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Contract

Managed Bank Services for 111

London Ambulance Service NHS Trust

F03: Contract award notice

Notice identifier: 2025/S 000-016813

Procurement identifier (OCID): ocids-h6vhtk-0486f0

Published 24 April 2025, 2:51pm

Section I: Contracting authority

I.1) Name and addresses

London Ambulance Service NHS Trust

220 Waterloo Road

London

SE1 8SD

Contact

Kitty Whitehead

Email

londamb.purchasing.requests@nhs.net

Country

United Kingdom

Region code

UKI - London

Internet address(es)

Main address

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

Buyer's address

<https://www.londonambulance.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

Managed Bank Services for 111

II.1.2) Main CPV code

- 79620000 - Supply services of personnel including temporary staff

II.1.3) Type of contract

Services

II.1.4) Short description

The London Ambulance Services requires a supplier to provide an outsourced staff bank service for roles required by the 111/Integrated Urgent Care service.

The outsourced staff bank will provide workers who deliver flexible cover and support for planned and unplanned gaps in staffing. The staff bank will help manage our workforce and maximise shift fill rates and there is no commitment to hours.

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: £14,800,000

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKI - London

II.2.4) Description of the procurement

Open Procurement awarded via most advantageous tender criteria - 60% technical and 40% commercial

II.2.5) Award criteria

Quality criterion - Name: Technical / Weighting: 60

Cost criterion - Name: Commercial / Weighting: 40

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

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: [2024/S 000-024207](#)

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

30 March 2025

V.2.2) Information about tenders

Number of tenders received: 5

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

V.2.3) Name and address of the contractor

INTEGRATED CARE GROUP LIMITED

SG12 8HG

Stansted Abbots,

SG12 8HG

Telephone

+44 2039066360

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

10993298

Internet address

<https://icsgrouppltd.com/>

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: £18,900,000

Total value of the contract/lot: £14,800,000

Section VI. Complementary information

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/>