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Tender

## **The Provision of Integrated Urgent Care Services on behalf of the South West London Integrated Care System**

NHS South West London Clinical Commissioning Group

F02: Contract notice

Notice identifier: 2021/S 000-022885

Procurement identifier (OCID): ocids-h6vhtk-02e0d3

Published 14 September 2021, 11:38pm

The closing date and time has been changed to:

**12 November 2021, 12:00pm**

See the [change notice](#).

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

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

NHS South West London Clinical Commissioning Group

3rd Floor, 120 Broadway, Wimbledon

London

SW19 1RH

#### **Contact**

Chris Gough

#### **Email**

[chris\\_gough@nhs.net](mailto:chris_gough@nhs.net)

**Telephone**

+44 1612123701

**Country**

United Kingdom

**NUTS code**

UKI - London

**National registration number**

NHS South West London Clinical Commissioning Group

**Internet address(es)**

Main address

<https://uk.eu-supply.com/app/rfq/edittransaction.asp?TID=46086>

**I.3) Communication**

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

[https://uk.eu-supply.com/app/rfq/rwlenrance\\_s.asp?PID=39600&B=NHSSBS](https://uk.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=39600&B=NHSSBS)

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

[https://uk.eu-supply.com/app/rfq/rwlenrance\\_s.asp?PID=39600&B=NHSSBS](https://uk.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=39600&B=NHSSBS)

Tenders or requests to participate must be submitted to the above-mentioned address

**I.4) Type of the contracting authority**

Body governed by public law

**I.5) Main activity**

Health

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

The Provision of Integrated Urgent Care Services on behalf of the South West London Integrated Care System

Reference number

46086

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

- 85000000 - Health and social work services

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

Services

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

The South West London (SWL) Health and Care Partnership has formally been designated as an Integrated Care System (ICS), since April 2020, comprising the six boroughs - Croydon, Kingston, Merton, Richmond, Sutton and Wandsworth.

The SWL ICS (the Contracting Authority) wish to procure integrated urgent care services which will deliver on the ICS vision, which is that:

"Patients will receive a complete episode of care with an outcome: advice and self-care, a prescription, a face-to-face or virtual appointment for further assessment or treatment in a primary, urgent or emergency care setting."

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

Value excluding VAT: £71,400,000

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

This contract is divided into lots: No

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

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

- 85000000 - Health and social work services

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

NUTS codes

- UKI - London

Main site or place of performance

South West London

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

The purpose of this Invitation to Tender (ITT) is to provide Bidders with sufficient information to enable them to compile a comprehensive Bid that meets the requirements for the Procurement for the provision of Integrated Urgent Care Services.

The Contract to be offered to the successful Bidder at the end of this Procurement will be for a duration of 3 years, which is intended to run from June 2022 until May 2025 with the possibility of two extensions of up to 1 year each (two years in total), subject to any restrictions placed nationally by NHS England or the Department of Health.

As advertised, the anticipated, maximum total contract value (including any potential extensions) is £71,400,000 with an annual value estimated at £14,280,000.

The Contracting Authority is offering a contract to the successful Bidder to provide the Service to the whole of South West London. The Service will comprise of five parts:

- i. LAS Call Service (not in scope, covering\*lines, dental, pharmacy, \*5call-back and Cat 3 & 4 validation);
- ii. NHS 111 Call Centre for core symptomatic patients (with exclusions above)
- iii. Clinical Assessment Service
- iv. Face to Face site visits outside of core general practice (CGP) hours; and
- v. Home visits outside of core general practice (CGP) hours.

The aim of the Service is to provide the entry point for patients needing urgent care support. It will mean patients will access unscheduled care through the NHS 111 telephony service, or NHS 111 Online and, following appropriate clinical support over the

telephone delivered by the Clinical Assessment Service (CAS), they receive a complete episode of care concluding with either: advice, a prescription or an appointment for further assessment or treatment.

Where a patient needs face-to-face services outside of core General Practice hours, the Integrated Urgent Care Clinical Service will book an appointment for the patient or schedule a visit to their home in line with agreed protocols and patient need.

Wherever possible, patients, who need further care not offered by the Integrated Urgent Care Clinical Service, should have appointments made for them in services appropriate to their need.

Full details of the Service are provided within the Service Specification (see 'Service Specification and Contract' within ITT Document 2).

The Contracting Authority has published all tender documents on the EU-Supply portal, as per the link above. Interested Suppliers are requested to visit the portal, search for the opportunity (ID: 46086) and review the documents contained therein.

EU-Supply account registration is FREE. The EU-Supply portal (<http://nhsbs.eu-supply.com>) will be used to communicate with interested providers throughout the procurement process.

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

Price is not the only award criterion and all criteria are stated only in the procurement documents

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

Value excluding VAT: £71,400,000

#### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Start date

1 June 2022

End date

31 May 2025

This contract is subject to renewal

No

#### **II.2.10) Information about variants**

Variants will be accepted: No

#### **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

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### **Section III. Legal, economic, financial and technical information**

#### **III.1) Conditions for participation**

##### **III.1.2) Economic and financial standing**

Selection criteria as stated in the procurement documents

##### **III.1.3) Technical and professional ability**

Selection criteria as stated in the procurement documents

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### **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: No

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

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

Originally published as:

Date

29 October 2021

Local time

12:00pm

Changed to:

Date

12 November 2021

Local time

12:00pm

See the [change notice](#).

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

English

**IV.2.6) Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 6 (from the date stated for receipt of tender)

**IV.2.7) Conditions for opening of tenders**

Date

29 October 2021

Local time

12:00pm

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

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

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

The High Court of England and Wales

London

Country

United Kingdom

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

The High Court of England and Wales

London

Country

United Kingdom

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

The High Court of England and Wales

London

Country

United Kingdom