[england.commercialqueries@nhs.net](mailto:england.commercialqueries@nhs.net)

#### **Country**

United Kingdom

#### **Region code**

UKE - Yorkshire and the Humber

**Internet address(es)**

Main address

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

Buyer's address

<https://www.england.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**

National Pathways Light & 111 Resilience Capacity Model

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

- 85000000 - Health and social work services

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

Services

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

Procure a National Pathways Light Model from from CQC/pathways registered suppliers that delivers a national queue with service advisors using Pathways Light modules with capacity support included for 111 on a national basis.

To meet this challenge and alleviate key times of pressures on the core NHS111 service, the contract for two proposed services are across 2 areas which were split into Lots within the ITT:

Lot A: Scalable surge capacity management of those cases that can be taken by a Service Advisor (SA) using current and future Pathways Light modules.

Lot B: National Resilience Capacity (core NHS111 model delivered via Health Advisors and Clinicians)

#### **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: £23,800,000

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

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

- 85000000 - Health and social work services

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

NUTS codes

- UK - United Kingdom

#### **II.2.4) Description of the procurement**

Procure a National Pathways Light Model from from CQC/pathways registered suppliers that delivers a national queue with service advisors using Pathways Light modules with capacity support included for 111 on a national basis.

To meet this challenge and alleviate key times of pressures on the core NHS111 service, the contract for two proposed services are across 2 areas which were split into Lots within the ITT:

Lot A: Scalable surge capacity management of those cases that can be taken by a Service Advisor (SA) using current and future Pathways Light modules.

Lot B: National Resilience Capacity (core NHS111 model delivered via Health Advisors and Clinicians)

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

Quality criterion - Name: Technical / Weighting: 60

Quality criterion - Name: Social Value / Weighting: 10

Cost criterion - Name: Commercial / Weighting: 30

#### **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**

Open procedure

Accelerated procedure

Justification:

Light Touch Regime

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

The procurement is covered by the Government Procurement Agreement: No

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

#### **IV.2.1) Previous publication concerning this procedure**

Notice number: [2022/S 000-029957](#)

---

## **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**

1 March 2023

#### **V.2.2) Information about tenders**

Number of tenders received: 3

Number of tenders received by electronic means: 3

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

#### **V.2.3) Name and address of the contractor**

Integrated Care 24

Kingston House, The Long Barrow, Ashford Kent

Nottingham

TN24 0GP

Telephone

+44 1233505450

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

03193182

Internet address

<https://www.ic24.org.uk/>

The contractor is an SME

Yes

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

Initial estimated total value of the contract/lot: £23,800,000

Total value of the contract/lot: £14,000,000

---

## **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**

1 March 2023

#### **V.2.2) Information about tenders**

Number of tenders received: 3

Number of tenders received by electronic means: 3

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

#### **V.2.3) Name and address of the contractor**

Vocare limited

Cardinal Square first floor – West, 10 Nottingham Road, Derby, England, DE1 3QT

Derby

DE1 3QT

Telephone

+44 7595412230

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

09933257

Internet address

<https://www.vocare.org.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: £23,800,000

Total value of the contract/lot: £9,800,000

---

## **Section VI. Complementary information**

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

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

High Court and Court of Appeal of England and Wales

Strand

London

WC2A 2LL

Email

[InternationalRelationsJudicialOffice@judiciary.uk](mailto:InternationalRelationsJudicialOffice@judiciary.uk)

Country

United Kingdom

Internet address

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

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

High Court and Court of Appeal of England and Wales

Strand

London

WC2A 2LL

Email

[InternationalRelationsJudicialOffice@judiciary.uk](mailto:InternationalRelationsJudicialOffice@judiciary.uk)

Country

United Kingdom

Internet address

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