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Contract

Hertfordshire Admissions Avoidance Response Car Service

NHS Hertfordshire and West Essex Integrated Care Board

F03: Contract award notice

Notice identifier: 2024/S 000-039606

Procurement identifier (OCID): ocids-h6vhtk-04c5a1

Published 9 December 2024, 12:34pm

Section I: Contracting authority

I.1) Name and addresses

NHS Hertfordshire and West Essex Integrated Care Board

Charter House Parkway

Welwyn Garden City

AL8 6JL

Contact

Mark Fordham

Email

hweicbhv.procurementteam@nhs.net

Country

United Kingdom

Region code

UKH23 - Hertfordshire

Internet address(es)

Main address

<https://www.hertsandwestessex.icb.nhs.uk/>

Buyer's address

<https://www.hertsandwestessex.icb.nhs.uk/>

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

Health

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Hertfordshire Admissions Avoidance Response Car Service

II.1.2) Main CPV code

- 85100000 - Health services

II.1.3) Type of contract

Services

II.1.4) Short description

This notice is to inform the market of NHS Hertfordshire and West Essex Integrated Care Board's intention to award this contract following a direct award process A to its incumbent supplier, East of England Ambulance Service NHS Trust, to continue to deliver this service within Hertfordshire.

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: £1,240,836

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKH23 - Hertfordshire

II.2.4) Description of the procurement

This notice is to inform the market of NHS Hertfordshire and West Essex Integrated Care Board's contract award following a direct award process A to its incumbent supplier, East of England Ambulance Service NHS Trust, to continue to deliver the Hertfordshire Admittance Avoidance Response Car (HAARC) Service within Hertfordshire.

The HAARC service provides quick access to Advanced Paramedics providing specialist clinical advice and support to Care Homes so that residents only attend hospital if it is clinically necessary. Residents are assessed and treated for minor injuries and illnesses, and management plans are jointly developed with Care Home staff. HAARC staff also facilitate training sessions for Care Home staff in the treatment of minor injuries and illnesses.

The HAARC service currently supports over 150 Care Homes across Dacorum, St Albans and Harpenden, Watford and Three Rivers and Hertsmere. The service also supports several HPFT facilities, Supported Living (previously care homes) where there is no medical cover and limited general nurse cover.

Some the key benefits and outcomes that the HAARC service has achieved include:

- Improved resident experience and outcomes - enabling individuals to remain in their residence and avoid separation from friends and carers, breaking established routines and surroundings.
- Reduction in ambulance conveyancing to A&E from Care Homes.
- Reduction in attendance / admission to acute hospital of Care Home residents.
- Reduction in frequent use of the urgent and emergency service.
- Freeing up capacity in EEAST's frontline operational resources to focus on higher acuity patients.
- Training has resulted in enhanced competency and support for Care Home staff.
- Reduction in calls to primary care GPs.
- Reduced re-contact rates to 999 and / or other unplanned presentations to healthcare

services.

- A&E attendance and hospital admission cost savings.

The contract has been in place with East of England Ambulance Service NHS Trust since April 2016 with a cumulative contract value to end March 2024 of £4,349,528.

The contract period is from 1st April 2025 to 31st March 2026 with a maximum value of the new contract of £620,418 per annum. Should the optional extension for an additional one year be used, the maximum contract value for the 2-year period is £1,240,836.

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: Yes

Description of options

Option to extend for a further year from 1st April 2026 to 31st March 2027

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

Award of a contract without prior publication of a call for competition in the cases listed below

- New works/services, constituting a repetition of existing works/services

Explanation:

No realistic alternative provider/Patient Choice.

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

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

22 November 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

East of England Ambulance Service NHS Trust

Whiting Way, Melbourn

Cambridgeshire

SG8 6EN

Email

marie.cherry@npag.eastamb.nhs.uk

Country

United Kingdom

NUTS code

- UK - United Kingdom

Internet address

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

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: £1,240,836

Total value of the contract/lot: £1,240,836

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 business case including the recommendation to award the contract under Provider Selection Regime Process A was approved by the ICB's Strategic Finance & Commissioning Committee on the 22nd November 2024 and there were no recorded or potential conflicts of interest of individuals making the decision declared at this meeting.

VI.4) Procedures for review

VI.4.1) Review body

NHS Hertfordshire and West Essex Integrated Care Board

Charter House Parkway

Welwyn Garden City

AL8 6JL

Country

United Kingdom

Internet address

<https://www.hertsandwestessex.icb.nhs.uk/>