

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/034703-2024>

Contract

## **NHS 111 Service - Milton Keynes**

NHS Bedfordshire, Luton and Milton Keynes Integrated Care Board

F03: Contract award notice

Notice identifier: 2024/S 000-034703

Procurement identifier (OCID): ocids-h6vhtk-04b173

Published 25 October 2024, 3:04pm

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

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

NHS Bedfordshire, Luton and Milton Keynes Integrated Care Board

3rd Floor, Arndale House, The Mall

Luton

LU1 2LJ

#### **Email**

[agem.procurementblmk@nhs.net](mailto:agem.procurementblmk@nhs.net)

#### **Country**

United Kingdom

#### **Region code**

UKH2 - Bedfordshire and Hertfordshire

**NHS Organisation Data Service**

M1J4Y

**Internet address(es)**

Main address

<https://bedfordshirelutonandmiltonkeynes.icb.nhs.uk/>

**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 - Milton Keynes

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

- 85100000 - Health services

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

Services

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

NHS 111 Service - Milton Keynes: Integrated Urgent Care (NHS111 and Clinical Assessment Service) services. Integrated Urgent Care Services are inextricably linked to delegated primary care commissioned services and have been considered together when determining a sustainable approach for provision within BLMK.

#### **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: £4,900,000

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

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

NUTS codes

- UKH2 - Bedfordshire and Hertfordshire

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

Integrated Urgent Care (NHS111 and Clinical Assessment Service) services. Integrated Urgent Care Services are inextricably linked to delegated primary care commissioned services and have been considered together when determining a sustainable approach for provision within BLMK. The transformation of IUC directly impacts core general practice and primary services, specifically same day and urgent general practice and vice

versa. National policy developments including the development of unscheduled care coordination hubs has been an important consideration as the services are delivered against a national NHSE Service Specification as follows:

NHS111 is a remote triage service accessed via telephone or online. Both services use a Clinical Decision Support System called NHS Pathways, to support the remote assessment of callers to 111 or 999, or visitors to NHS111 Online. The 111-telephony service uses an Interactive Voice Response (IVR) system. This provides an initial filter to direct callers along the appropriate pathway within the NHS111 process. It can also connect callers directly with another service such as a Mental Health Crisis Team.

Clinical Assessment Service (CAS) contains an MDT, with at least one senior responsible GP available 24/7 with additional GPs rostered according to demand. Working with them, also rostered according to demand and local need are specialists such as advanced nurse practitioners, pharmacists, dental nurses, mental health nurses and palliative care nurses. During consultations, CAS clinicians will use a Clinical Decision Support System (CDSS) or an agreed clinical protocol to complete the episode on the telephone where possible.

The ICB are intending to award a contract an existing provider following direct award process C and the approximate lifetime value of the contract is £4.9m plus activity growth, cost inflation and efficiencies. The services are intended to be provided for a period of three years from 01st October 2025 to 30th September 2028.

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

Quality criterion - Name: The existing provider is satisfying the original contract and will likely satisfy the proposed contract to a sufficient standard. / Weighting: 100

Price - Weighting: 0

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

Options: No

---

## **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 is a Provider Selection Regime (PSR) intention to award 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. The publication of this notice marks the start of the standstill period. Representations by providers must be made to the relevant authority by midnight of 06th November 2024. This contract has not yet formally been awarded; this notice serves as an intention to award under the PSR'.

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

The procurement is covered by the Government Procurement Agreement: No

---

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

A contract/lot is awarded: Yes

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

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

27 September 2024

#### **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**

DHU Healthcare CIC

Derby

Country

United Kingdom

NUTS code

- UKF1 - Derbyshire and Nottinghamshire

NHS Organisation Data Service

NNJ03

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: £4,900,000

Total value of the contract/lot: £4,900,000

---

## **Section VI. Complementary information**

### **VI.3) Additional information**

This is a Provider Selection Regime (PSR) confirmation of contract award notice. This contract has been awarded under 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. The publication of this notice marks the start of the standstill period. Representations by providers must be made to the relevant authority by midnight of 06th November 2024. This contract has not yet formally been awarded; this notice serves as an intention to award under the PSR'.

The BLMK ICB Board gave approval of this in September 2024 at the scheduled Board Meeting. Conflicts of interests have been managed in line with ICB's Conflict of Interest and Standards of Business Conduct Policy.

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

NHS BEDFORDSHIRE, LUTON AND MILTON KEYNES INTEGRATED CARE BOARD

3rd Floor, Arndale House, The Mall,

Luton

LU1 2LJ

Country

United Kingdom