

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/034705-2024>

Contract

Integrated Urgent Care (111 & Out of Hours) Service

NHS Bedfordshire, Luton and Milton Keynes Integrated Care Board

F03: Contract award notice

Notice identifier: 2024/S 000-034705

Procurement identifier (OCID): ocds-h6vhtk-04b175

Published 25 October 2024, 3:05pm

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

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

Integrated Urgent Care (111 & Out of Hours) Service

II.1.2) Main CPV code

- 85100000 - Health services

II.1.3) Type of contract

Services

II.1.4) Short description

Integrated Urgent Care (NHS111, Clinical Assessment Service, GP OoH's) 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: £40,600,000

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, Clinical Assessment Service, GP OoH's) 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.

The 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 GP OoH's service manages all Primary Care Dispositions that have resulted from the NHS111 process during the GP Practice out of hours periods (18:30 to 08:00 weekdays and all day at weekends and Bank Holidays). This is for both NHS111 telephony and NHS111 Online outcomes. The service is delivered both remotely and face to face. Remote assessment will be by telephone and video if available (GP Triage). Face to face services will be delivered from bases known as IUC Treatment Centres (Base Visit) and in patients' homes (Home Visit). GP OoH's services will use a Clinical System to record all episodes of care and will have access to Patient GP Records.

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 £40.6m 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

HERTS URGENT CARE

The Old Ambulance Station, Ascots Lane,

Welwyn Garden City

AL7 4HL

Country

United Kingdom

NUTS code

- UKH2 - Bedfordshire and Hertfordshire

NHS Organisation Data Service

Y01061

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: £40,600,000

Total value of the contract/lot: £40,600,000

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