

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/033979-2024>

Contract

## **The provision of an Integrated Urgent Care Service to NHS Devon Integrated Care Board**

NHS Devon Integrated Care Board

F03: Contract award notice

Notice identifier: 2024/S 000-033979

Procurement identifier (OCID): ocids-h6vhtk-04afb8

Published 21 October 2024, 3:00pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

NHS Devon Integrated Care Board

Apeture House, Pynes Hill

Exeter

#### **Email**

[d-icb.contracting@nhs.net](mailto:d-icb.contracting@nhs.net)

#### **Country**

United Kingdom

#### **Region code**

UKK4 - Devon

#### **Justification for not providing organisation identifier**

Not on any register

## **Internet address(es)**

Main address

[www.onedevon.org](http://www.onedevon.org)

## **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**

The provision of an Integrated Urgent Care Service to NHS Devon Integrated Care Board

Reference number

WA11777

#### **II.1.2) Main CPV code**

- 85100000 - Health services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

NHS Devon ICB (the Commissioner) is has awarded the provision of an Integrated Urgent Care Service (IUCS) for Devon.

The contract is for the provision of:

- 111 call handling services (NHS 111)
- Clinical Assessment of 111 calls through the Clinical Assessment Service (CAS)

- Out of Hours GP provision (OOH)

This procurement was carried out by NHS South, Central and West Commissioning Support Unit (SCW) on behalf of the Commissioner in 2022 this notice is being issued retrospectively to allow a link to a modification notice. The original contract notice 2022/S 000-004971 was issued in 2022.

#### **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: £163,054,012

### **II.2) Description**

#### **II.2.2) Additional CPV code(s)**

- 64200000 - Telecommunications services
- 79512000 - Call centre
- 85312310 - Guidance services

#### **II.2.3) Place of performance**

NUTS codes

- UKK4 - Devon

Main site or place of performance

Devon

#### **II.2.4) Description of the procurement**

NHS Devon ICB (the Commissioner) has awarded a contract for the provision of an Integrated Urgent Care Service (IUCS) for Devon.

The contract is for the provision of:

- 111 call handling services (NHS 111)
- Clinical Assessment of 111 calls through the Clinical Assessment Service (CAS)

- Out of Hours GP provision (OOH)

The NHS Long Term Plan clearly set out the need to act in redesigning the NHS urgent care 'access point', moving towards a "consult and complete" model.

NHS 111 provides a vital service to help people with urgent care needs to get assessment, clinical advice, and treatment quickly. The service is significantly enhanced by increasing clinical consultation for patients calling 111, so that more patients get the care and advice they need over the phone, and only those who genuinely need to attend A&E or use the ambulance service are advised to do this. All other patients have their issue resolved over the phone if possible, or if not will be directed to appropriate primary care or community services, with an emphasis on strongly supporting patients in self-care.

The core vision for the IUC service in Devon builds upon the success of NHS 111 in simplifying access for patients and increasing the confidence that they, commissioner, health

professionals and most importantly the public have in services.

The offer is easy access to urgent health care services that is fully integrated with all aspects of the system - through NHS 111. Integration sees urgent care services collaborating to deliver high quality, clinical assessment, advice, and treatment, with shared standards and processes and clear accountability and leadership. The 111 number must become the single telephony access

point.

The Clinical Assessment Service (CAS) is central to this, offering patients access to clinicians, both experienced generalists and specialists (such as Dental Nurses, Mental Health Nurses and Palliative Care Nurses). These clinicians will also be available to health professional colleagues who work with patients in the community, such as paramedics and nurses in nursing homes. Primary care out of hours and 111 services have been combined, and multidisciplinary clinicians added to the integrated working model. IUC services will book people into urgent face- to-face appointments where needed.

This process was managed by NHS South, Central and West Commissioning Support Unit (SCW) on behalf of the Commissioner in 2022 this notice is being issued retrospectively to allow a link to a modification notice. The original contract notice 2022/S 000-004971 was issued in 2022.

## **II.2.5) Award criteria**

Cost criterion - Name: Delivering value for money and adding value to the system /

Weighting: 20

## **II.2.11) Information about options**

Options: No

## **II.2.14) Additional information**

At the end of the initial contract term the Commissioner will have an extension option for any number of periods up to a maximum of 3 years (with any initial extension period used being no less than 12 months), which will be awarded at their discretion (within a budget of £167m over 8 years if the full contract term is

fulfilled).

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 is instead governed by the "Light Touch Regime" contained within Chapter

3, Section 7 of the Regulations (Regulations 74 to 77).

---

## **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

- The procurement falls outside the scope of application of the regulations

Explanation:

This notice is issued retrospectively, see notice 2022/S 000-004971 for the contract notice. This is in addition to the modification notice that was issued on the 21/10/2024.

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

The procurement is covered by the Government Procurement Agreement: Yes

---

## **Section V. Award of contract**

### **Title**

The provision of an Integrated Urgent Care Service to NHS Devon Integrated Care Board

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

18 February 2022

#### **V.2.2) Information about tenders**

Number of tenders received: 4

Number of tenders received from SMEs: 0

Number of tenders received by electronic means: 4

The contract has been awarded to a group of economic operators: No

#### **V.2.3) Name and address of the contractor**

Practice Plus Group Urgent Care Limited

Hawker House, 5-6 Napier Court, Napier Road,

Reading

RG1 8BW

Telephone

+44 3339992570

Country

United Kingdom

NUTS code

- UKJ1 - Berkshire, Buckinghamshire and Oxfordshire

Companies House

05232967

Internet address

<https://practiceplusgroup.com/>

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: £167,000,000

Total value of the contract/lot: £163,054,012

---

## **Section VI. Complementary information**

### **VI.3) 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 is instead governed by the "Light Touch Regime" contained within Chapter

3, Section 7 of the Regulations (Regulations 74 to 77).

The tendering process was 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 ran a transparent tender process, treating all Bidders equally.

For the avoidance of doubt, the Authority was not 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 voluntarily observed the award decision notices provisions and 10 day standstill period described in Regulation 86 of the Regulations.

Unsuccessful Bidders received 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**

NHS Devon Integrated Care Borad

Exeter

Country

United Kingdom

Internet address

[www.onedevon.org](http://www.onedevon.org)

### **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.