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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): ocds-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](mailto: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](mailto: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](mailto: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](mailto: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

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## 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

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## 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](mailto:communications@nwas.nhs.uk)

Country

United Kingdom

NUTS code

- UKD3 - Greater Manchester

NHS Organisation Data Service

RX7

Internet address

[www.nwas.nhs.uk](http://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

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**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](http://www.lancashireandsouthcumbria.icb.nhs.uk)

