

United Kingdom-Luton: Health and social work services

OJ S 103/2016 31/05/2016

Contract notice

Services

Directive 2004/18/EC

## Section I: Contracting authority

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### I.1. Name and addresses

Official name: NHS Luton Clinical Commissioning Group

Postal address: The Lodge, 4 George Street West

Town: Luton

Postal code: LU1 2BJ

Country: United Kingdom

For the attention of: Samuel Naxton, Senior Manager, Attain

E-mail: [samuel.naxton@attain.co.uk](mailto:samuel.naxton@attain.co.uk)

#### Internet address(es):

General address of the contracting authority: <http://www.lutonccg.nhs.uk>

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

#### 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 Bedfordshire Clinical Commissioning Group

Postal address: Capability House

Town: Silsoe

Postal code: MK45 4HR

Country: United Kingdom

## 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

Integrated Urgent Care — 111 / OOH Service.

#### 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: Luton and Bedfordshire.  
NUTS code UK United Kingdom

### **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)**

NHS Luton Clinical Commissioning Group and NHS Bedfordshire Clinical Commissioning Group seeks to jointly commission an Integrated Urgent Care (111 and 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. The IT system must also allow directly bookable urgent appointments into Primary Care GP systems. The offer for the public will be a single entry point — NHS 111 — to fully integrated 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 and Out of Hours) Service should allow movement of patients seamlessly from 1 element of the system to the other, streamlining the experience for patients, reducing unnecessary waiting and inefficiency.

The Integrated Urgent Care (111 and 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;
- They think they need to go to A and 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.

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

85000000 Health and social work services, 64200000 Telecommunications services, 85100000 Health 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: yes

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

This contract is divided into lots: no

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

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

##### **II.2.1.**

### **Total quantity or scope**

The indicative budget for the Integrated 111/OOH service is 6 500 000 GBP for each year of the contract. The contract is for 60 months with an option to extend for an additional 24 months.

Estimated value excluding VAT: 45 500 000 GBP

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

Options: no

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

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

Duration in months: 60 (from the award of the contract)

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

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

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

Parent Company or other guarantees, bonds, deposits, insurance or other forms of security may be required in certain circumstances. See the PQQ documentation for further details.

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

Further details will be provided to those who tender.

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

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

### **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: Suppliers Instructions: How to Express Interest in this Tender: 1. Register your company on the eSourcing portal (this is only required once) — Browse to the eSourcing Portal: <https://attain.bravosolution.co.uk> and click the link to register — Accept the terms and conditions and click 'continue' — Enter your correct business and user details — Note the username you chose and click 'Save' when complete — You will shortly receive an email with your unique password (please keep this secure); 2. Express an Interest in the Tender — Login to the portal with the username/password — Click the 'PQQs / ITTs Open To All Suppliers' link. (These are Pre-Qualification Questionnaires or Invitations to Tender open to any registered supplier) — Click on the relevant PQQ/ ITT to access the content — Click the 'Express Interest' button at the top of the page — This will move the PQQ /ITT into your 'My PQQs/ My ITTs' page. (This is a secure area reserved for your projects only) — You can now access any attachments by clicking 'Buyer Attachments' in the 'PQQ/ ITT Details' box; 3. Responding to the Tender — Click 'My Response' under 'PQQ/ ITT Details', you can choose to 'Create Response' or to 'Decline to Respond' (please give a reason if declining) — You can now use the 'Messages' function to communicate with the buyer and seek any clarification — Note the deadline for completion, then follow the on-screen instructions to complete the PQQ/ ITT — There may be a mixture of online and offline actions for you to perform (there is detailed online help available). You must then submit your reply

using the 'Submit Response' button at the top of the page. If you require any further assistance please consult the online help, or contact the eTendering help desk.

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

List and brief description of conditions: As per requirements to complete sid4gov profile — see III.2.1) for more information on how to complete sid4gov profile.

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

List and brief description of conditions:

As per the PQQ documents available at <https://attain.bravosolution.co.uk>

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

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

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

#### **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**

Restricted

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

Envisaged minimum number 5

Objective criteria for choosing the limited number of candidates: Up to a maximum of 5 bidders will be invited to participate at the ITT stage that have satisfied the preliminary review, initial evaluation, financial standing and an overall score of 60 % or more in the detailed technical evaluation as defined in the PQQ.

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

Recourse to staged procedure to gradually reduce the number of solutions to be discussed or tenders to be negotiated no

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

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

The most economically advantageous tender in terms of Price is not the only award criterion and all criteria are stated only in the procurement documents

#### **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**

ACE-0232-2015-LUTON/BEDS

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

##### **Prior information notice**

Notice number in the OJ S: [2016/S 070-122482](#) of 9.4.2016

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

**IV.3.4. Time limit for receipt of tenders or requests to participate**  
7.7.2016 - 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**

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

## **Section VI: Complementary information**

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**VI.1. Information about recurrence**

**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**

The Contracting Authority intends to use an eTendering system in this procurement exercise and reserves the right to use a reverse auction.

**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**

26.5.2016