

**United Kingdom-Norwich: Health and social work services**  
**OJ S 214/2014 06/11/2014**  
**Contract notice**  
**Services**

**Directive 2004/18/EC**

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: NHS NELCSU

Postal address: Lakeside 400, Old Chapel Way, Broadland Business Park

Town: Norwich

Postal code: NR7 OWG

Country: United Kingdom

For the attention of: Robert Smith

E-mail: [robert.smith20@nhs.net](mailto:robert.smith20@nhs.net)

Telephone: +44 1603257027

**Internet address(es):**

Address of the buyer profile: [www.nelcsu.nhs.uk/](http://www.nelcsu.nhs.uk/)

**Additional information can be obtained from:**

Official name: The PQQ documentation is available for download from the East of England

Collaborative Procurement Hub Bravo e-sourcing platform at [https://eoecph.bravosolution.co.uk/web/login.shtml?\\_ncp=1366801018675.99403-1](https://eoecph.bravosolution.co.uk/web/login.shtml?_ncp=1366801018675.99403-1)

Postal address: Lakeside 400, Broadland Business Park

Town: Norwich

Postal code: NR7 OWG

Country: United Kingdom

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

Official name: NHS NEL CSU

Postal address: Lakeside 400, Broadland Business Park

Town: Norwich

Postal code: NR7 OWG

Country: United Kingdom

For the attention of: Robert Smith

E-mail: [robert.smith20@nhs.net](mailto:robert.smith20@nhs.net)

Telephone: +44 1603257027

Internet address: <http://www.nelcsu.nhs.uk>

**Tenders or requests to participate must be submitted:** Official name: [https://eoecph.bravosolution.co.uk/web/login.shtml?\\_ncp=1366801018675.99403-1](https://eoecph.bravosolution.co.uk/web/login.shtml?_ncp=1366801018675.99403-1)

Postal address: As above

Country: United Kingdom

For the attention of: As above

**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 Norwich Clinical Commissioning Group

National registration number: <http://www.norwichccg.nhs.uk/>

Postal address: Room 202 City Hall, St Peter's Street

Town: Norwich

Postal code: NR2 1NH

Country: United Kingdom

Official name: NHS South Norfolk Clinical Commissioning Group

National registration number: <http://www.southnorfolkccg.nhs.uk/>

Postal address: Lakeside 400, Broadland Business Park

Town: Norwich

Postal code: NR7 0WG

Country: United Kingdom

Official name: NHS West Norfolk Clinical Commissioning Group

National registration number: <http://www.westnorfolkccg.nhs.uk/>

Postal address: King's Court, Chapel Street

Town: King's Lynn

Postal code: PE30 1EL

Country: United Kingdom

Official name: NHS North Norfolk Clinical Commissioning Group

National registration number: <http://www.northnorfolkccg.nhs.uk/>

Postal address: 1 Mill Close

Town: Aylsham

Postal code: NR11 6LZ

Country: United Kingdom

Official name: NHS Cambridge and Peterborough Clinical Commissioning Group, represented by Wisbech Local Commissioning Group

National registration number: <http://www.cambridgeshireandpeterboroughccg.nhs.uk/Wisbech/>

Postal address: Lockton House, Clarendon Road

Town: Cambridge

Postal code: CB2 8FH

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 Norfolk (excluding Great Yarmouth & Waveney) and Wisbech NHS 111 and Primary Care 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: Norfolk, and Wisbech Cambridgeshire.

NUTS code UKH13 Norfolk

#### **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)**

There is a single lot in this tender. The lot consists of two service elements. There will be two separate service specifications — 1 for each service element. The contracting vehicle(s) will be confirmed at ITT stage but the contract length is confirmed as 5 years. The population covered by this requirement is — 830 000.

##### **Element 1 — NHS 111**

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

The principal aims of the NHS 111 service are to:

- provide safe, high quality 111 services;
- get people to the right service first time, including self-care where appropriate;
- reduce health inequalities by improving access;
- improve the public experience accessing urgent healthcare.

##### **Element 2 — Primary Care Out of Hours Services**

The Primary Care Out of Hours service will be based around the National Quality Requirements for Out of Hours services. The aims of the Service are to provide a clinically safe and competent Primary Care Out of Hours Service for the population of Norfolk, allowing for some local variation. The commissioned service will provide access to unplanned urgent care, working in partnership with the wider urgent care system across primary, community, secondary health and social care. The Provider will ensure that it integrates with other providers to achieve an improved patient pathway and patient experience, high quality medical services and a measurable reduction in unnecessary or inappropriate Ambulance despatches and Emergency Department attendances.

Provision of a comprehensive Primary Care Out of Hours service will include telephone triage, face to face consultations at base and patients' homes delivered by GPs and/or other healthcare professionals as required/clinically indicated.

##### **General information**

The Commissioners are seeking clinically sound, innovative and value for money solutions for the delivery of any resulting contract. The Commissioners will expect that the providers work closely with the local CCG's and develop services for their local population.

Full details on the required services and supporting information will be outlined in the Invitation to Tender documentation pack.

We anticipate that Bidders who are pre-qualified will be invited to attend a pre-ITT engagement event on Tuesday 16 December, where further details, including access to a range of stakeholders, will be provided.

Potential bidders who feel they are unsuitable to act as a prime bidder, but who may wish to act as a subcontractor to a prime bidder for the provision of services, should express an interest in this requirement via the Bravo e-sourcing platform. Such expressions must state that they wish to be considered for selection as a potential sub-contractor. Potential subcontractors are requested to complete the Short-Form Provider Profile template only (not the PQQ response document) for this purpose. The Provider Profiles will be shared with all short-listed organisations who may then be in contact to explore potential service delivery arrangements.

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

85000000 Health and social work services, 85121000 Medical practice services, 79512000 Call centre, 85100000 Health services, 85142000 Paramedical 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**

1

Estimated value excluding VAT: 42 500 000 GBP

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

Options: no

### **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: 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**

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

#### **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**

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

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

#### **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**

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract: no

## 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: and Maximum number 6

Objective criteria for choosing the limited number of candidates: As set out in the PQQ documentation.

#### 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

0AP/ANGPROC/14/017

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

Prior information notice

Notice number in the OJ S: [2014/S 168-299245](#) of 3.9.2014

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

Payable documents: no

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

3.12.2014 - 12:00

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

22.12.2014

#### 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

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 PQQ documentation is available for download from the East of England Collaborative Procurement Hub Bravo e-sourcing platform at [https://eocph.bravosolution.co.uk/web/login.shtml?\\_ncp=1366801018675.99403-1](https://eocph.bravosolution.co.uk/web/login.shtml?_ncp=1366801018675.99403-1)

**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**

4.11.2014