

United Kingdom-London: Health services
OJ S 27/2018 08/02/2018
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: NHS Luton Clinical Commissioning Group

Postal address: The Lodge, 4 George Street West

Town: London

NUTS code: UKH21 Luton

Postal code: LU1 2BJ

Country: United Kingdom

Contact person: Samuel Naxton, Senior Manager, Attain

E-mail: samuel.naxton@attain.co.uk

Internet address(es):

Main address: <http://www.lutonccg.nhs.uk>

Address of the buyer profile: <http://www.attain.bravosolution.co.uk/web/login.html>

I.1. Name and addresses

Official name: NHS Bedfordshire Clinical Commissioning Group

Postal address: Capability House, Silsoe, Bedfordshire

Town: Bedford

NUTS code: UKH24 Bedford

Postal code: MK45 4HR

Country: United Kingdom

E-mail: samuel.naxton@attain.co.uk

Internet address(es):

Main address: www.bedfordshireccg.nhs.uk

I.2. Information about joint procurement

The contract involves joint procurement

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/OOH Service

Reference number: ACE-0232-2015-LUTON/BEDS

II.1.2. Main CPV code

85100000 Health services

II.1.3. Type of contract

Services

II.1.4. Short description

NHS Luton Clinical Commissioning Group and NHS Bedfordshire Clinical Commissioning Group sought to jointly commission an Integrated Urgent Care (111 & Out of Hours) Service across Luton and Bedfordshire via a 'Prime Provider' approach.

Central to this will be a professional Clinical Advice Service offering patients who require access to a wide range of clinicians, both experienced generalists, and specialists. It is essential that these clinicians are supported by the availability of clinical records such as Summary Care Record (SCR) and Enhanced Summary Care Record (ESCR) as well as Electronic Prescribing and other locally available systems.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 45 500 000,00 GBP

II.2. Description

II.2.2. Additional CPV code(s)

64200000 Telecommunications services, 79512000 Call centre, 85141000 Services provided by medical personnel, 85141220 Advisory services provided by nurses, 85312310 Guidance services

II.2.3. Place of performance

NUTS code: UKH21 Luton

Main site or place of performance: Luton and Bedfordshire.

II.2.4. Description of the procurement

The offer for the public will be a single entry point - NHS 111 - to fully integrate urgent care services in which organisations collaborate to deliver high quality, clinical assessment, advice and treatment and to shared standards and processes with clear accountability and leadership. Therefore the Integrated Urgent Care (111 & Out of Hours) Service should allow movement of patients seamlessly from one element of the system to the other, streamlining the experience for patients, reducing unnecessary waiting and inefficiency.

The Integrated Urgent Care (111 & Out of Hours) Service should not be limited to treating patients, but must also be committed to empowering the population to self-care where appropriate with a focus on education and lifestyle modification.

The new provider will need to plan for online and digital provision in the future in order to make it easier for the public to access urgent health advice and care. This will increasingly be in a way that offers a personalised and convenient service that is responsive to people's health care needs when:

- they need medical help fast, but it is not a 999 emergency,
- they do not know who to contact for medical help,
- the thing they need to go to A&E or another NHSE urgent care service,
- they need to make an appointment with an urgent care service,
- they require health information or reassurance about how to care for themselves or what to do next.

The contract period is for 60 months with an option to extend the contract for an additional 24 months, valued at £6.5m per annum. The total contract value is 45 500 000,00 GBP if an option to extend the contract for a further 24 months is utilised.

II.2.5. Award criteria

Quality criterion - Name: Quality / Weighting: 75 %

Price - Weighting: 25 %

II.2.11. Information about options

Options: yes

Description of options:

Option to extend initial contract period for a further 24 months. Maximum of a 84 month contract.

II.2.13. Information about European Union funds

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

II.2.14. Additional information

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

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 in the OJ S: [2016/S 103-184775](#)

IV.2.8. Information about termination of dynamic purchasing system

IV.2.9. Information about termination of call for competition in the form of a prior information notice

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

06/02/2018

V.2.2. Information about tenders

Number of tenders received: 2

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

V.2.3. Name and address of the contractor

Official name: Herts Urgent Care
Postal address: Ascots Lane
Town: Welwyn Garden City
NUTS code: UKH23 Hertfordshire
Postal code: AL7 4HL
Country: United Kingdom
The contractor is an SME: no

V.2.4. Information on value of the contract/lot

Total value of the contract/lot: 45 500 000,00 GBP

V.2.5. Information about subcontracting**Section VI: Complementary information**

VI.3. Additional information**VI.4. Procedures for review****VI.4.1. Review body**

Official name: NHS Luton CCG and NHS Bedfordshire CCG
Town: The Lodge, 4 George Street West
Postal code: LU1 2BJ
Country: United Kingdom

VI.5. Date of dispatch of this notice

06/02/2018