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Tender

YAS 277 2023_24 999 & NHS111 Remote Clinical Support

Yorkshire Ambulance Service NHS Trust

F02: Contract notice

Notice identifier: 2024/S 000-029551

Procurement identifier (OCID): ocids-h6vhtk-049b25

Published 16 September 2024, 2:02pm

Section I: Contracting authority

I.1) Name and addresses

Yorkshire Ambulance Service NHS Trust

Unit C1 Telford Way

Wakefield

WF2 0XW

Contact

Alice Hall

Email

alice.hall5@nhs.net

Country

United Kingdom

Region code

UKE45 - Wakefield

Internet address(es)

Main address

<https://www.yas.nhs.net>

Buyer's address

<https://www.yas.nhs.net>

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://health-family.force.com/s/Welcome>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://health-family.force.com/s/Welcome>

Tenders or requests to participate must be submitted to the above-mentioned address

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

<https://health-family.force.com/s/Welcome>

I.4) Type of the contracting authority

Other type

Health

I.5) Main activity

Health

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

YAS 277 2023_24 999 & NHS111 Remote Clinical Support

II.1.2) Main CPV code

- 85100000 - Health services

II.1.3) Type of contract

Services

II.1.4) Short description

Yorkshire Ambulance Service NHS Trust (YAS) is seeking to engage with potential providers to develop our future approach to sub-contracting additional clinical assessment support for the 999 and NHS111 services in Yorkshire & Humber. YAS intends to procure a sub contracted service to provide telephone clinical assessment and onward navigation for a proportion of lower acuity 999 & 111 calls, aiming to ensure patients get the most appropriate care at the earliest opportunity. The sub-contracted service would be a long-term strategic collaboration with YAS, providing responsive high quality clinical assessment resource and tactical resilience to the 999 and NHS111 services. The proposed service would commence on 1st April 2025, with an initial contract length of two years (24 months) and an optional extension of one year (12 months).

II.1.5) Estimated total value

Value excluding VAT: £4,500,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 85100000 - Health services

II.2.3) Place of performance

NUTS codes

- UKE45 - Wakefield

II.2.4) Description of the procurement

Yorkshire Ambulance Service NHS Trust (YAS) provide the Urgent & Emergency Ambulance Service (999) and the NHS111 service for the Yorkshire & Humber Region. Rising demand, increasing acuity, and the expansion of community urgent pathways and ED alternatives has placed an even greater emphasis on the role of 999 and NHS111 to provide robust remote clinical assessment and navigation at scale. YAS 999 and NHS111 services have historically been distinct, maintaining separate clinical hubs, separate systems and separate resilience arrangements. Both services offer remote triage, clinical assessment and onward navigation for patients with urgent and emergency care needs; aiming to ensure patients get the most appropriate care at the earliest opportunity. During 2024/25 and 2025/26 YAS is undertaking a transformation programme to develop an Integrated Clinical Assessment Service (CAS) across 999 and NHS111. This aims to streamline triage and care navigation processes, provide a more consistent response to patients and make the best use of our clinical resource. Over recent years, YAS services have regularly collaborated with system partners for external support to bolster our ability to offer prompt clinical assessment – including sub contracts, partnership arrangements and service pilots. As the Trust progresses with the development of its Integrated CAS we are seeking to sub-contract an external clinical service partner to provide remote clinical assessment for a proportion of NHS111 callers and low acuity 999 calls (cat 3-5). The scope and focus of the sub-contracted service will change over time, requiring collaboration and flexibility to support the current needs of both services and continue to evolve over time to support the single Integrated CAS. Yorkshire Ambulance Service NHS Trust (YAS) is seeking to engage with potential providers to develop our future approach to sub-contracting additional clinical assessment support for the 999 and NHS111 services in Yorkshire & Humber. YAS intends to procure a sub contracted service to provide telephone clinical assessment and onward navigation for a proportion of lower acuity 999 & 111 calls, aiming to ensure patients get the most appropriate care at the earliest opportunity. The sub-contracted service would be a long-term strategic collaboration with YAS, providing responsive high quality clinical assessment resource and tactical resilience to the 999 and NHS111 services. All calls referred to the service will have first received a non-clinical triage using NHS Pathways or AMPDS, with 999 calls also being screened by a YAS clinical navigator, to ensure that calls are appropriate for transfer and have a high probability of being successfully resolved by a remote clinician.

- The proposed service would commence on 1st April 2025, with an initial contract length of Page 5 to 6 two years (24 months) and an optional extension of one year (12 months).
- YAS are seeking a single sub-contractor to operate on a Yorkshire and Humber level, managing referral volumes of ca. 70,000 calls per year (approximately 18,000 999 calls & 52,000 NHS111 calls)
- The intended case mix will span a range of lower acuity urgent calls, requiring the sub contracted service to operate a multi-disciplinary model including a combination of General Practitioner, Nursing and/or Allied Health Professional staffing.

- The service would require technical infrastructure consistent with the national Integrated Urgent Care Specification, including call recording, ITK messaging, capability to interrogate the Directory of Services and make onward referrals & direct bookings
- As a strategic collaboration the service will work flexibly with YAS services to adapt service models over time with a shared aim to use the totality of the YAS and sub-contracted resource to achieve the best possible patient outcomes.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

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

Duration in months

24

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

II.2.14) Additional information

This is a Provider Selection Regime (PSR) Contract 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.

Bid documents will be shared on the Atamis procurement portal. If not already registered,

please register on Atamis as a supplier here:

<https://health-family.force.com/s/Welcome>

If needed, please access Supplier user guide here:

https://services.atamis.co.uk/docs/Supplier_User_Guide.pdf

Link to Atamis support is:

support-health@atamis.co.uk (Phone 029 2279 0052)

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: No

IV.2) Administrative information

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

Date

10 October 2024

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

IV.2.7) Conditions for opening of tenders

Date

17 October 2024

Local time

1:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

VI.4) Procedures for review

VI.4.1) Review body

High Court

The Strand

London

WC2A 2LL

Country

United Kingdom