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Tender

Critical Care Transfer Coordination Service (Call Handling) – East Midlands

NHS England

F02: Contract notice

Notice identifier: 2023/S 000-037532

Procurement identifier (OCID): ocids-h6vhtk-040381

Published 20 December 2023, 3:48pm

Section I: Contracting authority

I.1) Name and addresses

NHS England

1st Floor, Quarry House, Quarry Hill

Leeds

LS2 7UE

Contact

Anna Salt

Email

anna.salt@nhs.net

Country

United Kingdom

Region code

UKE - Yorkshire and the Humber

Internet address(es)

Main address

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

Buyer's address

<https://www.england.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

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

Body governed by public law

I.5) Main activity

Health

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Critical Care Transfer Coordination Service (Call Handling) – East Midlands

II.1.2) Main CPV code

- 75122000 - Administrative healthcare services

II.1.3) Type of contract

Services

II.1.4) Short description

NHS Arden and Greater East Midlands Commissioning Support Unit (AGCSU), on behalf of NHS England (referred to as the Commissioner), is seeking to commission a suitably qualified and experienced provider to deliver the specialised critical care transfer co-ordination service (Call Handling) for the East Midlands Region through the publication of this ITT.

The service provider will receive and coordinate all urgent and emergency requests via telephone and digital routes, for intra-uterine (IUT), Neonatal critical care (CenTre), Paediatric critical care (CoMET), and Extra Corporeal Membrane Oxygenation (ECMO), for the East Midlands Region.

II.1.5) Estimated total value

Value excluding VAT: £4,253,832

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKF - East Midlands (England)

II.2.4) Description of the procurement

Following a market engagement exercise which had a return date of 15th November 2023, Commissioners are now running an Invitation to Tender (ITT) process.

The Service is required to meet the following needs:

- To provide an expeditious 24/7 service that meets the quality schedule within the NHS Standard Contract for the management of all advice, facilitation of cot/bed locating where required, and/or transfer activity associated with IUT, Neonatal, Paediatric, and ECMO patients.
- To record, index, retain, and access when required, all requests received or facilitated by the service via digital and/or telephone/conference calling safely and accurately in line with NHS records retention policies.
- To provide accurate and timely information on all contacts (digital and/or telephone calls) managed as per the service specification and the information schedule (Schedule 6 within the NHS Standard Contract).

Commissioned Provider(s) must be able to meet all of the following key criteria:

- The ability to work with service leads to manage and coordinate requests for advice, cot/bed locating, and/or transport 24 hours a day, seven days a week, 365 days a year in accordance with agreed quality and performance indicators for the services referred to above.
- Robust business continuity plans to ensure delivery of a safe service 24 hours a day, seven days a week, 365 days a year.
- To have robust capacity and demand policies to manage any planned or unplanned surge in activity.
- The ability to accurately record reliable activity information on all requests as per the service specification and described within the NHS Standard Contract.
- The ability to digitally record, safely store, index, retrieve, and retain all requests (whatever format) received or made in or out of the services in accordance with NHS record retention policies and protocols.
- Evidence of being able to work collaboratively and cooperatively with NHS and Non-NHS providers / stakeholders to improve patient experience and safety.
- The ability to work with stakeholders to enhance and improve the service provision and delivery over the length of the contract.
- The ability to provide a reliable and secure communication (telephony, digital conferencing, and digital messaging) conduit for all requests between general hospitals, specialist treatment centres (Providers) and transport services.
- To have full support of their Board to provide this service in accordance with the NHS Standard Contract.
- This is an Administrative Service and does not require clinical qualifications. However, the Service Provider staff should have a basic understanding of the Clinical Services as it will involve communicating and facilitating discussions between clinicians.
- To be able to deliver this service safely and effectively from the contract start date of 1st November 2024 until 31st October 2029 and there is an option to extend the contract for up to a further 12 months.

II.2.5) Award criteria

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

II.2.6) Estimated value

Value excluding VAT: £4,253,832

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

Start date

1 November 2024

End date

31 October 2030

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: Yes

Description of options

The contract period is 5 years with the Commissioner having the option to extend the Contract for up to a further 12 months.

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

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: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-028235](#)

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

Date

23 February 2024

Local time

12:00pm

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

IV.2.7) Conditions for opening of tenders

Date

23 February 2024

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.4) Procedures for review

VI.4.1) Review body

NHS Arden and GEM CSU

St John's House, East Street

Leicester

LE1 6NB

Country

United Kingdom

Internet address

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

VI.4.2) Body responsible for mediation procedures

NHS Arden and GEM CSU

St John's House, East Street

Leicester

LE1 6NB

Country

United Kingdom

Internet address

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

VI.4.4) Service from which information about the review procedure may be obtained

NHS Arden and GEM CSU

St John's House, East Street

Leicester

LE1 6NB

Country

United Kingdom

Internet address

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