

United Kingdom-Exeter: Health and social work services  
OJ S 246/2015 19/12/2015  
Contract notice  
Services

Directive 2004/18/EC

## Section I: Contracting authority

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### I.1. Name and addresses

Official name: NHS Northern, Eastern and Western Devon Clinical Commissioning Group  
Postal address: Newcourt House, Old Rydon lane  
Town: Exeter  
Postal code: EX2 7JU  
Country: United Kingdom  
Contact person: South, Central and West Commissioning Support Unit  
For the attention of: Jonathan Sewell

#### Internet address(es):

General address of the contracting authority: <http://www.newdevonccg.nhs.uk/>  
Address of the buyer profile: <https://in-tendhost.co.uk/scwcsu/asp/Home>

#### 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: South Devon and Torbay CCG

## 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 (NHS 111, Clinical Hub and GP 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  
NUTS code UKK4 Devon

#### 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)**

Northern, Eastern and Western Devon and South Devon and Torbay clinical commissioning groups are working in partnership to procure integrated urgent care services for residents and visitors to Devon. The specification relies upon some key national documents which underpin the local aspirations.

The procurement is driven by the need to re-procure a new NHS 111 service and GP out of hours service for Devon, but the opportunities this offers to the commissioners and the community in providing joined up care are many. The two CCG's are seeking a provider or providers who will work well as part of a wider urgent care system, have a track record in innovation and can drive system change. Bidders should be able to offer a single provider or a lead accountable provider arrangement to offer 111 telephony, clinical hub and out of hours services.

The services are required in accordance with:

[www.england.nhs.uk/wp-content/uploads/2015/10/integrtd-urgnt-care-comms-standrds-oct15.pdf](http://www.england.nhs.uk/wp-content/uploads/2015/10/integrtd-urgnt-care-comms-standrds-oct15.pdf)

The critical success factors that the CCG's will be expecting to achieve through procurement are, an integrated urgent care service:

- which contributes to the CCG wide target to reduce avoidable admissions to hospital in a sustainable way (linked with the current Better Care Fund — BCF headline outcomes),
- which supports the system wide achievement of national emergency care targets for the NHS,
- which delivers consistency of response for people and equitable access to NHS services, based on need and where possible reduces the number of access points from which to receive urgent care,
- which values and contributes to a culture of self- help and personal knowledge. It reduces dependency and avoids paternalistic responses to the public,
- with sufficient capacity to be able to meet predictable demand and surges in demand,
- with a robust and demonstrable clinical integration and governance process between the various providers who form part of the service and with key members of the system, especially emergency departments, 999 and complex care teams,
- which ensures that the best practice in urgent care is provided for patients,
- which must be able to demonstrate that they provide a good service for patients and those patients express satisfaction with the service they receive and can demonstrate an increasing confidence in the offer,
- that is able to stay within its' allocated budget and demonstrate their ability to reduce spend in 999 and emergency department services. The service must be able to demonstrate value for money.

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

85000000 Health and social work services, 79512000 Call centre, 85100000 Health services, 85141220 Advisory services provided by nurses, 85141000 Services provided by medical personnel, 85323000 Community health services, 85141200 Services provided by nurses, 85120000 Medical practice and related services, 85121100 General-practitioner services, 85312310 Guidance services, 64200000 Telecommunications services

#### **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**

Variants will be accepted: yes

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

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

The services that are in scope for this tender are:

- 111 telephony service,
- Clinical hub,
- GP Treatment centres for people to be seen out of hours,
- Home visiting service,
- Robust connections with specialist and other services for onward care and links with others where needed.

Estimated value excluding VAT: 45 000 000 GBP

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

Options: yes

Description of options: The initial contract term is for 3 years with an optional extension of a further 2 years.

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

This contract is subject to renewal: yes

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

Duration in months: 36 (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**

The performance of the contract is subject to particular conditions: no

### **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: NEW Devon Clinical Commissioning Group will also be utilising the supplier information database (SID4Gov) to manage and assess general eligibility information in the form of a profile. As well as responding to the tender via In-Tend, candidates are requested to provide or update their profile on the SID4Gov as follows:

- a) candidates should register on SID4Gov at <https://sid4gov.cabinetoffice.gov.uk/> by clicking on the 'Register forsid4gov' option listed under 'Join Us'.

b) to continue with the registration process Suppliers must have a current DUNS Number. If a Supplier does not have a DUNS Number there is a link to the DandB UK website to request a DUNS Supplier Number.

c) Suppliers who already have a published profile on SID4Gov must confirm that information is up to date;

i) candidates should ensure all relevant sections of their SID4Gov profile are completed to demonstrate their ability to meet the short listing criteria applicable to this contract. Where access to SID4Gov is unavailable, please contact SID4Gov Support Centre on +44 8452992994.

Please note all responses to OJEU should be made through In-tend e-procurement system — registration is required on SID4GOV To update or provide company profiles only.

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

List and brief description of conditions: As per III.2.1 above.

Minimum level(s) of standards possibly required: As per III.2.1 above.

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

List and brief description of conditions:

As per III.2.1 above.

Minimum level(s) of standards possibly required:

As per III.2.1 above.

### **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**

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**

competitive dialogue

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

Envisaged minimum number 4

#### **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 yes

### **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**

SCW/NHS99PCCG/00000114/2015

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

no

#### **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**

28.1.2016 - 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**

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**

This is a procurement for healthcare services falling with Schedule 3 (Social and Other Specified Services) of the Public Contracts Regulation 2015 (the 2015 Regulations). Regulation 120 of the 2015 Regulations exempt CCGs from the requirements of the new regulations for the procurement of healthcare services commenced before 18.4.2016. The Services are healthcare services within the meaning and scope of the National Health Service (Procurement, Patient Choice and Competition) (No.2) Regulations 2013 and are therefore not governed by the Public Contracts Regulations 2015. The tendering process will therefore be conducted in accordance with the current legislation that applies to the tendering of healthcare services within the meaning and scope of the National Health Service (Procurement, Patient Choice and Competition) (No.2) Regulations 2013. The Commissioner will run a fair and transparent tender process, treating all bidders equally. For the avoidance of doubt, the Commissioner will not be bound by the Public Contracts Regulations 2015. In addition, the Commissioner will not be bound by the Public Contracts Regulations 2006, the Treaty on the Functioning of the European Union or any other regulations or legislation except for the specific parts or circumstances that apply to the procurement of these Services. The CCG is voluntarily advertising this requirement in the OJEU. The CCG intends to conduct a Competitive Dialogue procedure similar to the form of competition set out in the 2006

Regulations. However, the CCG is not bound by many of the formalities of the 2006 Regulations and reserves the right to vary the form and manner of the competition accordingly. 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 to this tender on the following site:

<https://in-tendhost.co.uk/swcsu.aspx/Home>

The contract is expected to commence on 1.10.2016 for a 3 year period with the option to extend for a further 2 years.

#### **VI.4. Procedures for review**

##### **VI.4.1. Review body**

##### **VI.4.2. Review procedure**

Precise information on deadline(s) for review procedures: NHS NEW Devon CCG intends to voluntarily observe the award decision notices provisions and 10 day standstill period described in Regulation 32 of the 2006 Regulations.

Unsuccessful tenderers and applicants will receive scores and reasons for the decision, including the characteristics and relative advantages of the winning bid and the reasons why the tenderer/application was unsuccessful. Deadline for lodging of appeals should be in accordance with Regulation 32 and Regulation 47 of the 2006 Regulations.

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

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

16.12.2015