

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/017860-2021>

Tender

## **The provision of an Integrated Urgent Care Service to NHS Devon Clinical Commissioning Group**

NHS Devon Clinical Commissioning Group

F21: Social and other specific services – public contracts

Contract notice

Notice identifier: 2021/S 000-017860

Procurement identifier (OCID): ocds-h6vhtk-02cd32

Published 27 July 2021, 5:04pm

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

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

NHS Devon Clinical Commissioning Group

County Hall, Topsham Road

Exeter

EX2 4QD

#### **Contact**

Garry Mitchell, Deputy Director of Procurement, South, Central and West Commissioning Support Unit

#### **Email**

[scwcsu.clinical.procurement@nhs.net](mailto:scwcsu.clinical.procurement@nhs.net)

#### **Country**

United Kingdom

**NUTS code**

UKK4 - Devon

**Internet address(es)**

Main address

<https://devonccg.nhs.uk/>

Buyer's address

<https://in-tendhost.co.uk/scwcsu/aspx/Home>

**I.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://in-tendhost.co.uk/scwcsu/aspx/Home>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://in-tendhost.co.uk/scwcsu/aspx/Home>

**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**

The provision of an Integrated Urgent Care Service to NHS Devon Clinical Commissioning Group

Reference number

WA11777

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

- 85100000 - Health services

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

Services

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

NHS Devon CCG (the Commissioner) is launching a formal process to commission the provision of an Integrated Urgent Care Service (IUCS) for Devon. The contract will be for the provision of:

- 111 call handling services (NHS 111)
- Clinical Assessment of 111 calls through the Clinical Assessment Service (CAS)
- Out of Hours GP provision (OOH)

This procurement is being carried out by NHS South, Central and West Commissioning Support Unit (SCW) on behalf of the Commissioner.

#### **II.1.5) Estimated total value**

Value excluding VAT: £167,000,000

#### **II.1.6) Information about lots**

This contract is divided into lots: No

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

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

- 64200000 - Telecommunications services
- 79512000 - Call centre
- 85100000 - Health services
- 85312310 - Guidance services

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

NUTS codes

- UKK4 - Devon

Main site or place of performance

Devon

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

NHS Devon CCG (the Commissioner) is launching a formal process to commission the provision of an Integrated Urgent Care Service (IUCS) for Devon. The contract will be for the provision of:

- 111 call handling services (NHS 111)
- Clinical Assessment of 111 calls through the Clinical Assessment Service (CAS)
- Out of Hours GP provision (OOH)

The NHS Long Term Plan clearly set out the need to act in redesigning the NHS urgent care 'access point', moving towards a "consult and complete" model.

NHS 111 provides a vital service to help people with urgent care needs to get assessment, clinical advice, and treatment quickly. The service is significantly enhanced by increasing clinical consultation for patients calling 111, so that more patients get the care and advice they need over the phone, and only those who genuinely need to attend A&E or use the ambulance service are advised to do this. All other patients have their issue resolved over the phone if possible, or if not will be directed to appropriate primary care or community services, with an emphasis on strongly supporting patients in self-care.

The core vision for the IUC service in Devon builds upon the success of NHS 111 in simplifying access for patients and increasing the confidence that they, commissioner, health professionals and most importantly the public have in services. The offer is easy

access to urgent health care services that is fully integrated with all aspects of the system - through NHS 111. Integration sees urgent care services collaborating to deliver high quality, clinical assessment, advice, and treatment, with shared standards and processes and clear accountability and leadership. The 111 number must become the single telephony access point.

The Clinical Assessment Service (CAS) is central to this, offering patients access to clinicians, both experienced generalists and specialists (such as Dental Nurses, Mental Health Nurses and Palliative Care Nurses). These clinicians will also be available to health professional colleagues who work with patients in the community, such as paramedics and nurses in nursing homes. Primary care out of hours and 111 services have been combined, and multidisciplinary clinicians added to the integrated working model. IUC services will book people into urgent face- to-face appointments where needed.

This process is being managed by NHS South, Central and West Commissioning Support Unit (SCW) on behalf of the Commissioner.

#### **II.2.6) Estimated value**

Value excluding VAT: £167,000,000

#### **II.2.7) Duration of the contract or the framework agreement**

Duration in months

60

#### **II.2.14) Additional information**

The Contract will be for an initial term of 5 years, with an option to extend for any period up to a further 3 years, as defined and at the sole discretion of the Commissioner. Services are scheduled to commence on 1st September 2022.

The total budget for the 5 year Contract is £100m. At the end of the initial contract term the Commissioner will have an extension option for any number of periods up to a maximum of 3 years (with any initial extension period used being no less than 12 months), which will be awarded at their discretion (within a budget of £167m over 8 years if the full contract term is fulfilled).

The services are healthcare services falling within Schedule 3 to the Public Contracts Regulations 2015 ("the Regulations") which are not subject to the full regime of the Regulations, but is instead governed by the "Light Touch Regime" contained within Chapter 3, Section 7 of the Regulations (Regulations 74 to 77).

---

## **Section IV. Procedure**

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

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

Date

2 September 2021

Local time

12:00pm

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

English

---

## Section VI. Complementary information

### VI.3) Additional information

Interested providers will be able to view this notice via the 'current tenders' list on the e-procurement system In-Tend, available on the following link: <https://intendhost.co.uk/scwcsu/aspx/Home>

In order to submit a bid, you will need to be registered on the e-procurement system and 'express an interest', and then complete a response as specified within the procurement documents.

On registration, please include at least two contacts to allow for access to the system in times of absence.

The services are healthcare services falling within Schedule 3 to the Public Contracts Regulations 2015 ("the Regulations") which are not subject to the full regime of the Regulations, but is instead governed by the "Light Touch Regime" contained within Chapter 3, Section 7 of the Regulations (Regulations 74 to 77).

The tendering process will be conducted in accordance with the requirements and flexibilities provided by Articles 74 to 76 of the Directive, and Regulations 74 to 76 of the Regulations. The Authority will run a transparent tender process, treating all Bidders equally. For the avoidance of doubt, the Authority will not be bound by the Regulations or any other regulations or legislation except for the specific parts or circumstances that apply to the procurement of these Services.

Neither the inclusion of a Bidder selection stage, nor the use of any language or terms found in the Directive or Regulations, nor the description of the procedure voluntarily adopted by the Authority ("Open", "Restricted", "Competitive Procedure with Negotiation", "Competitive Dialogue" or any other description), nor any other indication, shall be taken to mean that the Authority intends to hold itself bound by the Directive or Regulations, save by the provisions applicable to services coming within the scope of Annex XIV of the Directive / Schedule 3 of the Regulations.

The Contracting Authority intends to voluntarily observe the award decision notices provisions and 10 day standstill period described in Regulation 86 of the Regulations. Unsuccessful Bidders will receive scores and reasons for the decision, including the characteristics and relative advantages of the winning bid and the reasons why the Bidder/application was unsuccessful. Deadline for lodging of appeals should be in accordance with Regulation 87 and Regulation 91 of the Regulations

### VI.4) Procedures for review

#### **VI.4.3) Review procedure**

Precise information on deadline(s) for review procedures

As described in VI.3, deadline for lodging of appeals should be in accordance with Regulation 87 and Regulation 91 of the 2015 Regulations.

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

NHS Devon Clinical Commissioning Group

County Hall, Topsham Road

Exeter

EX2 4QD

Email

[d-ccg.corporateservices@nhs.net](mailto:d-ccg.corporateservices@nhs.net)

Country

United Kingdom

Internet address

<https://devonccg.nhs.uk>