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Contract

Insourced Services Managed Services Solution on behalf of UHL

University Hospitals of Leicester NHS Trust

F03: Contract award notice

Notice identifier: 2025/S 000-060944

Procurement identifier (OCID): ocids-h6vhtk-02c96b

Published 30 September 2025, 2:59pm

Section I: Contracting authority

I.1) Name and addresses

University Hospitals of Leicester NHS Trust

Leicester Royal Infirmary

Leicester

LE1 6WW

Contact

Daniel Bromley

Email

daniel.bromley@uhl-tr.nhs.uk

Country

United Kingdom

Region code

UKF2 - Leicestershire, Rutland and Northamptonshire

National registration number

RWE

Internet address(es)

Main address

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

Buyer's address

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

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

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

Insourced Services Managed Services Solution on behalf of UHL

Reference number

RM6276

II.1.2) Main CPV code

- 85100000 - Health services

II.1.3) Type of contract

Services

II.1.4) Short description

For an Insourced Services Provider, under: Workforce Alliance RM6276 - Insourced Services to support the Provision of Healthcare Services on behalf of University Hospitals of Leicester NHS Trust

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: £16,000,000

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

For an Insourced Services Provider, under: Workforce Alliance RM6276 - Insourced Services to support the Provision of Healthcare Services on behalf of University Hospitals

of Leicester NHS Trust

II.2.5) Award criteria

Quality criterion - Name: Social Value / Weighting: 10

Quality criterion - Name: Improving access, reducing health inequalities and facilitating choice / Weighting: 5

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

Quality criterion - Name: Quality and Innovation / Weighting: 30

Price - Weighting: 40

II.2.11) Information about options

Options: No

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

Restricted procedure

IV.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

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: [2021/S 000-016894](#)

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

30 September 2025

V.2.2) Information about tenders

Number of tenders received: 23

Number of tenders received from SMEs: 0

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 23

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

V.2.3) Name and address of the contractor

18 Week Support Limited

2 Eastbourne Terrace

London

W2 6LG

Email

bidsandtenders@18weeksupport.com

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

11880370

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: £16,000,000

Lowest offer: £7,195,200 / Highest offer: £15,200,000 taken into consideration

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 Public Contracts Regulations 2015 do not apply to this award. The standstill period begins on the day after the publication of this notice. Representations by providers must be made to the relevant authority by 10th September 2025. Representations can only be made by providers party to the framework agreement. This contract has not yet formally been awarded; this notice serves as an intention to award under the PSR. Written representations should be made through the Atamis portal.

Award decision-makers are outlined as Clinical service leads, operational staff, procurement staff and finance staff from The University Hospitals of Leicester NHS Trust. Moderation leads and project support consists of Category procurement and Operational procurement staff from North of England Commercial Procurement collaborative. No conflicts of interest were identified amongst the evaluation, moderation and/or project group.

NB: The contract has not yet been concluded; signature will follow the standstill period in accordance with the NHS Provider Selection Regime. The Contract Concluded date is therefore the date the notice is published.

Relative importance of the key criteria that the relevant authority used to make a decision;

The authority weighted the procurement 30% Quality and Innovation (PSR Criterion 1), 40% Value (PSR criterion 2), 15% Integration, collaboration and service sustainability (PSR Criterion 3), 5% Improving access, reducing health inequalities, and facilitating choice (PSR Criterion 4) and 10% Social Value (PSR Criterion 5).

Provided below is the rationale for the relative importance of the key criteria, and the rationale for choosing the provider with reference to each of the key criteria.

The authority placed importance on Quality and innovation, specifically in relation to service delivery, focusing on bidders' capabilities to deliver the service successfully, in line with the specification and evaluating the bidders experience of delivering similar services to provide assurances to the authority.

The successful bidder scored a `good` for the first question outlined in this section (Service Delivery) as outlined in the scoring criteria. The successful bidder covered the full requirements of the question and demonstrated that they have the resources and

structure in place to offer a service to the standard required by the Contracting Authority.

For the second question in this section (Case Study), the successful bidder scored an `Excellent` in line with the scoring criteria, covering all aspects of the question, offering a high level of detail and demonstrating the capability and experience in a manner which exceeded the requirements of the specification and question requirements.

Value was 40% of the weighting and focused on overall % discount from tariff, following the same model evaluated at framework level to gain the best financial outcome for the authority in the delivery of this contract.

The successful bidder scored the highest on value, providing the highest level of discount from tariff amongst all bidders.

The authority focused on Integration and collaboration, placing emphasis on how bidders are to effectively implement the service in time for contract start. The authority focused on key elements of implementation including; key tasks and objectives, resources allocation, staffing support, facilitation of handover with other providers and mitigation plans in relation to delays.

The successful bidder scored a `good` for the singular question in this section (Mobilisation) covering all aspects of the question with a level of detail that offered a strong degree of confidence that the bidder is able to mobilise to the standard required by the Contracting Authority.

For Improving access, reducing health inequalities, and facilitating choice, the authority focused on how bidders could support accessibility for services for patients, ensure flexibility of services and how bidders will support patients with additional needs throughout the patient pathway. The authority also focused on how bidders were to deal with cancellations.

The successful bidder scored a `good` for the singular question in this section (Improving Patient Access) covering the full requirements of the question and providing clear initiatives and examples to support their response in improving access for the patient and supporting the patient.

A social value theme of Tackling Economic Inequality was chosen by the authority, which focused on how bidders could commit to creating employment opportunities in the East Midlands region, throughout the duration of the contract delivery, focusing on sub-contracting, employment of local workforce and/or apprenticeships or work placements.

The successful bidder scored a `satisfactory` for the singular question in this section (Tackling Economic Inequality), broadly meeting what was expected for the criteria, with no significant areas of concern.

Overall, the successful bidder scored the highest across all bidders, considering the 5 criteria of the Provider Selection Regime 2023 as weighted by the authority.

VI.4) Procedures for review

VI.4.1) Review body

Leeds and York Partnership NHS Foundation Trust, trading as North of England NHS Commercial Procurement Collaborative ("NOE CPC")

Don Valley House, Savile Street East

Sheffield

S4 7UQ

Email

procurement@noecpc.nhs.uk

Country

United Kingdom

Internet address

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

VI.4.2) Body responsible for mediation procedures

Leeds and York Partnership NHS Foundation Trust, trading as North of England NHS Commercial Procurement Collaborative ("NOE CPC")

Don Valley House, Savile Street East

Sheffield

S4 7UQ

Email

procurement@noecpc.nhs.uk

Country

United Kingdom

Internet address

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

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

Leeds and York Partnership NHS Foundation Trust, trading as North of England NHS Commercial Procurement Collaborative ("NOE CPC")

Don Valley House, Savile Street East

Sheffield

S4 7UQ

Email

procurement@noecpc.nhs.uk

Country

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