

**United Kingdom-Sittingbourne: Health services**  
**OJ S 129/2020 07/07/2020**  
**Contract award notice**  
**Services**

**Legal Basis:**

Directive 2014/24/EU

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: NHS Swale Clinical Commissioning Group  
Postal address: Bramblefield Clinic, Grovehurst Road, Kemsley  
Town: Sittingbourne  
NUTS code: UKJ4 Kent  
Postal code: ME10 2ST  
Country: United Kingdom  
Contact person: Sarah Trupp  
E-mail: [sarah.trupp@nhs.net](mailto:sarah.trupp@nhs.net)

**Internet address(es):**

Main address: <https://www.swaleccg.nhs.uk/>

Address of the buyer profile: <https://uk.eu-supply.com/ctm/supplier/publictenders?B=UK>

**I.1. Name and addresses**

Official name: NHS West Kent Clinical Commissioning Group  
Postal address: Wharf House, Medway Wharf Road  
Town: Tonbridge  
NUTS code: UKJ4 Kent  
Postal code: TN9 1RE  
Country: United Kingdom  
E-mail: [westkent.ccg@nhs.net](mailto:westkent.ccg@nhs.net)

**Internet address(es):**

Main address: <https://www.westkentccg.nhs.uk/homepage/#>

Address of the buyer profile: <https://uk.eu-supply.com/ctm/supplier/publictenders?B=UK>

**I.1. Name and addresses**

Official name: NHS Medway Clinical Commissioning Group  
Postal address: Fifty Pembroke Court, Pembroke, Chatham Maritime, Gillingham  
Town: Chatham  
NUTS code: UKJ4 Kent  
Postal code: ME4 4EL  
Country: United Kingdom  
E-mail: [MEDWAY.CCG@NHS.NET](mailto:MEDWAY.CCG@NHS.NET)

**Internet address(es):**

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

Address of the buyer profile: <https://uk.eu-supply.com/ctm/supplier/publictenders?B=UK>

**I.1. Name and addresses**

Official name: NHS Ashford Clinical Commissioning Group  
Postal address: Inca House, Trinity Road

Town: Ashford

NUTS code: UKJ4 Kent

Postal code: TN25 4AB

Country: United Kingdom

E-mail: [ashford.ccg@nhs.net](mailto:ashford.ccg@nhs.net)

**Internet address(es):**

Main address: <https://www.ashfordccg.nhs.uk/#>

Address of the buyer profile: <https://uk.eu-supply.com/ctm/supplier/publictenders?B=UK>

**I.1. Name and addresses**

Official name: NHS South Kent Coast Clinical Commissioning Group

Postal address: Council Offices, White Cliffs Business Park

Town: Whitfield

NUTS code: UKJ4 Kent

Postal code: CT16 3PJ

Country: United Kingdom

E-mail: [southkentcoast.ccg@nhs.net](mailto:southkentcoast.ccg@nhs.net)

**Internet address(es):**

Main address: <https://www.southkentcoastccg.nhs.uk/homepage/#>

Address of the buyer profile: <https://uk.eu-supply.com/ctm/supplier/publictenders?B=UK>

**I.1. Name and addresses**

Official name: NHS Dartford, Gravesham and Swanley Clinical Commissioning Group

Postal address: 2nd Floor Gravesham Civic Centre, Windmill Street

Town: Gravesend

NUTS code: UKJ4 Kent

Postal code: DA12 1AU

Country: United Kingdom

E-mail: [dgs.ccg@nhs.net](mailto:dgs.ccg@nhs.net)

**Internet address(es):**

Main address: <https://www.dartfordgraveshamswanleyccg.nhs.uk/>

Address of the buyer profile: <https://uk.eu-supply.com/ctm/supplier/publictenders?B=UK>

**I.1. Name and addresses**

Official name: NHS Canterbury and Coastal Clinical Commissioning Group

Postal address: Ground Floor, Council Building

Town: Canterbury

NUTS code: UKJ4 Kent

Postal code: CT1 1YW

Country: United Kingdom

E-mail: [c4.ccg@nhs.net](mailto:c4.ccg@nhs.net)

**Internet address(es):**

Main address: <https://www.canterburycoastalccg.nhs.uk/#>

Address of the buyer profile: <https://uk.eu-supply.com/ctm/supplier/publictenders?B=UK>

**I.1. Name and addresses**

Official name: NHS Thanet Clinical Commissioning Group

Postal address: Thanet District Council, Cecil Street

Town: Margate

NUTS code: UKJ4 Kent

Postal code: CT9 1XZ

Country: United Kingdom

E-mail: [thanet.ccg@nhs.net](mailto:thanet.ccg@nhs.net)

**Internet address(es):**

Main address: <https://www.thanetccg.nhs.uk/home/#>

Address of the buyer profile: <https://uk.eu-supply.com/ctm/supplier/publictenders?B=UK>

**I.1. Name and addresses**

Official name: NHS Coastal West Sussex

Postal address: 1 The Causeway

Town: Goring-by-sea

NUTS code: UKJ2 Surrey, East and West Sussex

Postal code: BN12 6BT

Country: United Kingdom

E-mail: [contactus.coastal@nhs.net](mailto:contactus.coastal@nhs.net)

**Internet address(es):**

Main address: <https://www.coastalwestsussexccg.nhs.uk/home>

Address of the buyer profile: <https://uk.eu-supply.com/ctm/supplier/publictenders?B=UK>

**I.1. Name and addresses**

Official name: NHS Horsham and Mid Sussex Clinical Commissioning Group

Postal address: Lower Ground Floor, Crawley Hospital, West Green Drive

Town: Crawley

NUTS code: UKJ2 Surrey, East and West Sussex

Postal code: RH11 7DH

Country: United Kingdom

E-mail: [HSCCG.Contactus-horshamandmidsussexccg@nhs.net](mailto:HSCCG.Contactus-horshamandmidsussexccg@nhs.net)

**Internet address(es):**

Main address: <https://www.horshamandmidsussexccg.nhs.uk/#>

Address of the buyer profile: <https://uk.eu-supply.com/ctm/supplier/publictenders?B=UK>

**I.1. Name and addresses**

Official name: NHS Crawley Clinical Commissioning Group

Postal address: Lower Ground Floor, Crawley Hospital, West Green Drive

Town: Crawley

NUTS code: UKJ2 Surrey, East and West Sussex

Postal code: RH11 7DH

Country: United Kingdom

E-mail: [CCCG.Contactus-crawleyccg@nhs.net](mailto:CCCG.Contactus-crawleyccg@nhs.net)

**Internet address(es):**

Main address: <https://www.crawleyccg.nhs.uk/#>

Address of the buyer profile: <https://uk.eu-supply.com/ctm/supplier/publictenders?B=UK>

**I.1. Name and addresses**

Official name: NHS Brighton and Hove Clinical Commissioning Group

Postal address: Hove Town Hall, Norton Road

Town: Hove

NUTS code: UKJ2 Surrey, East and West Sussex

Postal code: BN3 4AH

Country: United Kingdom

E-mail: [bhccg.ccg@nhs.net](mailto:bhccg.ccg@nhs.net)

**Internet address(es):**

Main address: <https://www.brightonandhoveccg.nhs.uk/>

Address of the buyer profile: <https://uk.eu-supply.com/ctm/supplier/publictenders?B=UK>

#### **I.1. Name and addresses**

Official name: NHS Eastbourne, Hailsham and Seaford Clinical Commissioning Group

Postal address: 36-38 Friars Walk

Town: Lewes

NUTS code: UKJ2 Surrey, East and West Sussex

Postal code: BN7 2PB

Country: United Kingdom

E-mail: [EHSCCG.enquiries@nhs.net](mailto:EHSCCG.enquiries@nhs.net)

##### **Internet address(es):**

Main address: <https://www.eastbournehailshamandseafordccg.nhs.uk/#>

Address of the buyer profile: <https://uk.eu-supply.com/ctm/supplier/publictenders?B=UK>

#### **I.1. Name and addresses**

Official name: NHS High Weald Lewes Havens Clinical Commissioning Group

Postal address: 36-38 Friars Walk

Town: Lewes

NUTS code: UKJ2 Surrey, East and West Sussex

Postal code: BN7 2PB

Country: United Kingdom

E-mail: [Hwlhccg.enquiries@nhs.net](mailto:Hwlhccg.enquiries@nhs.net)

##### **Internet address(es):**

Main address: <https://www.highwealdleweshavensccg.nhs.uk/#>

Address of the buyer profile: <https://uk.eu-supply.com/ctm/supplier/publictenders?B=UK>

#### **I.1. Name and addresses**

Official name: NHS Hastings and Rother Clinical Commissioning Group

Postal address: Bexhill Hospital, Holliers Hill

Town: Bexhill-on-sea

NUTS code: UKJ2 Surrey, East and West Sussex

Postal code: TN40 2DZ

Country: United Kingdom

E-mail: [HRCCG.enquiries@nhs.net](mailto:HRCCG.enquiries@nhs.net)

##### **Internet address(es):**

Main address: <https://www.hastingsandrotherccg.nhs.uk/#>

Address of the buyer profile: <https://uk.eu-supply.com/ctm/supplier/publictenders?B=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**

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### **II.1. Scope of the procurement**

**II.1.1. Title**

NHS111/Clinical Assessment Service for Kent, Medway and Sussex CCGs

**II.1.2. Main CPV code**

85100000 Health services

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

NHS 111 provides a vital service to help people with urgent care needs to get assessment, clinical advice and treatment quickly, taking around 15 million calls a year. The service will be further enhanced by increasing clinical consultation for patients calling 111, so that more patients get the care and advice they need over the phone and only those who genuinely need to attend A&E or use the ambulance service are advised to do this. All other patients will have their issue resolved over the phone if at all possible or if not will be directed to appropriate primary care or community services, with an emphasis on strongly supporting patients in self-care.

**II.1.6. Information about lots**

This contract is divided into lots: no

**II.1.7. Total value of the procurement**

Value excluding VAT: 90 547 934,00 GBP

**II.2. Description****II.2.2. Additional CPV code(s)**

85100000 Health services

**II.2.3. Place of performance**

NUTS code: UKJ South East (England)

**II.2.4. Description of the procurement**

The 15 Clinical Commissioning Groups across Kent, Medway and Sussex are collaborating to procure an NHS 111 and clinical assessment service across the region. The contract is for 5 years with an option to extend for a further 2 years subject, but not limited to, to satisfactory performance.

The service is being procured as 'Schedule 3 — Social and Other Specific Services' and Commissioners are bound only by those parts of the Regulations applying to schedule 3 services.

**II.2.5. Award criteria**

Quality criterion - Name: Section L: Service operating model / Weighting: 5 %

Quality criterion - Name: Section M: Service delivery model — clinical resilience / Weighting: 8 %

Quality criterion - Name: Section N: Service operating model — mental health / Weighting: 1 %

Quality criterion - Name: Section O: Medicines management / Weighting: 2 %

Quality criterion - Name: Section P: Contract mobilisation, performance and reporting / Weighting: 3 %

Quality criterion - Name: Section Q: TUPE / Weighting: 1 %

Quality criterion - Name: Section R: Staffing / Weighting: 8 %

Quality criterion - Name: Section S: IM&T / Weighting: 15 %

Quality criterion - Name: Section T: Quality / Weighting: 8 %

Quality criterion - Name: Section U: Integrated governance, development and change / Weighting: 3 %

Quality criterion - Name: Section V: Statutory obligations / Weighting: 4 %

Quality criterion - Name: Section W: Communications / Weighting: 4 %

Quality criterion - Name: Section X: Social value / Weighting: 1 %

Quality criterion - Name: Section Z: Unseen scenarios / Weighting: 2 %

Price - Weighting: 35

#### **II.2.11. Information about options**

Options: yes

Description of options:

An option to extend for a further 2 years subject, but not limited to, satisfactory performance.

#### **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**

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#### **IV.1. Description**

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

Open 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: [2019/S 031-069735](#)

##### **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**

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**Contract No:** 1

**Title:**

NHS111/CAS Qualification Questions

A contract/lot is awarded: yes

#### **V.2. Award of contract**

##### **V.2.1. Date of conclusion of the contract**

20/12/2019

**V.2.2. Information about tenders**

Number of tenders received: 2

Number of tenders received from SMEs: 1

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

**V.2.3. Name and address of the contractor**

Official name: South East Coast Ambulance Service NHS Foundation Trust

Postal address: Nexus House, 4 Gatwick Road

Town: Crawley

NUTS code: UKJ2 Surrey, East and West Sussex

Postal code: RH10 9PJ

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: 90 547 934,00 GBP

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

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**VI.3. Additional information**

Further information and the ITT documentation can be found at <https://uk.eu-supply.com/login.asp?B=agcsu> ID 34384.

**VI.4. Procedures for review****VI.4.1. Review body**

Official name: Arden and GEM Commissioning Support Unit

Postal address: 2nd Floor North, Cardinal Square, 10 Nottingham Road

Town: Derby

Postal code: DE1 3QT

Country: United Kingdom

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

03/07/2020