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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

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

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

Country

United Kingdom

Internet address

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