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Planning

Norfolk and Waveney NHS111, CAS and Primary Care OOH Services

NHS Norfolk & Waveney Integrated Care Board

F01: Prior information notice

Prior information only

Notice identifier: 2023/S 000-019939

Procurement identifier (OCID): ocids-h6vhtk-03e11a

Published 12 July 2023, 12:11pm

Section I: Contracting authority

I.1) Name and addresses

NHS Norfolk & Waveney Integrated Care Board

County Hall, Martineau Ln

Norwich

NR1 2DH

Contact

Richard Ward

Email

richard.ward11@nhs.net

Country

United Kingdom

Region code

UKH15 - Norwich and East Norfolk

Internet address(es)

Main address

<https://www.improvinglivesnw.org.uk/about-us/our-nhs-integrated-care-board-icb/icb-contact/>

Buyer's address

<https://www.improvinglivesnw.org.uk/about-us/our-nhs-integrated-care-board-icb/icb-contact/>

I.3) Communication

Additional information can be obtained from the above-mentioned address

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

<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

Norfolk and Waveney NHS111, CAS and Primary Care OOH Services

II.1.2) Main CPV code

- 85100000 - Health services

II.1.3) Type of contract

Services

II.1.4) Short description

This advert is for market engagement only

NHS Norfolk and Waveney Integrated Care Board intend to undertake a procurement process for a NHS111, CAS and Primary Care OOH Services to cover the region of Norfolk and Waveney.

The Commissioner has published this Prior Information Notice to support market engagement only at this stage.

It is the current intention of the commissioners to procure the service as a single lot and appoint a provider to deliver NHS111, CAS and Primary Care OOH Services in Norfolk and Waveney.

II.1.5) Estimated total value

Value excluding VAT: £125,091,316

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKH1 - East Anglia

II.2.4) Description of the procurement

NHS Norfolk and Waveney ICB intend to go to Open procurement for its NHS111, Clinical Assessment Service (CAS) and Primary Care OOH services.

NHS111 aims to ensure patients with an urgent clinical need are assessed and referred to an appropriate service, in a timely manner, by providing health advice and onward referral over the telephone and online. The NHS111 service will deliver a safe and patient focused service that promotes quality and reduces health inequalities.

Objectives of the service will include;

Achieve nationally and locally mandated KPIs and quality measures.

Expedite patient access to appropriate end point services.

Provide a CAS that manage high level of clinical validation for lower Acuity Ambulance and ED dispositions

Ensure the Directory of Services (DoS) is maintained in partnership with local system and used to facilitate timely and appropriate levels of care

Provision of Primary Care OOH care in that OOH period

Provision of face to face locations for OOH to see patients

Provision of roving visiting service for patients that require a visit during the OOH period.

It is anticipated that the service will receive circa 300,000 - 400,000 calls (as per the national ADC)

The anticipated contract duration will be 5 years with an option to extend for up to a further 2 years.

The total annual contract value is anticipated to be in the region of £17,870,188 per annum.

Providers are invited to attend a virtual market engagement event on the 26th July 2023. Further details including MS Teams link and specific timing of the event will be communicated to registered providers.

In order to register to attend the event, please follow the instructions provided later in this notice. (Section II.2.14). Providers are also asked to complete a questionnaire as part of the registration process.

Please note, this PIN relates to services within scope of Schedule 3 thereto (Social and Other Specific Services). The Commissioners and AGCSU are, therefore, bound only by those parts of the Regulations applying to Schedule 3 services (also known as the "Light Touch Regime").

The commissioner does not bind itself to commencing or running any public procurement procedure further to, or as a result of, this market engagement.

Any subsequent procurement, if undertaken, will be commenced by way of a separate call for competition via a relevant notice published in Find a Tender.

Any and all information/documents that are made available as part of this engagement exercise is draft and subject to change. All timeframes are indicative and also subject to change.

II.2.14) Additional information

To register to attend the market engagement event and access further details relating to the market engagement please go to the following link/address: "<https://healthfamily.force.com/s/Welcome>", register on the system as appropriate and access project reference C191138 "Norfolk and Waveney NHS111, CAS and Primary Care OOH Services -Market Engagement".

Event registration deadline: 17:00 on 24/7/2023.

II.3) Estimated date of publication of contract notice

29 September 2023

Section IV. Procedure

IV.1) Description

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

The procurement is covered by the Government Procurement Agreement: Yes