

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/023355-2024>

Contract

## **Integrated Urgent Care (including GP Extended Access) Services for West Essex CCG**

NHS Hertfordshire and West Essex Integrated Care Board

F20: Modification notice

Notice identifier: 2024/S 000-023355

Procurement identifier (OCID): ocds-h6vhtk-0484e5

Published 26 July 2024, 11:17am

### **Section I: Contracting authority/entity**

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

NHS Hertfordshire and West Essex Integrated Care Board

Charter House Parkway

Welwyn Garden City

AL8 6JL

#### **Contact**

Jayapriya Mani

#### **Email**

[jayapriya.mani1@nhs.net](mailto:jayapriya.mani1@nhs.net)

#### **Country**

United Kingdom

**NUTS code**

UKH23 - Hertfordshire

**Internet address(es)**

Main address

<https://www.hertsandwestessex.icb.nhs.uk/>

Buyer's address

<https://www.hertsandwestessex.icb.nhs.uk/>

---

**Section II: Object****II.1) Scope of the procurement****II.1.1) Title**

Integrated Urgent Care (including GP Extended Access) Services for West Essex CCG

Reference number

ACE-0334-2018-West

**II.1.2) Main CPV code**

- 85100000 - Health services

**II.1.3) Type of contract**

Services

**II.2) Description****II.2.3) Place of performance**

NUTS codes

- UKH23 - Hertfordshire

## **II.2.4) Description of the procurement at the time of conclusion of the contract:**

The Integrated Urgent Care Service for patients in West Essex includes:

- NHS 111 call- handling service
- NHS 111 on-line service
- Clinical Assessment Service (CAS)
- Primary Care Out of Hours (OOH) service

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

Start date

1 April 2019

End date

31 March 2028

In the case of framework agreements, provide justification for any duration exceeding 4 years

The ICB considers that the modification is permitted pursuant to the Health Care Services (Provider Selection Regime) Regulations 2023 under regulation 13(1)(a) i.e. on the basis that the possibility of modifying the contract to incorporate service provision in Hertfordshire was clearly and unambiguously provided for in the contract documents.

## **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.2) Administrative information**

#### **IV.2.1) Contract award notice concerning this contract**

Notice number: [2018/S 135-308364](#)

---

## **Section V. Award of contract/concession**

### **Contract No**

C263990

### **Title**

HUC

### **V.2) Award of contract/concession**

#### **V.2.1) Date of conclusion of the contract/concession award decision:**

27 June 2024

#### **V.2.2) Information about tenders**

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

#### **V.2.3) Name and address of the contractor/concessionaire**

HUC

Ascots Lane Welwyn Garden City Hertfordshire

Welwyn Garden City

AL7 4HL

Country

United Kingdom

NUTS code

- UKH23 - Hertfordshire

National registration number

30301R

Internet address

[www.hucweb.co.uk](http://www.hucweb.co.uk)

The contractor/concessionaire is an SME

No

**V.2.4) Information on value of the contract/lot/concession (at the time of conclusion of the contract;excluding VAT)**

Total value of the procurement: £53,225,060

---

## Section VI. Complementary information

### VI.3) Additional information

This is a Provider Selection Regime (PSR) contract modification notice, under 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 modification. This contract has now been formally modified.

The decision to modify the contract was taken by the NHS Hertfordshire and West Essex ICB Commissioning Committee at a meeting on 14 September 2023 and by the ICB Board Meeting held on 22 September 2023.

One conflict of interest was identified among the members of the Commissioning Committee. The conflicted member left the meeting for the discussion and decision-making on this agenda item.

Four conflicts of interest were identified among the members of the ICB Board. The conflict members left the meeting for the discussion and decision-making on this agenda item.

### VI.4) Procedures for review

#### VI.4.1) Review body

High Court

The Strand

London

WC2A 2LL UK

Country

United Kingdom

Internet address

<https://www.judiciary.uk/courts-and-tribunals/high-court/>

---

## **Section VII: Modifications to the contract/concession**

### **VII.1) Description of the procurement after the modifications**

#### **VII.1.1) Main CPV code**

- 85100000 - Health services

#### **VII.1.3) Place of performance**

NUTS code

- UKH23 - Hertfordshire

#### **VII.1.4) Description of the procurement:**

The IUC service for Hertfordshire and West Essex includes:

- NHS 111 call- handling service,
- NHS 111 on-line service,
- Clinical Assessment Service (CAS),
- Primary Care Out of Hours (OOH) service

The contract will also include the Acute In Hours Visiting Service for East and North Hertfordshire patients.

#### **VII.1.5) Duration of the contract, framework agreement, dynamic purchasing system or concession**

Start date

1 April 2019

End date

31 March 2028

In the case of framework agreements, provide justification for any duration exceeding 4 years:

The ICB considers that the modification enables continuity of service provision for the Integrated Urgent Care service which is integral to supporting the delivery of system wide urgent care priorities. The modification also aligns to the option set out in the initial procurement for Hertfordshire IUC services to be incorporated into the West Essex IUC

contract ensuring the ICB acts transparently

### **VII.1.6) Information on value of the contract/lot/concession (excluding VAT)**

Total value of the contract/lot/concession:

£126,807,743

### **VII.1.7) Name and address of the contractor/concessionaire**

HUC

Ascots Lane Welwyn Garden City Hertfordshire

Welwyn Garden City

AL7 4HL

Country

United Kingdom

NUTS code

- UKH23 - Hertfordshire

National registration number

30301R

Internet address

[www.hucweb.co.uk](http://www.hucweb.co.uk)

The contractor/concessionaire is an SME

No

## **VII.2) Information about modifications**

### **VII.2.1) Description of the modifications**

Nature and extent of the modifications (with indication of possible earlier changes to the contract):



The contract has been modified to incorporate the provision of IUC services in Hertfordshire as well as West Essex with effect from 27 June 2024 to 31 March 2028. There is no change in the length of the contract. The modification will result in an increase to the estimated lifetime value of the contract of £73,582,683.00.

The precise annual value of the contract will be calculated in accordance with the principles used to calculate the financial value for the period 1 April 2025 to 31 March 2026 as follows. The financial value for the period 1 April 2025 to 31 March 2026 will be the 2024-25 financial value adjusted by the national cost uplift and efficiency factors for 2025/26. The Co-ordinating Commissioner reserves the right to review the application of the cost uplifts and efficiency factors as part of the 2025-26 contract planning process.

### **VII.2.2) Reasons for modification**

Need for modification brought about by circumstances which a diligent contracting authority/entity could not foresee.

Description of the circumstances which rendered the modification necessary and explanation of the unforeseen nature of these circumstances:

The ICB considers that the modification enables continuity of service provision for the Integrated Urgent Care service which is integral to supporting the delivery of system wide urgent care priorities. The modification also aligns to the option set out in the initial procurement for Hertfordshire IUC services to be incorporated into the West Essex IUC contract ensuring the ICB acts transparently, fairly and proportionately.

The ICB considers that the modification is permitted pursuant to the Health Care Services (Provider Selection Regime) Regulations 2023 under regulation 13(1)(a) i.e. on the basis that the possibility of modifying the contract to incorporate service provision in Hertfordshire was clearly and unambiguously provided for in the contract documents.

### **VII.2.3) Increase in price**

Updated total contract value before the modifications (taking into account possible earlier contract modifications, price adaptations and average inflation)

Value excluding VAT: £53,225,060

Total contract value after the modifications

Value excluding VAT: £126,807,743