

United Kingdom-London: Health services
OJ S 188/2015 29/09/2015
Contract notice
Services

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: NHS Enfield Clinical Commissioning Group (CGG)
Postal address: Holbrook House, Cockfosters Road, Barnet
Town: London
Postal code: EN4 ODR
Country: United Kingdom
Contact person: Note all enquiries must be submitted through the Pro-Contract site www.supplying2nhs.com
For the attention of: Marivie Papavassiliou
E-mail: clinical.procurement@nelcsu.nhs.uk
Telephone: +44 2036881037

Internet address(es):

General address of the contracting authority: www.nww.nelcsu.nhs.uk

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: Official name: North and East London

Commissioning Support Unit
Postal address: Clifton House, 75-77 Worship Street
Town: London
Postal code: EC2A 2DU
Country: United Kingdom
E-mail: clinical.procurement@nelcsu.nhs.uk
Telephone: +44 2036881037

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: Barnet CCG
Postal address: North London Business Park, Oakleigh Road South
Town: London
Postal code: N11 1NP
Country: United Kingdom
Official name: Haringey CCG
Postal address: 4th Floor, River Park House, 225 High Road, Wood Green

Town: London
Postal code: N22 8HQ
Country: United Kingdom
Official name: Camden CCG
Postal address: Stephenson House,75 Hampstead Road
Town: London
Postal code: NW1 2PL
Country: United Kingdom
Official name: Islington CCG
Postal address: 338-346 Goswell Road,
Town: London
Postal code: EC1V 7LQ
Country: United Kingdom

Section II: Object of the contract

II.1. Description

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

Integrated 111/ GP Out of Hours Service for the benefit of NCL CCGs (a group of 5 clinical commissioning groups encompassing Enfield CCG, Barnet CCG, Haringey CCG, Camden CCG and Islington CCG).

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

Services
Service category No 25: Health and social services
NUTS code UKI London

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)

Health services. General-practitioner services. Community health services. Services provided by medical personnel. Call centre. Advisory services provided by nurses. Guidance services. Enfield Clinical Commissioning Group (CCG) is running this procurement on behalf of NCL CCGs (a group of 5 clinical commissioning groups encompassing Barnet CCG, Camden CCG, Enfield CCG, Haringey CCG and Islington CCG. The CCGs are responsible for commissioning services to meet the health needs of their local populations.

All 5 CCGs have committed to working together to transform urgent care services across the patch, and in doing so, to commission clinically safe, high quality, and sustainable urgent care services. To achieve its ambition, the CCGs intend to commission an Integrated NHS 111 and GP Out of Hours services, taking advantage of new and innovative ways of working (which may include service delivery models and technology) to deliver a seamless and truly integrated NHS 111 and GP Out of Hours service to the local population.

The CCGs are looking to appoint a highly qualified provider to deliver their NHS 111 and GP Out of Hours service, and intend to award a single contract for the NHS 111 and GP Out of Hours service. The anticipated delivery model is for an accountable lead provider which, together with its supply chain, will deliver the NHS 111 and GP Out of Hours service under the contract.

In commissioning the new service, the CCGs are expecting to achieve the following objectives:

- Improving standards of care — ensuring that clinicians are providing appropriate evidence-based care, adhering to NHS mandatory standards, and national or international guidelines where appropriate;
- A seamless and truly integrated service — with health, social care, voluntary and community services, and delivered by a single service model;
- Innovation — both in the design of services and in the use of technology to underpin service provision;
- Control of the front door — making sure the right people get into the system in the right place, in the right way;
- Effective signposting of services and pathways — so that patients understand how and when to access the most appropriate services and to avoid unnecessary delays to care by ensuring clear communication of where to go to seek care and how to get there;
- Proactive engagement of service users and distribution of information to patients — so that they understand which services to seek for their particular urgent care problems;
- Promote self-management — core to providing a patient-centred service is to ensure patients are provided with the knowledge and guidance to look after themselves where appropriate;
- A service that is flexible and responsive to future change;
- Provider payment for services linked to performance — against a selection of outcome measures and enables efficiency gains to be shared;

The successful provider is expected to be innovative and forward thinking and willing to learn. The services currently expected to fall within the Procurement will include, but are not limited to, the following core services:

- GP Out-of-Hours services.

The aims of the proposed service are to provide a clinically safe and competent OOH GP Service accessible to the local populations across Enfield CCG, Barnet CCG, Haringey CCG, Camden CCG and Islington CCG. The service is to provide access to unplanned urgent care, working in partnership with the wider urgent care system across primary, community, secondary health and social care.

- NHS 111 (subject to the London-wide strategy).

The NHS 111 Service operates against national standards so that a consistent core identity and quality of service is maintained across the country. The service is commissioned and specified locally by the NHS in a way that is most appropriate for any given area.

The revised NHS 111 commissioning standards will apply to the services which are the subject of this Process. Further information on the NHS 111 service development can be sourced through registration at: <http://www.networks.nhs.uk/nhs-networks/nhs-111-service-development>

The principal aims of the proposed NHS 111 service are to:

- Improve the public experience accessing urgent healthcare;
- Get people to the right service first time, including self-care where appropriate;
- Provide the CCGs with management information regarding usage of services;
- Reduce health inequalities;
- Effective management and use of the directory of service (DOS).

The services will cover both adults and children across the patch.

These services described above currently cover approximately 180 000 separate attendances /contacts per annum.

Scope flexibility:

The above list of core services is not exhaustive and further details on the services forming part of this procurement will be outlined in the service specification issued to those short-listed Bidders who are invited to the ITT stage of the process. The scope of the services may vary

over the course of the contract term to cover additional elements of the urgent care pathway. This may in part be led by public engagement which will form part of the process to develop the urgent care pathway.

Other additional elements of the urgent care pathway may include but are not limited to any emerging changes to primary care or urgent care service delivery resulting from: the prime ministers challenge fund project, community / intermediate care projects, acute providers improvement programmes or individual CCGs primary care improvement plans. Where not included within scope of the urgent care pathway, the successful provider will be expected to deliver alongside these emerging services.

TUPE of existing staff may apply to the services.

The CCGs wishes to receive requests to participate from suitably qualified healthcare providers experienced in healthcare and urgent care service provision with the necessary financial standing, capacity and capability (or a demonstrable ability to provide the necessary capacity and capability) to provide the services falling within the scope of this procurement. There will be a formal pre-qualification stage followed by a an invitation to tender stage with those organisations short-listed following the pre-qualification stage.

Further information regarding the scope of the project and the procurement process is available in a separate Memorandum of Information ('MOI') and Pre-Qualification Questionnaire ('PQQ') including the timetable and structure of the procurement. The MOI and PQQ will be available on the 2.10.2015 and can be requested from www.supplying2nhs.com

The CCGs are willing to consider requests to participate from consortia (see section III.1.3 below).

The service contract is expected to commence in October of 2016 for an initial contract term of 5 years, with an option exercisable by the CCGs to extend the contract for a further 2 year period (the total potential contract length therefore being 7 years).

Interested organisations must register for this procurement using our e-tendering portal www.supplying2nhs.com and will then be able to download a copy of the MOI and PQQ.

Formal requests to participate must be made by the completion and return of the PQQ by the PQQ response deadline set out in section IV.3.4).

This procurement is for Health services which are Part B services for the purpose of the Public Contracts Regulations 2006 (as amended) ('Regulations'). Accordingly, the CCGs are only bound by those parts of the Regulations detailed in Regulation 5(2). The CCGs are not voluntarily following any other part of the Regulations.

The procedure that the CCGs are following is as set out in the MOI and PQQ. As the CCGs are relevant bodies for the purposes of the National Health Service (Procurement Patient Choice and Competition) (No 2) Regulations 2013 (SI 2013 No 500) these Regulations also apply to this procurement.

II.1.6. CPV code(s)

85100000 Health services, 85121100 General-practitioner services, 85323000 Community health services, 85141000 Services provided by medical personnel, 79512000 Call centre, 85141220 Advisory services provided by nurses, 85312310 Guidance services

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: no

II.1.9. Information about variants

Variants will be accepted: no

II.2. Scope of the procurement

II.2.1. Total quantity or scope

The potential return to the provider from providing this service will depend on a number of factors including (but not limited to) activity numbers to be agreed with the CCGs and performance of the supplier against selected outcome measures (identified in the Specification).

The minimum estimated value below is based on a 5 year term for the core services. The maximum estimate is based on a 7 year term with any options regarding scope having been exercised.

This is an estimate only and the actual contract value over the life of the contract may be more or less than the estimate depending on the tenders received and the options exercised (if any) and any change to the number of CCGs participating in this procurement (as referred to in Section VI.3).

Estimated value excluding VAT:

Range: between 50 000 000 and 75 000 000 GBP

II.2.2. Information about options

Options: yes

Description of options: The initial contract term will be for a period of 5 years, with an option to extend (exercisable by the CCGs during the initial term) for a further 2 years period (the total potential contract length therefore being 7 years).

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: 84 (from the award of the contract)

Section III: Legal, economic, financial and technical information

III.1. Conditions related to the contract

III.1.1. Deposits and guarantees required

The CCGs reserve the right to require deposits, guarantees, bonds or other forms of appropriate security.

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

Details will be set out in the Invitation to Tender and/or the contractual documentation issued with the ITT.

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

Requests to participate may be made by single bidders or consortia. The CCGs reserve the right to require groupings of economic operators to take a particular legal form or to require a single economic operator to take primary liability for a contract to be performed by a group of economic operators or to require each party to undertake joint and several liability in respect of the entire contract irrespective of the form the grouping takes. Please also refer to the MOI for further details regarding the CCGs intended delivery model.

III.1.4. Contract performance conditions

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

Description of particular conditions: The form of contract to be entered into by the CCGs and the successful service provider will be the NHS Standard Contract 2015/16 this will be superseded by the 2016/17 NHS Standard Contract on 1.10.2016.

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: As set out in the pre-qualification questionnaire available from the e-tendering portal address in section I.1).

III.2.2. Economic and financial ability

List and brief description of conditions: As set out in the pre-qualification questionnaire which is available from the e-tendering portal address in section I.1).

Minimum level(s) of standards possibly required: As set out in the pre-qualification questionnaire.

III.2.3. Technical and professional ability

List and brief description of conditions:

As set out in the pre-qualification questionnaire which is available from the e-tendering portal address in section I.1).

Minimum level(s) of standards possibly required:

As set out in the pre-qualification questionnaire.

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: yes

Reference to the relevant law, regulation or administrative provision: The full requirements in relation to the professional qualifications of the staff responsible for the execution of the services will be set out in the PQQ and ITT.

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

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract: yes

Section IV: Procedure

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 number of candidates: 5

Objective criteria for choosing the limited number of candidates: As set out in the pre-qualification questionnaire which is available from the e-tendering portal address in Section I.1).

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 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

NELCSU/NCL/JN/100020

IV.3.2. Previous publication concerning this procedure

no

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

2.11.2015 - 10:00

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

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

The contracting authority considers that this contract may be suitable for economic operators that are small or medium enterprises (SMEs). However, any selection of tenderers will be based solely on the criteria set out for the procurement, and the contract will be awarded on the basis of the most economically advantageous tender.

Section I.1) — NHS Enfield Clinical Commissioning Group ('CCG') is leading this procurement on behalf of itself and Barnet CCG, Camden CCG, Enfield CCG, Haringey CCG and Islington CCG (collectively the 'CCGs'). It is anticipated at this stage all five CCGs will contract with the successful provider however the Commissioners reserve the right to change this in future, including (but not limited to) the withdrawal of any one of the CCGs from the procurement

process.

Section II.2.1) The value ranges specified in this section are estimates and indicative only. The final contract value may fall above or below the stated value range. (The upper figure also includes the potential option(s) detailed in Section II.1.5) and II.2.2)).

Section II.3) — The period referred to is the maximum duration of the contract (if all options are exercised).

Section IV.1.2): The maximum numbers to be invited to tender is 5 — in the event of a tie in scores the CCGs reserve the right to award a joint position. The CCGs reserve the right to invite less than 5 bidders to tender should there be less than 5 bidders interested and pre-qualified.

Section VI.3.4 The pre-qualification questionnaire and memorandum of information are available for download from the e-tendering portal (Pro-Contract) the address for which is in section I.1) and also given here (www.supplying2nhs.com). These documents are available until the date specified in section IV.3.4). To obtain these documents interested organisations must first register on the Pro-Contract portal. Interested organisations must refer to the guides and other documents which are available on the Pro-Contract portal (supplier opportunities section) to guide them through the electronic registration and submission process.

Formal requests to participate must be made by completion and submission of the pre-qualification questionnaire (in accordance with the requirements set out in the pre-qualification questionnaire) by the time and date specified in section IV.3.4). Questionnaires submitted after the deadline may not be considered.

It is anticipated that the invitation to tender will be sent to those bidders short-listed at the end of the pre-qualification stage in November 2015.

Following advertisements in Contracts Finder, two market engagement events were held on 26th February and 5.8.2015 with interested organisations. All potential bidders, including those organisations who were unable to attend the engagement events will be able to access the information issued to those who attended the event via the e-tendering portal. Bidders are encouraged to submit their completed Pre-Qualification Questionnaire well in advance of the stated date and time (as set out in section IV.3.4) in order to avoid such issues as technical difficulties with the electronic system that may be due to the high volumes of traffic attempting to submit applications on the same date at the same time. Pre-Qualification Questionnaires received after the date and time specified in section IV.3.4) or sent to a different address, electronically or otherwise, will not be considered.

Should you experience any problems with www.supplying2nhs.com then please email: support@due-north.com or telephone: +44 1670597136.

Right to Cancel: The CCGs reserve the right to discontinue the procurement process at any time, which shall include the right not to award a contract, and do not bind themselves to accept the lowest tender, or any tender received, and reserve the right to award a contract in part, or to call for new tenders should it consider this necessary.

The CCGs shall not be liable for any costs or expenses incurred by any candidate or bidder in connection with the completion and return of the information requested in this Contract Notice, or in the completion or submission of any tender, irrespective of the outcome of the competition or if the competition is cancelled or postponed.

All dates, time periods and values specified in this contract notice are provisional and the CCGs reserve the right to change these.

Transparency: The CCGs are subject to the Freedom of Information Act 2000 (FOIA) and the Environmental Information Regulations 2004 (EIR) and may be required to disclose information received in the course of this procurement under FOIA or the EIR. In addition,

and in accordance with the UK Government's policies on transparency, the CCGs intends to publish procurement documentation and the text of any resulting contractual arrangements, subject to possible redactions at the discretion of the CCGs. Any redactions, whether in relation to information requests under FOIA, the EIR or policies on transparency will be in accordance with those grounds prescribed under FOIA and the EIR. Further information on transparency can be found at: <https://www.gov.uk/government/publications/procurement-and-contracting-transparency-requirements-guidance>

To view this notice, please click here:

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=162721019>

GO Reference: GO-2015924-PRO-7110576.

VI.4. Procedures for review

VI.4.1. Review body

Official name: North and East London Commissioning Support Unit

Postal address: Clifton House, 75-77 Worship Street

Town: London

Postal code: EC2A 2DU

Country: United Kingdom

E-mail: clinical.procurement@nelcsu.nhs.uk

Telephone: +44 2036881037

VI.4.2. Review procedure

Precise information on deadline(s) for review procedures: The CCGs will incorporate a standstill period at the point information on the award of the contract is communicated to tenderers. That notification will provide full information on the award decision. The standstill period, which will be for a minimum of 10 calendar days, provides time for unsuccessful tenderers to challenge the award decision before the contract is entered into. Part 9 of the Public Contracts Regulations 2006 (SI 2006 No 5) (as amended) provides for aggrieved parties who have been harmed or are at risk of harm by breach of the Regulations to take action in the High Court (England, Wales and Northern Ireland). Any such action must be brought within the applicable limitation period.

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

VI.5. Date of dispatch of this notice

24.9.2015