

**United Kingdom-West Bromwich: Health services**  
**OJ S 48/2016 09/03/2016**  
**Contract notice**  
**Services**

**Directive 2004/18/EC**

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: NHS Sandwell and West Birmingham Clinical Commissioning Group

Postal address: Kingston House, 438-450 High Street

Town: West Bromwich

Postal code: B70 9LD

Country: United Kingdom

Contact person: <https://mlcsu.bravosolution.co.uk/web/login.shtml>

For the attention of: Jeevenjit Sian

E-mail: [jeevenjit.sian@nhs.net](mailto:jeevenjit.sian@nhs.net)

**Internet address(es):**

General address of the contracting authority: [www.sandwellandwestbirminghamccg.nhs.uk](http://www.sandwellandwestbirminghamccg.nhs.uk)

Address of the buyer profile: <https://mlcsu.bravosolution.co.uk/web/login.shtml>

Electronic access to information: <https://mlcsu.bravosolution.co.uk/web/login.shtml>

Electronic submission of tenders and requests to participate: <https://mlcsu.bravosolution.co.uk/web/login.shtml>

**Additional information can be obtained from:**

the abovementioned address

**Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained from:**

the abovementioned address

**Tenders or requests to participate must be submitted:** the abovementioned address

**I.2. Type of the contracting authority**

Body governed by public law

**I.3. Main activity**

Health

**I.4. Contract award on behalf of other contracting authorities**

The contracting authority is purchasing on behalf of other contracting authorities: yes

Official name: NHS Sandwell and West Birmingham Clinical Commissioning Group

Official name: NHS Birmingham CrossCity Clinical Commissioning Group

Official name: NHS Birmingham South Central Clinical Commissioning Group

Official name: NHS Coventry and Rugby Clinical Commissioning Group

Official name: NHS Dudley Clinical Commissioning Group

Official name: NHS Herefordshire Clinical Commissioning Group

Official name: NHS Redditch and Bromsgrove Clinical Commissioning Group

Official name: NHS Shropshire Clinical Commissioning Group

Official name: NHS Solihull Clinical Commissioning Group

Official name: NHS South Warwickshire Clinical Commissioning Group

Official name: NHS South Worcestershire Clinical Commissioning Group

Official name: NHS Telford and Wrekin Clinical Commissioning Group

Official name: NHS Walsall Clinical Commissioning Group  
Official name: NHS Warwickshire North Clinical Commissioning Group  
Official name: NHS Wolverhampton Clinical Commissioning Group  
Official name: NHS Wyre Forest Clinical Commissioning Group

## Section II: Object of the contract

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### II.1. Description

#### II.1.1. Title attributed to the contract by the contracting authority

NHS West Midlands Integrated Urgent Care Incorporating NHS 111 Access and GP led Out of Hours Services.

#### II.1.2. Type of contract and place of performance or delivery

Services

Service category No 25: Health and social services

Main site or place of performance: West Midlands.

NUTS code UKG3 West Midlands,UKG2 Shropshire and Staffordshire,UKG1 Herefordshire, Worcestershire and Warwickshire

#### II.1.3. Information about a framework agreement or a dynamic purchasing system

The notice involves a public contract

#### II.1.4. Information about framework agreement

#### II.1.5. Short description of the contract or purchase(s)

This Contract Notice provides information pertaining to the procurement for Integrated Urgent Care Services for 16 Clinical Commissioning Groups (CCGs) within the West Midlands. This Contract Notice follows a Prior Information Notice (OJEU reference: [2015/S 226-411447](#)) that was issued on 18.11.2015.

NHS Sandwell and West Birmingham Clinical Commissioning Group on behalf of 16 CCGs of the West Midlands (collectively referred to as 'the Commissioners') wish to commission an Integrated Urgent Care model comprising NHS 111 access and integrated GP led Out of Hours (OOH) services. This will be a pivotal service for the local urgent care health and social care economies in the West Midlands and will need to be able to work at a regional and local level in helping patients access the right care at the right time.

In response to recent developments in national policy, as published in the Commissioning Standards issued on Integrated Urgent Care (September 2015), the Commissioners are looking to deliver a functionally integrated 24/7 urgent care service that is the 'front door' of the NHS providing access to both treatment and clinical advice. This will include NHS 111 providers and GP led OOH services with links to community services, ambulance services, emergency departments and social care.

The Commissioning Standards build on the success of NHS 111 and will help to deliver the benefits for all patients set out in the Urgent and Emergency Care review led by Sir Bruce Keogh (which was announced 18.1.2013). Through this model the Integrated Urgent Care service, supported by an Integrated Clinical Advice Service (Clinical Hub) will assess the needs of people and advise on or access the most appropriate course of action.

The Commissioners' current requirements for NHS 111 Services are provided under a Step in Contract. The GP led OOH services being procured under this process are currently provided under 5 different contracts covering the 8 CCGs who are procuring OOH services as part of this process.

The purpose of this Procurement process is to:

- Secure a service provider(s) to continue the provision of the NHS 111 Service for the 16 CCGs after expiry of the existing contract and to deliver the service through a new integrated model of urgent care comprising clinical hub elements;
- Secure a service provider(s) to deliver GP led OOH Services in five Lot areas (comprising 8 CCGs in total) to deliver a functionally integrated model with 111 access;
- Ensure all Urgent Care Services are fully integrated with NHS 111 Access Services and GP led OOH Service provision and reflect the Commissioning Standards for Integrated Urgent Care, published September 2015.

#### Scope of Services:

The scope of the procurement has been developed by Commissioners based on the needs of the local communities.

#### 1) NHS 111 Access Service and Clinical Hub Overview:

NHS 111 is a free-to-call 111 telephone number available 24 hours each day, 365 days a year, offering a personalised priority contact service that responds to individual healthcare needs when:

- It is not a life-threatening situation;
- The patient's registered General Practitioner is not an option;
- The caller feels they cannot wait (and may be unsure of what service they require);
- The caller requires health information or reassurance about what to do next.

The Commissioner expectations for the integrated 111 services including Clinical Hub are:

- The service must be staffed by trained advisors, supported by clinicians, using a specified clinical triage tool alongside local Directory of Services to assess caller needs and determine the most appropriate course of action, which may include dispatching an ambulance, providing clinical advice or information, providing reassurance or referring the caller to an alternative service.

- As part of the new specification for 111 services, a clinical hub will also be required to complement the core 111 service, with the aim of delivering enhanced clinical input from pharmacy, mental health and dental specialist input and to act as an Integrated Clinical Advice Service. Primary Care cover at peak times (at the level specified in the NHS 111 Service Specification) will be required from Out of Hours GPs. In addition, 1 CCG, namely, NHS Sandwell and West Birmingham CCG, is commissioning its requirements for GP Led Out of Hours telephone advice via the Clinical Hub in Lot 1 (and not via the contract it is procuring under Lot 4 of this Procurement for GP Led Out of Hours services). Bidders should refer to the Service Specifications for full details.

- NHS Dudley CCG has included a local schedule appended to the Service Specification for NHS 111 Access including the Clinical Hub, which details additional requirements for the Service Provider relating specifically to the development of a local Single Patient Portal for Dudley.

- NHS Herefordshire CCG, NHS Solihull CCG, and NHS Shropshire CCG with NHS Telford and Wrekin CCG have also appended local schedules to this Service Specification in order to set out their local specific additional requirements.

#### 2) GP led OOH Services Overview:

GP led Out of Hours Services are used by patients outside of normal surgery hours to receive GP led appointments and for the purposes of this Procurement, these services comprise:

- Telephone consultation for patients who have been referred via the 111 access service (for Lots 2, 3, 5 and 6 but not included in Lot 4 — GP led Out of Hours Services for NHS Sandwell and West Birmingham CCG);
- GP led primary care appointments at the provider's base location; and
- GP led primary care visits to a patient's home.

Under this procurement process, 8 of the 16 CCGs comprising the Commissioners are

seeking to procure GP led OOH services. The other 8 CCGs are retaining their existing OOH provision and will be seeking to agree variations to existing contracts to enable full integration of all urgent care services across the region. All current and future providers of integrated urgent care services in the region will be required to be party to the Alliance Agreement included in the ITT documents.

The Service Provider(s) for all Lots in this Procurement must fulfil the following consistent requirements for the delivery of all Integrated Urgent Care Services in the West Midlands:

— The Service Provider(s) will need to evidence that all staff are capable of carrying out their duties competently and to a standard that meets the requirements of the Service Specifications;

— The Service Provider(s) must deliver the Services in accordance with the provisions of the NHS Standard Contract;

— The Commissioners welcome proposals from alliances of providers and require all providers to demonstrate a commitment to partnership and delivery of joint objectives. All providers successful in this Procurement, including existing providers of GP led Out of Hours Services and other Urgent Care Services in the region must work collaboratively to deliver a quality service to patients. The collaborative element of the service delivery will entail shared objectives, metrics, data and learning across organisations. This will be recognised under a binding Alliance Agreement, which all providers of integrated urgent care in the region will be required to enter into with Commissioners.

— The Commissioners are looking to appoint an innovative Service Provider(s) who will work with them to develop and enhance the NHS 111 service and GP led OOH service over the course of the lifetime of the contract(s). The Commissioners will require the Service Provider(s) to embrace technological advancements in the delivery of NHS 111 services and GP led OOH services. Further details are set out in the Service Specifications issued alongside this Contract Notice.

— The Commissioners are proposing to structure the contract(s) so as to provide for the opportunity (at the Commissioners' discretion) to increase the scope of the services beyond the core NHS 111 and GP led OOH service requirements, set out in the Service Specifications, where the Commissioners consider that the Service Provider(s) can provide additional / complementary services to further enhance the services. The scope and nature of these services will be set out in the contractual documentation, together with review clauses which set out how they may be implemented. These service areas may include: further primary care integration; direct booking to multiple services; online access to NHS 111 triage; OOH clinicians and bookings of appointments; text message appointment consultations; digital applications; video consultation; live web chats and instant messaging; biometric information and patient recognition. Bidders should note, however, that the Commissioners reserve the right: not to initiate any additional / complementary services; to compete such possible future requirements; or to commission them from a separate provider (at their discretion). Further details of this are included within the Service Specifications issued alongside this Contract Notice.

— The Commissioners require the call centres(s) for NHS 111 access services to be located within the geographical footprint of Lot 1. This is because the integrated NHS 111 Services form a critical part of the local urgent and emergency care system within the West Midlands region and integration with the existing local urgent and emergency care system will be an important part of the evaluation. Furthermore, from a clinical perspective, collaboration, cooperation, transparency and consistent focus on performance improvement are required between the Commissioners and service providers for all local healthcare services in the communities of the West Midlands.

— The form of contract for all lots will be the prevailing NHS Standard Contract as at the date

of contract award and incorporating the Contract Particulars.

Lot strategy:

This procurement is structured into 6 lots:

- Lot 1: Provision of NHS 111 Access Services and Clinical Hub to the 16 CCGs of the West Midlands (as identified below);
- NHS Birmingham CrossCity Clinical Commissioning Group;
- NHS Birmingham South Central Clinical Commissioning Group;
- NHS Coventry and Rugby Clinical Commissioning Group;
- NHS Dudley Clinical Commissioning Group;
- NHS Herefordshire Clinical Commissioning Group;
- NHS Redditch and Bromsgrove Clinical Commissioning Group;
- NHS Sandwell and West Birmingham Clinical Commissioning Group;
- NHS Shropshire Clinical Commissioning Group;
- NHS Solihull Clinical Commissioning Group;
- NHS South Warwickshire Clinical Commissioning Group;
- NHS South Worcestershire Clinical Commissioning Group;
- NHS Telford and Wrekin Clinical Commissioning Group;
- NHS Walsall Clinical Commissioning Group;
- NHS Warwickshire North Clinical Commissioning Group;
- NHS Wolverhampton Clinical Commissioning Group;
- NHS Wyre Forest Clinical Commissioning Group.
- Lot 2: Provision of GP led Out of Hours Services to NHS Birmingham South Central CCG;
- Lot 3: Provision of GP led Out of Hours Services to NHS Redditch and Bromsgrove CCG, NHS South Worcestershire CCG and NHS Wyre Forest CCG;
- Lot 4: Provision of GP led Out of Hours Services to NHS Sandwell and West Birmingham CCG;
- Lot 5: Provision of GP led Out of Hours Services to NHS Herefordshire CCG;
- Lot 6: Provision of GP led Out of Hours Services to NHS South Warwickshire CCG and NHS Warwickshire North CCG.

Bidders may bid for 1 or more Lots in this Procurement; however, if bidding for Lot 1 (Provision of NHS 111 Access Services and Clinical Hub to the 16 CCGs of the West Midlands). Bidders must also bid for Lot 3 (Provision of GP Out of Hours Services to NHS Redditch and Bromsgrove CCG, NHS South Worcestershire CCG and NHS Wyre Forest CCG) and similarly, if bidding for Lot 3, Bidders must also bid for Lot 1. Each Lot (including Lot 1 and Lot 3) will be evaluated separately.

The Commissioners have produced a Memorandum of Information (MOI) in addition to the Service Specifications for this procurement, which together set out in further detail their ambition and the requirements sought from their service provider(s). These documents, published alongside this Contract Notice and available from the e-tendering portal specified in Section I.1) should be read by all Bidders.

The Commissioners are proposing to let a 4 year contract(s) with an option (at the discretion of the Commissioners) to extend for a further 2 years. Due to the nature of the proposed contract (s) and the possibility of increased scope of services, the Commissioners have provided a range for the anticipated contract value of between 86 441 000 GBP-172 155 000 million. For clarity, the lower range of 86 441 000 GBP million is based upon the core contract term of 4 years only being exercised, with no additional activity above the volumes forecast in the ITT documents published alongside this Contract Notice and with no innovation requirements exercised. The upper range of 172 155 000 GBP million is based upon the maximum potential contract term of 6 years with increase in activity volumes for all services above those forecast and with allowance for innovation requirements which may be exercised under this

contract(s).

Bidders should note that an affordability limit applies to each Lot in this Procurement and this is separate from the potential indicative range of contract values indicated in this Contract Notice. The affordability limit is an absolute limit above which any Bid(s) received will be automatically rejected. Bids below this limit will be assessed according to the criteria specified in Section IV.2) below, according to the relative levels of quality and value for money in price that they offer.

The purpose of the affordability limit is to ensure that the contract prices submitted by Bidders are priced at a reasonable and affordable level.

If the Commissioners consider that a bid is abnormally low in relation to the services, they may require a Bidder to explain the price or costs. Following such explanation (or failure to explain within a required time limit) the Commissioners may, in their absolute discretion, reject that Bid by reason of its being abnormally low. The Commissioners have set out a pricing 'floor' to give Bidders a clear indication of the price below which Bidders will be required to explain their price or costs.

The Commissioners reserve the right in their absolute discretion not to select a Preferred Bidder for each Lot(s), or where a Preferred Bidder for any Lot(s) has/have been selected, not to award a Contract(s). In exercising such right, the Commissioners may take into account such factors as they consider relevant at the time. These may include whether Bidders have failed to provide technically acceptable solutions with a clear articulated price on agreed Contractual terms that offer value for money and are affordable.

Bidders should note that TUPE is expected to apply to the staff of the current services and further details of this are included in the ITT documents published alongside this Contract Notice.

#### **II.1.6. CPV code(s)**

85100000 Health services, 85121100 General-practitioner services, 85120000 Medical practice and related services, 85141200 Services provided by nurses, 85100000 Health services, 85149000 Pharmacy services, 85000000 Health and social work services, 85131000 Dental-practice services, 85130000 Dental practice and related services, 64200000 Telecommunications services, 85312310 Guidance services, 85141220 Advisory services provided by nurses, 85141000 Services provided by medical personnel, 79512000 Call centre

#### **II.1.7. Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: no

#### **II.1.8. Lots**

This contract is divided into lots: yes

Tenders may be submitted for one or more lots

#### **II.1.9. Information about variants**

Variants will be accepted: no

### **II.2. Scope of the procurement**

#### **II.2.1. Total quantity or scope**

Estimated value excluding VAT:

Range: between 86 441 000 and 172 155 000 GBP

#### **II.2.2. Information about options**

Options: yes

Description of options: Option to extend the contract(s) for a further 2 years (24 months).

Recourse to this option is at 4 years (48 months).

Provisional timetable for recourse to these options:  
in months: 48 (from the award of the contract)

### **II.2.3. Information about renewals**

This contract is subject to renewal: no

### **II.3. Duration of the contract or time limit for completion**

Duration in months: 72 (from the award of the contract)

Information about lots

Lot No: 1

Lot title: Lot 1: Provision of NHS 111 Access Services and Clinical Hub to the 16 CCGs of the West Midlands

#### **1) Short description**

The 16 CCGs of the West Midlands (as identified at Section II.1.5)) wish to procure NHS 111 access services which will play a key role in the vision for integrated local urgent care in the region. The service will be staffed by trained advisors, supported by clinicians, using a specified clinical triage tool alongside local Directory of Services to assess caller needs and determine the most appropriate course of action, which may include dispatching an ambulance, providing clinical advice or information, providing reassurance, or referring the caller to an alternative service.

In addition, under the new national Commissioning Standards for Integrated Urgent Care (published September 2015), a Clinical Hub service element is incorporated in the requirements for NHS 111, whereby an Integrated Clinical Advice Service (Clinical Hub) will supported the wider integrated urgent care services by assessing the needs of patients and advising on or accessing the most appropriate course of action. The Clinical Hub will be delivered for all 16 CCGs to which this Lot applies and will include (but not be limited to) provision of pharmacy, mental health, dental advice and, at times of peak service demand, primary care input from OOH clinicians.

In addition, 1 CCG, namely, NHS Sandwell and West Birmingham CCG, is commissioning its requirements for GP led Out of Hours telephone advice via the Clinical Hub in Lot 1 (and not via the contract it is procuring under Lot 4 of this Procurement for GP led Out of Hours services). Bidders should refer to the Service Specifications for full details.

NHS Dudley CCG has included a local schedule appended to the Service Specification for NHS 111 Access including Clinical Hub, which details additional requirements for the Service Provider relating specifically to the development of a local Single Patient Portal for Dudley. In addition, NHS Herefordshire CCG, NHS Solihull CCG, and NHS Shropshire CCG with NHS Telford and Wrekin CCG have appended local schedules to this Service Specification in order to set out their local specific additional requirements in respect of the Services of Lot 1. The current 'Lot 1' contract is delivered in part from a building controlled by the NHS and delivered using NHS owned assets. The Commissioners require all bidders to consider whether to incorporate these facilities and assets within their respective bids to create value for money for the Commissioners. Further details of the NHS controlled estate and assets are included in the Service Specifications published alongside this Contract Notice.

All Bidders submitting a bid for Lot 1 in this procurement must also submit a bid for Lot 3 (Provision of GP led OOH Services to NHS Redditch and Bromsgrove CCG, NHS South Worcestershire CCG and NHS Wyre Forest CCG), as the CCGs commissioning Lot 3 wish to maximise the possibility of the Service Provider for their local GP led OOH service being the same Service Provider as for the regional NHS 111 and Clinical Hub service. Nevertheless, bids received for each individual lot will be evaluated separately and the bidder that achieves

the highest overall total score in each lot will be named as Preferred Bidder for that Lot. Therefore being successful in Lot 1 of the procurement does not guarantee success in Lot 3 for the same Bidder and vice versa.

The form of contract for all services in this Procurement will be the prevailing NHS Standard Contract as at the date of contract award as amended to include Primary Care relevant schedules.

In addition, the successful Bidder for this Lot will be required to join a binding alliance agreement aimed at ensuring functional integration across all parties involved in providing urgent care services in the West Midlands.

The 16 Clinical Commissioning Groups covered by Lot 1 are as follows:

- NHS Birmingham CrossCity Clinical Commissioning Group;
- NHS Birmingham South Central Clinical Commissioning Group;
- NHS Coventry and Rugby Clinical Commissioning Group;
- NHS Dudley Clinical Commissioning Group;
- NHS Herefordshire Clinical Commissioning Group;
- NHS Redditch and Bromsgrove Clinical Commissioning Group;
- NHS Sandwell and West Birmingham Clinical Commissioning Group;
- NHS Shropshire Clinical Commissioning Group
- NHS Solihull Clinical Commissioning Group;
- NHS South Warwickshire Clinical Commissioning Group;
- NHS South Worcestershire Clinical Commissioning Group;
- NHS Telford and Wrekin Clinical Commissioning Group;
- NHS Walsall Clinical Commissioning Group;
- NHS Warwickshire North Clinical Commissioning Group;
- NHS Wolverhampton Clinical Commissioning Group;
- NHS Wyre Forest Clinical Commissioning Group.

**2) CPV code(s)**

85100000 Health services, 85121100 General-practitioner services, 85120000 Medical practice and related services, 85141200 Services provided by nurses, 85100000 Health services, 85149000 Pharmacy services, 85000000 Health and social work services, 85131000 Dental-practice services, 85130000 Dental practice and related services, 64200000 Telecommunications services, 85312310 Guidance services, 85141220 Advisory services provided by nurses, 79512000 Call centre, 85141000 Services provided by medical personnel

**3) Quantity or scope**

Estimated value excluding VAT:

Range: between 44 600 000 and 89 855 000 GBP

**4) Indication about different time frame or duration**

**5) Additional information about lots**

Lot No: 2

Lot title: Lot 2: Provision of GP Led Out of Hours Services to NHS Birmingham South Central CCG

**1) Short description**

Birmingham South Central CCG (as identified at Section II.1.5)) wishes to procure GP Led Out of Hours (OOH) services to be functionally integrated within their local urgent care system.

GP Led Out of Hours Services are used by patients outside of normal surgery hours to receive GP led appointments and for the purposes of this procurement, these services comprise:

- Telephone consultation for patients who have been referred via the 111 access service;
- GP led appointments at the provider's base location;

— GP led visits to a patient's home.

Innovation and development of the Integrated Urgent Care Service is a key focus for Birmingham South Central CCG, key elements include:

— Development of direct booking of GP led OOH home visits and face to face appointments from the NHS 111 call handling service (therefore once only telephone clinical assessment and advice for patients to undergo);

— Direct booking into in-hour health services for follow up appointments;

— The service provider will comply with the CCG's local patient record strategy (details of which can be found in the local schedule to the Service Specification issued alongside this Contract Notice);

— Integration with development of urgent care centres and technological advances.

The form of contract for the GP led OOH services will be the prevailing NHS Standard Contract as at the date of contract award as amended to include Primary Care relevant schedules.

The Clinical Commissioning Group covered by Lot 2 is Birmingham South Central CCG.

## 2) CPV code(s)

85100000 Health services, 85121100 General-practitioner services, 85120000 Medical practice and related services, 64200000 Telecommunications services, 85141200 Services provided by nurses, 85100000 Health services, 85312310 Guidance services, 79512000 Call centre, 85141220 Advisory services provided by nurses, 85141000 Services provided by medical personnel, 85000000 Health and social work services

## 3) Quantity or scope

Estimated value excluding VAT:

Range: between 3 100 000 and 5 990 000 GBP

## 4) Indication about different time frame or duration

## 5) Additional information about lots

Lot No: 3

Lot title: Lot 3: Provision of GP Led Out of Hours Services to NHS Redditch and Bromsgrove CCG, NHS South Worcestershire CCG and NHS Wyre Forest CCG

### 1) Short description

NHS Redditch and Bromsgrove CCG, NHS South Worcestershire CCG and NHS Wyre Forest CCG (Worcester CCGs — as identified at Section II.1.5)) wish to procure GP led Out of Hours (OOH) services to be functionally integrated within their local urgent care system across the three CCG geographic footprints.

GP led Out of Hours Services are used by patients outside of normal surgery hours to receive GP led primary care appointments and for the purposes of this procurement, these services comprise:

— Telephone consultation for patients who have been referred via the 111 access service;

— GP led primary care appointments at the provider's base location;

— GP led primary care visits to a patient's home;

— Proactive follow up that their in-hours GP have identified as requiring proactive follow up and book them into Treatment Centre or Home Visit appointments with an appropriately qualified clinician.

This specification also includes Out of Hours urgent medical cover for 2 prisons and 5 community hospitals across Worcestershire County that provide step up and step down sub-acute care. This will require the GP led OOH provider to provide;

— Medical cover of Out-of-Hours to inpatients in community hospitals within Worcestershire,

managing exacerbations or other matters which may arise during the OOH periods and may need an OOH GP;

— Medical cover of Out-of Hours to HMP Hewell Grange (capacity 1 200 approximately) and HMP Long Lartin (capacity 622 approximately).

In addition to this the local Worcester Acute Hospital Trust has been experiencing pressures around achieving national targets on meeting its 4 hour A&E targets, admitting patients to avoid breaches and discharging patients in a timely manner. The GP Led OOH Service will be required to support the local trust by identifying patients within the A&E department who are appropriate to be treated within the GP led OOH service.

Innovation and development of the Integrated Urgent Care Service is a key focus for the Worcester CCGs, key elements include:

— Development of direct booking of GP led OOH home visits and face to face appointments from the NHS 111 call handling service (therefore once only telephone clinical assessment and advice for patients to undergo);

— Direct booking into in-hour health services for follow up appointments;

— Timely and clinically relevant discharge summary sent electronically to the patient's GP;

— Integration with development of urgent care centres and technological advances.

The service provider will be required adapt service provision to the changing healthcare landscape which will involve the enhancement of GP Primary Care extending hours and providing a 7 day service.

Contract requirement will necessitate the provider to meet all National Quality Requirements as well as any locally agreed Key Performance Indicators.

All Bidders submitting a bid for Lot 1 in this procurement must also submit a bid for Lot 3 (Provision of GP Led OOH Services to NHS Redditch and Bromsgrove CCG, NHS South Worcestershire CCG and NHS Wyre Forest CCG), as the CCGs commissioning Lot 3 wish to maximise the possibility of the Service Provider for their local GP Led OOH service being the same Service Provider as for the regional NHS 111 and Clinical Hub service. Nevertheless, Bids received for each individual Lot will be evaluated separately and the Bidder that achieves the highest overall total score in each Lot will be named as Preferred Bidder for that Lot. Therefore being successful in Lot 1 of the procurement does not guarantee success in Lot 3 for the same Bidder and vice versa.

The form of contract for the GP led OOH services will be the prevailing NHS Standard Contract as at the date of contract award as amended to include Primary Care relevant schedules.

In addition, the successful Bidder for this Lot will be required to join a binding alliance agreement aimed at ensuring functional integration across all parties involved in providing urgent care services in the West Midlands.

The Clinical Commissioning Groups covered by Lot 3 are:

— NHS Redditch and Bromsgrove CCG;

— NHS South Worcestershire;

— NHS Wyre Forest CCG.

## **2) CPV code(s)**

85100000 Health services, 85121100 General-practitioner services, 85120000 Medical practice and related services, 64200000 Telecommunications services, 85141200 Services provided by nurses, 85100000 Health services, 85312310 Guidance services, 85141220 Advisory services provided by nurses, 85141000 Services provided by medical personnel, 85000000 Health and social work services, 79512000 Call centre

## **3) Quantity or scope**

Estimated value excluding VAT:

Range: between 16 370 000 and 31 640 000 GBP

#### 4) Indication about different time frame or duration

#### 5) Additional information about lots

Lot No: 4

Lot title: Lot 4: Provision of GP Led Out of Hours Services to NHS Sandwell and West Birmingham CCG

##### 1) Short description

NHS Sandwell and West Birmingham CCG (as identified at Section II.1.5)) wishes to procure GP Led Out of Hours (OOH) services to be functionally integrated within their local urgent care system.

Urgent and emergency care services in Sandwell and West Birmingham have been developed in response to evidence based best practice, national policy and guidelines, and of course in response to changes in demand.

Whilst locally our system is complex, there is also a national recognition that change is needed to provide safe and clinically effective healthcare services, 7 days per week, when patients have urgent or emergency care needs.

The CCG is a key partner in 'The Right Care Right Here Partnership' and in 2007 a decision was reached to support a new Specialist Hospital (Midland Met Hospital) in Smethwick and an Urgent Care Centre at Sandwell 2018/19. Ministerial agreement has been received in order to close 2 of our A&E Departments and to create the single acute site that serves 500 000 residents. The integrated urgent care service will be a key stakeholder in delivering a collaborative approach to the re-design of services and will be required to work with the emerging principles, pathways and services to deliver improved high quality urgent and emergency care services.

GP Led Out of Hours Services are used by patients outside of normal surgery hours to receive GP led primary care appointments and for the purposes of this procurement, these services comprise:

- GP led appointments at the provider's base locations;
- GP / nurse visits to a patient's home.

GP led telephone advice out of hours for NHS Sandwell and West Birmingham CCG is being commissioned under Lot 1 as part of the regional Clinical Hub and therefore not part of this Lot 4.

The form of contract for the GP led OOH services will be the prevailing NHS Standard Contract as at the date of contract award as amended to include Primary Care relevant schedules.

In addition, the successful Bidder for this Lot will be required to join a binding alliance agreement aimed at ensuring functional integration across all parties involved in providing urgent care services in the West Midlands.

The Clinical Commissioning Group covered by Lot 4 is Sandwell and West Birmingham CCG.

##### 2) CPV code(s)

85000000 Health and social work services, 85121100 General-practitioner services, 85120000 Medical practice and related services, 64200000 Telecommunications services, 85141200 Services provided by nurses, 85100000 Health services, 85312310 Guidance services, 79512000 Call centre, 85141000 Services provided by medical personnel, 85141220 Advisory services provided by nurses, 85000000 Health and social work services

##### 3) Quantity or scope

Estimated value excluding VAT:

Range: between 6 756 000 and 13 055 000 GBP

#### 4) Indication about different time frame or duration

#### 5) Additional information about lots

Lot No: 5

Lot title: Lot 5: Provision of GP Led Out of Hours Services to NHS Herefordshire CCG

##### 1) Short description

NHS Herefordshire CCG as identified at Section II.1.5) wishes to procure GP Led Out of Hours (OOH) services to be functionally integrated within their local urgent care services system across their CCG geographic footprint. GP led OOH services should act as a continuum of in-hours care — not just a 'holding function', in order to support and provide care in people's usual place of residence.

GP Led Out of Hours Services are used by patients outside of normal surgery hours to receive GP led primary care appointments and for the purposes of this procurement, these services comprise:

- Telephone consultation for patients who have been referred via the 111 access service;
- GP led primary care appointments at the provider's base location;
- GP led primary care visits to a patient's home.

Innovation and development of the Integrated Urgent Care Service is a key focus for NHS Herefordshire CCG; key elements include:

- Manage patients in their usual place of residence — working with community services and other providers to prevent admissions and facilitate discharges;
- Development of direct booking of GP led primary care OOH home visits and face to face appointments from the NHS 111 call handling service (therefore once only telephone clinical assessment and advice for patients to undergo);
- Receipt of direct booking from A&E Department at Wye Valley NHS Trust (WVT), once patients have been clinically assessed as requiring urgent primary care out of hours, rather than A&E care via the proposed Herefordshire Clinical Assessment and Appropriate Direction (H-CAAD) function;
- Potential provision of H-CAAD function during specific time periods in partnership with WVT;
- Direct booking into in-hour health services for follow up appointments;
- Timely and clinically relevant discharge summary sent electronically to the patient's GP;
- Integrated patient record systems;
- Integration with development of urgent care centres and technological advances;
- Provision of the Care Coordination Centre in partnership with WVT, and with close partnership working with 2gether NHS Foundation Trust and local Adult Social Care Services. A professional facing service that integrates with the central clinical hub, to act as the local component of Herefordshire's multidisciplinary hub.

The form of contract for the GP led OOH services will be the prevailing NHS Standard Contract as at the date of contract award as amended to include Primary Care relevant schedules.

In addition, the successful Bidder for this Lot will be required to join a binding alliance agreement aimed at ensuring functional integration across all parties involved in providing urgent care services in the West Midlands.

The Clinical Commissioning Group covered by Lot 5 is NHS Herefordshire CCG.

##### 2) CPV code(s)

85000000 Health and social work services, 85121100 General-practitioner services, 85120000 Medical practice and related services, 64200000 Telecommunications services, 85141200

Services provided by nurses, 85100000 Health services, 85312310 Guidance services, 79512000 Call centre, 85141220 Advisory services provided by nurses, 85141000 Services provided by medical personnel, 85000000 Health and social work services

### 3) Quantity or scope

Estimated value excluding VAT:

Range: between 5 585 000 and 12 205 000 GBP

### 4) Indication about different time frame or duration

### 5) Additional information about lots

Lot No: 6

Lot title: Lot 6: Provision of Led Out of Hours Services to NHS South Warwickshire CCG and NHS Warwickshire North CCG

#### 1) Short description

NHS South Warwickshire CCG and NHS Warwickshire North CCG (as identified at Section II.1.5)) wish to procure GP led Out of Hours (OOH) services to be functionally integrated within their local urgent care system across the geographic footprint of their CCGs.

Warwickshire North CCG has published a 'Vision for Quality for Urgent Care' and providers interested in responding to this Contract Notice are encouraged to read this document in addition to the Service Specifications prior to responding. The document is available at the following link: <http://www.warwickshirenorthccg.nhs.uk/About-Us/Key-documents/Vision-for-Quality>

GP led Out of Hours Services are used by patients outside of normal surgery hours to receive GP led primary care appointments and for the purposes of this procurement, these services comprise:

- Telephone consultation for patients who have been referred via the 111 access service;
- GP led primary care appointments at the provider's base location;
- GP led primary care visits to a patient's home.

The Service Provider will be required to work closely with other providers delivering other elements of urgent care in a functionally integrated manner.

Innovation and development of the Integrated Urgent Care Service is a key focus for the Warwickshire CCGs covered by this Lot. Over the course of the contract to be awarded as a result of this Lot, the Service Provider will be required to work with Commissioners in delivering enhancements and innovation to the services, which may include (and not be limited to):

- The potential development of direct booking of GP OOH home visits and face to face appointments from the NHS 111 call handling service (therefore once only telephone clinical assessment and advice for patients to undergo);
- Timely and clinically relevant patient care summary sent electronically to the patient's GP;
- Integration with development of urgent care centres and technological advances.

The form of contract for the GP led OOH services will be the prevailing NHS Standard Contract as at the date of contract award as amended to include Primary Care relevant schedules.

In addition, the successful Bidder for this Lot will be required to join a binding alliance agreement aimed at ensuring functional integration across all parties involved in providing urgent care services in the West Midlands.

The Clinical Commissioning Groups covered by Lot 6 are NHS South Warwickshire CCG and NHS Warwickshire North CCG. Please note that this lot is for the OOH service to be provided

to the 2 CCG's mentioned and Not for the full county of Warwickshire as Rugby Borough is excluded.

**2) CPV code(s)**

85000000 Health and social work services, 85121100 General-practitioner services, 85120000 Medical practice and related services, 64200000 Telecommunications services, 85141200 Services provided by nurses, 85100000 Health services, 85312310 Guidance services, 79512000 Call centre, 85141220 Advisory services provided by nurses, 85141000 Services provided by medical personnel, 85000000 Health and social work services

**3) Quantity or scope**

Estimated value excluding VAT:

Range: between 10 030 000 and 19 410 000 GBP

**4) Indication about different time frame or duration**

**5) Additional information about lots**

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**Section III: Legal, economic, financial and technical information**

**III.1. Conditions related to the contract**

**III.1.1. Deposits and guarantees required**

The Commissioners reserve the right to require deposits, guarantees, bonds or other appropriate forms of security. Requirements are set out in the tender documents issued alongside this Contract Notice.

**III.1.2. Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them**

Bidders will be advised of these financing conditions in the Invitation to Tender documents issued alongside this Contract Notice.

**III.1.3. Legal form to be taken by the group of economic operators to whom the contract is to be awarded**

Expressions of interest and the completed Tenders (can be done when clicking on the ITT in the Bravo Solutions Portal) in response to this contract notice may be submitted by a single bidder or a consortium. However, bidders should note that it is the Commissioners' intention to award a single contract for each awarded lot (using the NHS Standard Contract prevailing at the time of award) in respect of any Lot (in respect of which a decision is taken to award a contract) and there will be a sole/prime contractor under each contract. Accordingly the contract(s) for each awarded Lot must be with:

- (a) 1 contractor which delivers all the services; or
- (b) A consortium which collectively delivers all the services through a single legal entity (which will be the contractor); or
- (c) A prime contractor which delivers some of the services itself and uses specified subcontractors for the delivery of the remainder.

The Commissioners reserve the right to require groupings of contractors to take a particular legal form or to require a single contractor to take primary liability or to require that consortium members other than the contractor also accept joint and several liability.

All providers successful in this procurement, together with existing providers of GP led OOH Services and other Urgent Care Services in the region will be required to work collaboratively to deliver a quality service to patients. The collaborative element of this delivery will entail

shared objectives, metrics, data and learning across organisations. This will be documented by a binding alliance agreement, which all providers of integrated urgent care in the region will be asked to enter into with the Commissioners.

#### **III.1.4. Contract performance conditions**

The performance of the contract is subject to particular conditions: yes

Description of particular conditions: As specified in the Invitation to Tender documents issued alongside this Contract Notice.

### **III.2. Conditions for participation**

#### **III.2.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions: In accordance with Articles 45 to 50 of Directive 2004/18/EC of the European Parliament and of the Council and Regulations 23 to 25 of the Public Contracts Regulations 2006 and as set out in the invitation to Tender documentation available from the e-tendering portal referred to in Section I.1)

The Bidder must also confirm that none of the Mandatory and Discretionary Grounds for exclusion as set out in the Public Contracts Regulations 2015, No. 102, Section 5, Sub-section 7, Regulation 57 (as amended) apply to them or their Sub-Contractors.

It is also a requirement that the successful bidder(s) must be registered by the Care Quality Commission prior to award of a contract and, prior to service commencement (or any earlier date specified in the contract), will need to hold all relevant Consents (as defined in the NHS Standard Contract) and satisfy all Conditions Precedent specified in the contract(s).

#### **III.2.2. Economic and financial ability**

List and brief description of conditions: In accordance with Article 47 of Directive 2004/18/EC of the European Parliament and of the Council and Regulation 24 of the Public Contracts Regulations 2006 and as set out in further detail in the Invitation to Tender documentation available from the e-tendering portal referred to in Section I.1)

Minimum level(s) of standards possibly required: Bidders will, amongst other matters, be evaluated by reference to certain financial ratios as specified in the Invitation to Tender documentation and carry certain minimum levels of insurance as specified in the Invitation to Tender documentation.

#### **III.2.3. Technical and professional ability**

List and brief description of conditions:

In accordance with Articles 48 to 50 of Directive 2004/18/EC of the European Parliament and of the Council and Regulation 25 of the Public Contracts Regulations 2006 and as set out in the Invitation to Tender documentation that is available from the e-tendering portal referred to in Section I.1)

#### **III.2.4. Information about reserved contracts**

##### **III.3. Conditions specific to services contracts**

#### **III.3.1. Information about a particular profession**

Execution of the service is reserved to a particular profession: no

#### **III.3.2. Information about staff responsible for the performance of the contract**

## **Section IV: Procedure**

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#### **IV.1. Type of procedure**

##### **IV.1.1. Type of procedure**

Open

##### **IV.1.2. Information about the limits on the number of candidates to be invited**

##### **IV.1.3. Information about reduction of the number of solutions or tenders during negotiation or dialogue**

#### **IV.2. Award criteria**

##### **IV.2.1. Award criteria**

The most economically advantageous tender in terms of Criteria below

1. Price. Weighting 25
2. Quality. Weighting 75

##### **IV.2.2. Information about electronic auction**

An electronic auction will be used: no

#### **IV.3. Administrative information**

##### **IV.3.1. File reference number attributed by the contracting authority**

##### **IV.3.2. Previous publication concerning this procedure**

Prior information notice

Notice number in the OJ S: [2015/S 226-411447](#) of 21.11.2015

##### **IV.3.3. Conditions for obtaining specifications and additional documents or descriptive document**

Time limit for receipt of requests for documents or for accessing documents: 29.4.2016 - 12:00

Payable documents: no

##### **IV.3.4. Time limit for receipt of tenders or requests to participate**

29.4.2016 - 12:00

##### **IV.3.5. Estimated date of dispatch of invitations to tender or to participate to selected candidates**

##### **IV.3.6. Languages in which tenders or requests to participate may be submitted**

English.

##### **IV.3.7. Minimum time frame during which the tenderer must maintain the tender**

Duration in days: 180 (from the date stated for receipt of tender)

##### **IV.3.8. Conditions for opening of tenders**

Persons authorised to be present at the opening of tenders: no

#### **Section VI: Complementary information**

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##### **VI.1. Information about recurrence**

This is a recurrent procurement: no

##### **VI.2. Information about European Union funds**

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

### VI.3. Additional information

Under the Public Contracts Regulations, health services remain subject to the 2006 Regulations until May 2016 and therefore are still considered as 'Part B', i.e. not subject to the full ambit of the Public Contracts Regulations 2006 (as amended), (the 'Regulations') (being services which fall within CPV codes set out in Part B of Schedule 3 of the Regulations). This means that this Procurement is not required to follow a designated procedure under the regulations where minimum time frames and other procedural aspects must be rigidly adhered to. Accordingly, this Contract Notice is entirely voluntary, non-mandatory and does not mean that the Commissioners accept that the Regulations apply to this Procurement to any greater extent simply by virtue of the publication of this notice or as a result of adopting selection or award techniques or requirements in line with or similar to those found or set out in the Regulations or otherwise inferred by case law based on full compliance with the Regulations. The process adopted for this Procurement is akin to the Open Procedure to demonstrate the key principles of transparency, fairness and equal treatment. However, it is not subject to the full Regulations in relation to an Open procedure. Any references to terminology associated with a recognised procurement procedure are entirely voluntary and to the extent that any indication is given in the notice that the Commissioners will meet any particular requirement of the Regulations they reserve the right to change their approach at any point.

Bidders should note that TUPE is expected to apply in connection with the letting of new contract(s) and further information is provided in the Invitation to Tender documents issued alongside this Contract Notice. Further background information about the Commissioners and their areas is contained in the Invitation to Tender documentation (in particular the Service Specifications). These documents are available from the e-tendering portal referred to in Section I.1)

There will be no limit on the number of candidates to bid for the Invitation to Tender. There will be some essential requirements and answers in the 1<sup>st</sup> section of the bid documents which will form 'pass or fail' criteria. Please refer to the Invitation to Tender documents. The Commissioners have opted for a 1 stage approach to the procurement. The 1 stage approach consists of an Invitation to Tender (ITT) comprising mandatory 'Pass/ Fail' requirements, quality questions and pricing questions. Bidders will also be invited to attend face to face assessments in addition to the core written elements of the ITT. Full details are provided in the ITT MOI published alongside this Contract Notice.

Please note the Commissioners held a market engagement event on 1.12.2015, which was advertised in the Prior Information Notice referred to in Section IV.3.2) The materials from this event are available from the e-tendering portal referred to in Section I.1) All interested providers who registered on the e-tendering portal will be invited to a Procurement Briefing event in March 2016, which will occur after the publication of this notice and the ITT documents are released. The timing and location of this event will be released via the messaging system on the e-tendering portal.

The Commissioners reserve the right to amend, add to or withdraw all, or any part of, any tender document at any time during the tender exercise or to abandon this tender exercise and consider alternative procurement options without any liability to bidders or prospective bidders. To receive more information about this tender, including any amendments and/or clarifications and to request any clarifications and/or to respond to this tender you must register your interest in this tender on the e-tendering portal referred to in Section I.1)

The Commissioners consider the ITT Documents, including the Service Specifications to be confidential documents for use solely by providers who intend to submit a response to the Procurement process and for that purpose only. Therefore, the Commissioners require that providers who wish to access the ITT Documents submit a signed Confidentiality Agreement in

advance. Upon receipt of such signed Agreement, the Commissioners will provide access to the ITT Documents for that Bidder within the next working day.

Bidders are advised to register for use of the eProcurement portal at <https://mlcsu.bravosolution.co.uk/web/login.shtml> and to navigate to Project\_322 in order to access and complete the Confidentiality Agreement and subsequently receive the ITT Documents.

For technical support in accessing and submitting your response, please contact the BravoSolution Help Desk on 08003684850 or [help@bravosolution.co.uk](mailto:help@bravosolution.co.uk)

**VI.4. Procedures for review**

**VI.4.1. Review body**

**VI.4.2. Review procedure**

**VI.4.3. Service from which information about the review procedure may be obtained**

**VI.5. Date of dispatch of this notice**

4.3.2016