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Contract

NECS523 NEAS Third-Party 111 Online and Primary Care Speak To Services CP

North East Ambulance Services NHS Foundation Trust

F03: Contract award notice

Notice identifier: 2025/S 000-047295

Procurement identifier (OCID): ocids-h6vhtk-04efb0

Published 8 August 2025, 2:18pm

Section I: Contracting authority

I.1) Name and addresses

North East Ambulance Services NHS Foundation Trust

Bernicia House

Newcastle upon Tyne

NE15 8NY

Email

necsu.psrprocurement@nhs.net

Country

United Kingdom

Region code

UKC - North East (England)

NHS Organisation Data Service

RX6

Internet address(es)

Main address

<https://www.neas.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

NECS523 NEAS Third-Party 111 Online and Primary Care Speak To Services CP

Reference number

NECS523

II.1.2) Main CPV code

- 85000000 - Health and social work services

II.1.3) Type of contract

Services

II.1.4) Short description

This is an INTENTION TO AWARD Notice following The Health Care Services (Provider Selection Regime) Regulations 2023 - Competitive Process.

North of England Commissioning Support (NECS) is a commissioning support service working for and on behalf of The North East Ambulance Service NHS Foundation Trust (the Relevant Authority) who have undertaken a competition process to provide a Framework for Third-Party 111 Online and Primary Care Speak To (PCST) Services.

Contract Start Date: 01 October 2025

Contract End Date: 30 September 2029

The contract term is for an initial period of 2 years, with an option to extend for a further 2 years at the discretion of the Relevant Authority and subject to satisfactory contractual and financial performance.

II.1.6) Information about lots

This contract is divided into lots: Yes

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £8,868,000

II.2) Description

II.2.1) Title

111 Online Services (North East Wide)

Lot No

1

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services

II.2.3) Place of performance

NUTS codes

- UKC - North East (England)

II.2.4) Description of the procurement

This is an INTENTION TO AWARD Notice following The Health Care Services (Provider Selection Regime) Regulations 2023 - Competitive Process.

This is an intention to award notice to advise that the relevant authority intends to award a contract under a competitive process under the Health Care Services (Provider Selection Regime) regulations 2023. For the avoidance of doubt, the provisions of the Procurement Regulations 2024 (Procurement Act 2023) and/ or Public Contracts Regulations 2015 do not apply to this award.

North of England Commissioning Support (NECS) is a commissioning support service working for and on behalf of The North East Ambulance Service NHS Foundation Trust (the Relevant Authority) who have undertaken a competition process to provide a Framework for Third-Party 111 Online and Primary Care Speak To (PCST) Services.

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111 Online Services (North East Wide)

This is a new service.

II.2.5) Award criteria

Quality criterion - Name: Key Criteria 1: Quality and Innovation / Weighting: 35

Quality criterion - Name: Key Criteria 2: Integration, Collaboration and Service Sustainability / Weighting: 15

Quality criterion - Name: Key Criteria 3: Improving Access, Reducing Health Inequalities and Facilitating Choice / Weighting: 10

Quality criterion - Name: Key Criteria 4: Social Value / Weighting: 10

Cost criterion - Name: Key Criteria 5: Value (Price) / Weighting: 30

II.2.11) Information about options

Options: No

II.2.14) Additional information

The Relevant Authority assessed the five key criteria against the service requirements and determined the relative importance of each, as outlined above and detailed within the provider response documentation. The contract award criteria are specified in the provider response documents.

II.2) Description

II.2.1) Title

Primary Care Speak To Dispositions (Northumberland, North Tyneside and Newcastle)

Lot No

2

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services

II.2.3) Place of performance

NUTS codes

- UKC - North East (England)

II.2.4) Description of the procurement

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Primary Care Speak To Dispositions (Northumberland, North Tyneside and Newcastle)

This is a new service.

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Quality criterion - Name: Key Criteria 2: Integration, Collaboration and Service Sustainability / Weighting: 15

Quality criterion - Name: Key Criteria 3: Improving Access, Reducing Health Inequalities and Facilitating Choice / Weighting: 10

Quality criterion - Name: Key Criteria 4: Social Value / Weighting: 10

Cost criterion - Name: Key Criteria 5: Value (Price) / Weighting: 30

II.2.11) Information about options

Options: No

II.2.14) Additional information

The Relevant Authority assessed the five key criteria against the service requirements and determined the relative importance of each, as outlined above and detailed within the provider response documentation. The contract award criteria are specified in the provider response documents.

II.2) Description

II.2.1) Title

Primary Care Speak To Dispositions (North Durham, Durham Dales, Easington and Sedgefield, Darlington)

Lot No

3

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services

II.2.3) Place of performance

NUTS codes

- UKC - North East (England)

II.2.4) Description of the procurement

This is an INTENTION TO AWARD Notice following The Health Care Services (Provider Selection Regime) Regulations 2023 - Competitive Process.

This is an intention to award notice to advise that the relevant authority intends to award a contract under a competitive process under the Health Care Services (Provider Selection Regime) regulations 2023. For the avoidance of doubt, the provisions of the Procurement Regulations 2024 (Procurement Act 2023) and/ or Public Contracts Regulations 2015 do not apply to this award.

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Contract Start Date: 01 October 2025

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The contract term is for an initial period of 2 years, with an option to extend for a further 2 years at the discretion of the Relevant Authority and subject to satisfactory contractual and financial performance.

Primary Care Speak To Dispositions (North Durham, Durham Dales, Easington and Sedgefield, Darlington)

This is a new service.

II.2.5) Award criteria

Quality criterion - Name: Key Criteria 1: Quality and Innovation / Weighting: 35

Quality criterion - Name: Key Criteria 2: Integration, Collaboration and Service Sustainability / Weighting: 15

Quality criterion - Name: Key Criteria 3: Improving Access, Reducing Health Inequalities and Facilitating Choice / Weighting: 10

Quality criterion - Name: Key Criteria 4: Social Value / Weighting: 10

Cost criterion - Name: Key Criteria 5: Value (Price) / Weighting: 30

II.2.11) Information about options

Options: No

II.2.14) Additional information

The Relevant Authority assessed the five key criteria against the service requirements and determined the relative importance of each, as outlined above and detailed within the provider response documentation. The contract award criteria are specified in the provider response documents.

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: [2025/S 000-015641](#)

Section V. Award of contract

Lot No

1

Title

111 Online Services (North East Wide)

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

7 August 2025

V.2.2) Information about tenders

Number of tenders received: 4

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

V.2.3) Name and address of the contractor

DHU Healthcare

No 2 Roundhouse Road

Derby

DE24 8JE

Country

United Kingdom

NUTS code

- UKC - North East (England)

Companies House

05834163

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: £3,128,000

Total value of the contract/lot: £3,128,000

Section V. Award of contract

Lot No

2

Title

Primary Care Speak To Dispositions (Northumberland, North Tyneside and Newcastle)

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

7 August 2025

V.2.2) Information about tenders

Number of tenders received: 5

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

V.2.3) Name and address of the contractor

DHU Healthcare

No 2 Roundhouse Road

Derby

DE24 8JE

Country

United Kingdom

NUTS code

- UKC - North East (England)

Companies House

05834163

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: £2,560,000

Total value of the contract/lot: £2,560,000

Section V. Award of contract

Lot No

3

Title

Primary Care Speak To Dispositions (North Durham, Durham Dales, Easington and Sedgefield, Darlington)

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

7 August 2025

V.2.2) Information about tenders

Number of tenders received: 6

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

V.2.3) Name and address of the contractor

DHU Healthcare

No 2 Roundhouse Road

Derby

DE24 8JE

Country

United Kingdom

NUTS code

- UKC - North East (England)

Companies House

05834163

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: £3,180,000

Total value of the contract/lot: £3,180,000

Section VI. Complementary information

VI.3) Additional information

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 Procurement Regulations 2024 (Procurement Act 2023) and/ or Public Contracts Regulations 2015 do not apply to this award.

This contract has not yet formally been awarded; this notice serves as an intention to award under the PSR. A contract will not be awarded until after the 9th working day following standstill. The standstill period begins on the day after the publication of this notice. Representations by providers must be made to the relevant authority by midnight on 20 August 2025. Any representations should be sent via the Atamis messaging portal and/or via email to necsu.neprocurement@nhs.net

The individual(s) making the award decision are:

- North East Ambulance Service NHS Foundation Trust (NEAS) Performance and Finance Committee
- Head of Planning and Performance
- Assistant Director of Contracting and Performance
- Deputy Director of Quality and Safety
- Assistant Director of Quality and Safety

- Deputy Director of Paramedicine
- EOC Systems and Resilience Manager
- IM&T Systems Manager
- Head of Informatics
- Head of 111 and IUC CAS
- Clinical Service Manager - IUC CAS

There were no declared of potential conflicts of interest of individuals making the award decision.

Conflicts of interest were completed by all involved in the process and no potential conflicts were identified.

The scoring criteria for the Basic Selection Criteria Questions were either evaluated as Pass/Fail or For Information.

The Relevant Authority considered the five key criteria against the service requirements and determined the relative importance of each, as outlined below and detailed within in the provider response documentation.

Quality and Innovation - 35%

Value (price) - 30%

Integration, Collaboration and Service Sustainability - 15%

Improving Access, Reducing Health Inequalities and Facilitating Choice - 10%

Social Value - 10%

The successful provider (preferred lot supplier) for each lot was selected based on offering the most advantageous Provider response by scoring the highest combined score for quality (key criteria) and finance, evaluated against the published evaluation criteria as detailed within the provider response documentation. As a result, they are the recommended provider and have been awarded the contract, subject to final agreement.

Accredited Framework suppliers not achieving 'preferred Lot supplier' status will not be issued with a sub-contract by the Trust, however they will be retained as 'accredited Framework suppliers' throughout the term and may be utilised by the Trust to provide a)

contingency cover in the event of a failure of the 'preferred Lot supplier', b) short-term surge capacity during times of peak demand, and c) support for bespoke capacity initiatives and pilot projects if required from time to time.

The following providers passed all elements of the tender technical response and financial model template and were awarded accredited framework supplier status:

Lot 1 - Vocare

Lot 2 - Practice Plus Group, Vocare

Lot 3 - County Durham and Darlington NHS Foundation Trust, Practice Plus Group, Vocare

VI.4) Procedures for review

VI.4.1) Review body

North East Ambulance Services NHS Foundation Trust

Bernicia House

Newcastle upon Tyne

NE15 8NY

Country

United Kingdom