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Tender

East Midlands Critical Care Transfer Coordination Service (Call Handling)

NHS England - East Midlands Specialised Commissioning

F02: Contract notice

Notice identifier: 2022/S 000-028235

Procurement identifier (OCID): ocds-h6vhtk-034b57

Published 7 October 2022, 12:37pm

Section I: Contracting authority

I.1) Name and addresses

NHS England - East Midlands Specialised Commissioning

County Hall, Leicester Road, Glenfield

Leicester

LE3 8RA

Contact

Anna Salt

Email

anna.salt@nhs.net

Country

United Kingdom

Region code

UKF - East Midlands (England)

Internet address(es)

Main address

<https://www.england.nhs.uk/commissioning/spec-services/>

Buyer's address

<https://uk.eu-supply.com/ctm/Company/CompanyInformation/Index/68205>

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/rwlentrance_s.asp?PID=51542&B=AGCSU

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/rwlentrance_s.asp?PID=51542&B=AGCSU

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

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

East Midlands Critical Care Transfer Coordination Service (Call Handling)

Reference number

57705

II.1.2) Main CPV code

- 75122000 - Administrative healthcare services

II.1.3) Type of contract

Services

II.1.4) Short description

NHS Arden and Greater East Midlands Commissioning Support Unit (AGCSU), on behalf of NHS England East Midlands Specialised Commissioning (referred to as the Commissioner), is seeking to commission a suitably qualified and experienced provider to deliver the specialised critical care transport co-ordination service (Call Handling) for the East Midlands Region through the publication of this ITT.

The service provider will receive and coordinate urgent and emergency requests made via telephone and digital routes 24 hours a day, 7 days a week, 365 days a year from specialised service leads who require advice on resuscitation and stabilisation, the sourcing of cots/beds from within and outside the East Midlands region, and/or to facilitate patient transfers to and from general hospitals to specialist treatment centres via the commissioned Ambulance Transport Provider.

II.1.5) Estimated total value

Value excluding VAT: £3,856,200

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 75122000 - Administrative healthcare services

II.2.3) Place of performance

NUTS codes

- UKF - East Midlands (England)

Main site or place of performance

East Midlands

II.2.4) Description of the procurement

The procurement is to commission a service that is able to receive and coordinate planned, unplanned and repatriation requests via telephone and digital routes for intra-uterine, neonatal (CenTre), paediatric (CoMET), and ECMO (extracorporeal membrane oxygenation) for advice on resuscitation and stabilisation and/or patient transfers and/or repatriations to and from general hospitals to specialist treatment centres. For IUT requests, this service will also undertake bed and cot location services. In essence to help people who need critical care to get the right advice, first time and facilitate their journey.

The service will manage and coordinate requests for advice and/or transfers (via submission of a digital referral form wherever possible and/or a telephone call) according to processes that will need to be developed, agreed and implemented with the clinical service leads. The service will be delivered 24 hours a day, 7 days a week, 365 days a year. The service will respond to all requests within the Key Performance Indicators.

NHS England East Midlands Specialised Commissioning is the contracting and commissioning authority for this service and wishes to commission centres across England to be delivered as part of a network arrangement.

The ITT documents are available through the EU Supply portal: <https://uk.eu-supply.com/login.asp?B=agcsu>

The reference is 57705 and the closing date for completed ITT responses is midday on Wednesday 9th November 2022.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 67

Quality criterion - Name: Social Value / Weighting: 13

Price - Weighting: 20

II.2.6) Estimated value

Value excluding VAT: £3,856,200

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

Duration in months

72

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

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

All professional and/or trade registrations is specified within the tender documentation.

III.1.2) Economic and financial standing

List and brief description of selection criteria

Financial standing requirements for the Procurement are outlined within Document 1 - ITT Process Overview

Minimum level(s) of standards possibly required

Financial standing requirements for the Procurement are outlined within Document 1 - ITT Process Overview

III.1.3) Technical and professional ability

List and brief description of selection criteria

All technical capacity and its evaluation criteria are specified within the tender documentation.

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: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2022/S 000-017585](#)

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

Date

9 November 2022

Local time

12:00pm

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: 4 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

9 November 2022

Local time

12:00pm

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

Arden & GEM Commissioning Support Unit

2nd Floor Cardinal Square, 10 Nottingham Road

Derby

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

Arden & GEM Commissioning Support Unit

2nd Floor Cardinal Square, 10 Nottingham Road

Derby

Country

United Kingdom

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

Arden & GEM Commissioning Support Unit

2nd Floor Cardinal Square, 10 Nottingham Road

Derby

Country

United Kingdom