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Tender

NHS Gloucestershire ICB Integrated Urgent Care Service

NHS Gloucestershire Integrated Care Board (ICB)

F21: Social and other specific services – public contracts

Contract notice

Notice identifier: 2023/S 000-030670

Procurement identifier (OCID): ocids-h6vhtk-040cd6

Published 17 October 2023, 5:48pm

Section I: Contracting authority

I.1) Name and addresses

NHS Gloucestershire Integrated Care Board (ICB)

Shire Hall, Westgate Street

Gloucester

GL1 2TR

Contact

Angela Mortley

Email

angelamortley@nhs.net

Country

United Kingdom

Region code

UKK13 - Gloucestershire

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

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

Buyer's address

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

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

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 Gloucestershire ICB Integrated Urgent Care Service

Reference number

WA14298

II.1.2) Main CPV code

- 85100000 - Health services

II.1.3) Type of contract

Services

II.1.4) Short description

NHS Gloucestershire ICB seeks to commission an Integrated Urgent Care service for patients in Gloucestershire, to include 111 (Telephone and Online), a Clinical Assessment Service (CAS) and Out of Hours (OOH).

The procurement is driven by the need to re-procure an Integrated Urgent Care service, which brings together NHS 111 and GP Out of Hours provision for people with urgent care needs. The procurement seeks to appoint a service which is innovative, meets patients' expectations and fits the needs of the Gloucestershire population now and throughout the contract period.

The total budget per annum is set out in the Financial Model Template with a total contract value for the initial term of 60 months of £55,331,406.00. including VAT.

The Contract will be for an initial term of 60 months, ending on 30/09/2029 with a possible extension of any period up to a further 24 months, as defined and at the discretion of the Commissioner. Services are planned to commence from 01/10/2024.

This procurement is being carried out by NHS South, Central and West Commissioning Support Unit (SCW) on behalf of the Commissioners.

II.1.5) Estimated total value

Value excluding VAT: £78,433,822

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 64200000 - Telecommunications services
- 79512000 - Call centre
- 85000000 - Health and social work services

II.2.3) Place of performance

NUTS codes

- UKK13 - Gloucestershire

Main site or place of performance

Gloucestershire

II.2.4) Description of the procurement

NHS Gloucestershire ICB seeks to commission an Integrated Urgent Care service for patients, residents, and visitors to Gloucester.

The procurement is driven by the need to re-procure an Integrated Urgent Care service, which brings together NHS 111 and GP Out of Hours provision for people with urgent care needs. The procurement seeks to appoint a service which is innovative, meets patients' expectations and fits the needs of the Gloucestershire population now and throughout the contract period.

Contracts will be for an initial term of 60 months, ending on 30/09/2029, with a possible extension of any period up to a further 24 months, as defined and at the discretion of the Commissioner. Services are planned to commence from 01/10/2024. The total budget available is £55,331,406.00 including VAT.

The provider will be responsible for the delivery of the following services within the budget:

- 111 (Telephone and Online)
- Clinical Assessment Service

- Out of Hours (OOH)

NHS Gloucestershire ICB are looking for services to be delivered in an innovative way that meets the needs of the Gloucestershire population now and throughout the contract period, so the ICB expects the service to constantly engage with the public and professionals, and in agreement with commissioners, to evolve the service to ensure it is fit for purpose and meeting patients' expectations. The service needs to work in an integrated manner with other service providers in the area to offer a seamless experience across the urgent care system, particularly from a patient's viewpoint.

This process is being managed by NHS South, Central and West Commissioning Support Unit (SCW) on behalf of the Commissioner(s).

II.2.6) Estimated value

Value excluding VAT: £78,433,822

II.2.7) Duration of the contract or the framework agreement

Duration in months

84

II.2.14) Additional information

The services are healthcare services falling within Schedule 3 to the Public Contracts Regulations 2015 ("the Regulations") which are not subject to the full regime of the Regulations but are instead governed by the "Light Touch Regime" contained within Chapter 3, Section 7 of the Regulations (Regulations 74 to 77).

Section III. Legal, economic, financial and technical information

III.2) Conditions related to the contract

III.2.2) Contract performance conditions

As set down within the Invitation to Tender documentation

Section IV. Procedure

IV.1) Description

IV.1.1) Form of procedure

Open procedure

IV.2) Administrative information

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

Date

20 November 2023

Local time

12:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

Section VI. Complementary information

VI.3) Additional information

Interested providers will be able to view this opportunity via the live opportunities list on the 'Health Family' e-procurement system, Atamis. Click on 'View our Live Opportunities' from the home page, available on the following link: <https://health-family.force.com/s/Welcome>.

Once you have found the opportunity (via the search function, using the title or reference number), to gain full access to the bid documentation (including questionnaires), you will need to click on 'Register interest' - this will take you to the log-in page.

If you are not already registered on the system, you will need to do so before gaining full access to the documentation and be able to submit a bid.

The services are healthcare services falling within Schedule 3 to the Public Contracts Regulations 2015 ("the Regulations") which are not subject to the full regime of the Regulations but are instead governed by the "Light Touch Regime" contained within Chapter 3, Section 7 of the Regulations (Regulations 74 to 77).

The tendering process will be conducted in accordance with the requirements and flexibilities provided by Articles 74 to 76 of the Directive, and Regulations 74 to 76 of the Regulations. The Authority will run a transparent tender process, treating all Bidders equally. For the avoidance of doubt, the Authority will not be bound by the Regulations or any other regulations or legislation except for the specific parts or circumstances that apply to the procurement of these Services.

Neither the inclusion of a Bidder selection stage, nor the use of any language or terms found in the Directive or Regulations, nor the description of the procedure voluntarily adopted by the Authority ("Open", "Restricted", "Competitive Procedure with Negotiation", "Competitive Dialogue" or any other description), nor any other indication, shall be taken to mean that the Authority intends to hold itself bound by the Directive or Regulations, save by the provisions applicable to services coming within the scope of Annex XIV of the Directive / Schedule 3 of the Regulations.

The Contracting Authority intends to voluntarily observe the award decision notices provisions and 10 day standstill period described in Regulation 87 of the Regulations. Unsuccessful Bidders will receive scores and reasons for the decision, including the characteristics and relative advantages of the winning bid and the reasons why the Bidder/application was unsuccessful. Deadline for lodging of appeals should be in accordance with Regulation 87 and Regulation 91 of the Regulations

VI.4) Procedures for review

VI.4.1) Review body

High Court in London

London

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

As described in VI.3, deadline for lodging of appeals should be in accordance with Regulation 87 and Regulation 91 of the 2015 Regulations.