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Contract

Norfolk and Waveney NHS111, CAS and Primary Care Out of Hours Services

NHS Norfolk and Waveney Integrated Care Board

F03: Contract award notice

Notice identifier: 2024/S 000-023102

Procurement identifier (OCID): ocids-h6vhtk-048454

Published 24 July 2024, 4:53pm

Section I: Contracting authority

I.1) Name and addresses

NHS Norfolk and Waveney Integrated Care Board

County Hall, Martineau Ln

Norwich

NR1 2DH

Email

nwicb.contractsandprocurement@nhs.net

Country

United Kingdom

Region code

UKH15 - Norwich and East Norfolk

NHS Organisation Data Service

QMM

Internet address(es)

Main address

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

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 Out of Hours Services

II.1.2) Main CPV code

- 85100000 - Health services

II.1.3) Type of contract

Services

II.1.4) Short description

NHS111, CAS and Primary Care Out of Hours Services

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: £56,100,000

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKH1 - East Anglia

Main site or place of performance

Norfolk and Waveney

II.2.4) Description of the procurement

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 the intention of NHS Norfolk and Waveney ICB to award a contract to the existing service provider following the Provider Selection Regime Direct Award Process C.

It should be noted that the PSR Direct Award Process C is being utilised to ensure service stability in the short to medium term in order finalise the future model, particularly in relation to the inclusion of the regional Single Virtual Call Centre (SVCC).

It is the longer term intention of Norfolk and Waveney ICB to undertake a Provider

Selection Regime (PSR) Competitive Process to formally test the market and implement a longer-term contract.

The term of the contract will be for an initial period of 2 years from 1st April 2025 to 31st March 2027, with the option to extend for a further 12 months to 31st March 2028.

The approximate lifetime value of the contract (including the extension option period) will be £56.1m excluding inflationary uplifts.

II.2.5) Award criteria

Cost criterion - Name: The existing provider is satisfying the original contract and will likely satisfy the proposed contract to a sufficient standard / Weighting: 100

II.2.11) Information about options

Options: Yes

Description of options

There is the option to extend the contract for a period of up to 12 months

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Award of a contract without prior publication of a call for competition in the cases listed below

- The procurement falls outside the scope of application of the regulations

Explanation:

This is a Provider Selection Regime (PSR) intention to award notice. The awarding of this contract is subject to the Health Care Services (Provider Selection Regime) Regulations 2023. For the avoidance of doubt, the provisions of the Public Contracts Regulations 2015 do not apply to this award. The standstill period begins on the day after the publication of this notice. Representations by providers must be made to the relevant authority by midnight on 5th August 2024. This contract has not yet formally been awarded; this notice serves as an intention to award under the PSR.

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

The procurement is covered by the Government Procurement Agreement: Yes

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

16 July 2024

V.2.2) Information about tenders

Number of tenders received: 1

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

V.2.3) Name and address of the contractor

Integrated Care 24

Ashford

Country

United Kingdom

NUTS code

- UKJ4 - Kent

Companies House

03193182

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £56,100,000

Section VI. Complementary information

VI.3) Additional information

This is a Provider Selection Regime (PSR) intention to award notice. The awarding of this contract is subject to the Health Care Services (Provider Selection Regime) Regulations 2023. For the avoidance of doubt, the provisions of the Public Contracts Regulations 2015 do not apply to this award.

It should be noted that the PSR Direct Award Process C is being utilised to ensure service stability in the short to medium term in order to finalise the future model, particularly in relation to the inclusion of the regional Single Virtual Call Centre (SVCC).

It is the longer term intention of Norfolk and Waveney ICB to undertake a Provider Selection Regime (PSR) Competitive Process to formally test the market and implement a longer-term contract.

This contract has not yet formally been awarded; this notice serves as an intention to award under the PSR Direct Award C process.

The standstill period begins on the day after the publication of this notice. Representations by providers must be made to decision makers by midnight on 5th August 2024. They should be submitted in writing to nwicc.contractsandprocurement@nhs.net.

The Direct Award C intention to award was approved by the ICB Executive Management Team and the ICB Triple lock panel.

Conflicts of Interest: There were no declared conflicts or potential conflicts of interest of individuals involved in the decision making process.

Key Criteria: The relative Importance of the Key Criteria used by NHS Norfolk and Waveney ICB to make the decision was as follows:

Quality and Innovation (30%): Quality and Innovation is important to deliver the required outcomes. Equally the NHS 111 service is a national requirement to be delivered as is the Primary Care OOH service.

NHS111 & CAS - NHS 111 is vital in ensuring people with urgent care needs get the right advice in the right place and at the right time.

The benefits of NHS 111 include but are not confined to:

- Improve the public's access to urgent health care services

- Increase the efficiency and productivity of the NHS
- Drive the improvement of urgent and emergency care services
- Increase public satisfaction and confidence in the NHS

Primary Care OoH Service - The aim of the service is to provide a clinically safe and competent Primary Care OOH Service accessible to the local population, patients registered with GPs in Norfolk and Waveney and transient non-residents of Norfolk and Waveney. This will include patients who live outside these areas but whose GP is situated in the Norfolk and Waveney areas.

Value (20%): Whilst value is an important Key Criteria, the true value of the service relates to the impact of the service on the wider urgent care pathway and specifically the impact on lower acuity acute care and A&E departments and 999 referrals. As a successful NHS111, CAS and OoH service will significantly reduce pressure on already stretched acute services. In addition, a reduction in A&E attendance and acute admission are both impacted in the successful delivery of the service.

It will also manage that the right people with the correct acuity are directed to primary care effectively. The commissioner believed that 20% was an appropriate weighting for this Key Criteria.

Integration, collaboration and service sustainability (30%): The provider of NHS111 and Primary Care Out of Hours services is a key embedded provider in the system and key provider in the wider ICS.

Improving access, reducing health inequalities and facilitating choice (10%): It is essential that patients have good access to both the NHS 111 and the Primary Care OOH service.

Whilst choice is not available to patients at the point of engaging initially with both the NHS 111 service and Primary care OOH service, where possible and appropriate, the services should facilitate that patients have choice in respect of their healthcare once engaged. Choice may be in the form of signposting of services (111) and clinical care received (Primary Care OOH).

Ensuring good access to the services are important to ensure they continue to deliver objectives and outcomes.

Social Value (10%): The ability of an organisation to demonstrate a focus on delivering Social Value is an important consideration for NHS Norfolk and Waveney ICB when awarding contracts.

It was deemed by NHS Norfolk and Waveney that Integrated Care 24 are currently

reasonably meeting the requirements of the service and Key Criteria and are expected to continue to do so for the term of the contract.

VI.4) Procedures for review

VI.4.1) Review body

NHS Norfolk and Waveney Integrated Care Board

Norwich

Country

United Kingdom