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Contract

NHS 111 Service

NHS Lancashire and South Cumbria Integrated Care Board
NHS Cheshire and Merseyside Integrated Care Board
NHS Greater Manchester Integrated Care Board
NHS North East and North Cumbria Integrated Care Board

F03: Contract award notice

Notice identifier: 2024/S 000-023427

Procurement identifier (OCID): ocids-h6vhtk-04850b

Published 26 July 2024, 2:20pm

Section I: Contracting authority

I.1) Name and addresses

NHS Lancashire and South Cumbria Integrated Care Board

Level 3, Christ Church Precinct, County Hall, Fishergate Hill

Preston

PR1 8XB

Email

mlcsu.tendersnorth@nhs.net

Country

United Kingdom

Region code

UKD4 - Lancashire

NHS Organisation Data Service

QE1

Internet address(es)

Main address

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

Buyer's address

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

I.1) Name and addresses

NHS Cheshire and Merseyside Integrated Care Board

No 1 Lakeside, 920 Centre Park

Warrington

WA1 1QY

Email

enquiries@cheshireandmerseyside.nhs.uk

Country

United Kingdom

Region code

UKD6 - Cheshire

NHS Organisation Data Service

QYG

Internet address(es)

Main address

<https://www.cheshireandmerseyside.nhs.uk/>

Buyer's address

<https://www.cheshireandmerseyside.nhs.uk/>

I.1) Name and addresses

NHS Greater Manchester Integrated Care Board

4th Floor, 3 Piccadilly Place

Manchester

M1 3BN

Email

gm.icp@nhs.net

Country

United Kingdom

Region code

UKD3 - Greater Manchester

NHS Organisation Data Service

14J

Internet address(es)

Main address

<https://gmintegratedcare.org.uk/>

Buyer's address

<https://gmintegratedcare.org.uk/>

I.1) Name and addresses

NHS North East and North Cumbria Integrated Care Board

Parkhouse Building, Baron Way, Kingmoor Park

Carlisle

CA6 4SJ

Email

nencicb-cu.enquiries@nhs.net

Country

United Kingdom

Region code

UKD1 - Cumbria

NHS Organisation Data Service

01H

Internet address(es)

Main address

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

Buyer's address

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

I.2) Information about joint procurement

The contract involves joint procurement

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

NHS 111 Service

Reference number

WHISP-228

II.1.2) Main CPV code

- 85100000 - Health services

II.1.3) Type of contract

Services

II.1.4) Short description

Provision of an NHS 111 Service covering the North West population, including, Greater Manchester, Lancashire & South Cumbria, Cheshire & Merseyside and North Cumbria Place (part of North East and North Cumbria ICB).

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: £93,512,500

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKD - North West (England)

Main site or place of performance

Northwest England

II.2.4) Description of the procurement

Provision of an NHS 111 Service covering the North West population, including, Greater Manchester, Lancashire & South Cumbria, Cheshire & Merseyside and North Cumbria Place (part of North East and North Cumbria ICB).

NHS 111 is a service for members of the general public to access to get medical advice and support and is accessed a number of ways either online, via the NHS app or via telephone.

This contract award was awarded by all ICBs under the Public Contracts Regulations 2015. It is a modification of the original contract that was awarded for a contract commencement date of 1st October 2016 and was extended to 30th September 2023 in line with NHS command and control COVID-19 arrangements.

This contract award notice covers an 18-month period from 1st October 2023 to 31st March 2025 with the option to extend for a further 12-month period to 31st March 2026. The annual value of the contract across the northwest is £37,405,000. The total value of the potential 2.5-year contract is £93,512,500.

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: No

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

- New works/services, constituting a repetition of existing works/services

Explanation:

The circumstances under regulation 32 of the Public Contract Regulations (PCR) 2015 that are the most closely aligned to this direct award are that the existing provider is considered to be the only provider that can offer a continuity of service to patients for the extension period, without creating a significant operational risk and disruption to service whilst allowing the timescales for the national review of NHS 111 services which will drive the longer term vision and provision of NHS 111 services.

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

The procurement is covered by the Government Procurement Agreement: No

Section V. Award of contract

Title

NHS 111 Service (North West)

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

14 November 2023

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

North West Ambulance Service NHS Trust

Ladybridge Hall HQ, Chorley New Road

Bolton

BL1 5DD

Email

communications@nwas.nhs.uk

Country

United Kingdom

NUTS code

- UKD3 - Greater Manchester

NHS Organisation Data Service

RX7

Internet address

www.nwas.nhs.uk

The contractor is an SME

No

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

Initial estimated total value of the contract/lot: £93,512,500

Total value of the contract/lot: £93,512,500

Section VI. Complementary information

VI.3) Additional information

This is a Contract Award Notice and is published under the Public Contract Regulations (PCR) 2015. It is for clinical services which are Light Touch Regime services for the purpose of the Public Contracts Regulations 2015 ('Regulations') as specified in Schedule 3 of the Regulations.

Accordingly, the contracting authority is only bound by those parts of the Regulations detailed in Chapter 3 Particular Procurement Regimes Section 7. The contracting authority is not voluntarily following any other part of the Regulations.

The contract is being awarded under PCR 2015 Section 32. Use of the negotiated procedure without prior publication.

General grounds

(2) The negotiated procedure without prior publication may be used for public works contracts, public

supply contracts and public service contracts in any of the following cases:

b) where the works, supplies or services can be supplied only by a particular economic operator for any of the following reasons:

(ii) competition is absent for technical reasons.

VI.4) Procedures for review

VI.4.1) Review body

NHS Lancashire & South Cumbria Integrated Care Board

Level 3, Christ Church Precinct, County Hall, Fishergate Hill

Preston

PR1 8XB

Country

United Kingdom

Internet address

www.lancashireandsouthcumbria.icb.nhs.uk

