

South East London 111 Service Procurement Market Update

October 2024

Purpose

- To update you on our plans for the procurement of a new 111 service for South East London.
- To make you aware of the changes that we have made to our plans in response to the market feedback that we received.

Lots

- It is planned that the South East London (SEL) 111 Integrated Urgent Care Service will be procured under 8 Lots:
 - 1 x SEL 111 Call Handling Service
 - 1 x SEL Out of Hours (OOH) Integrated Delivery Unit (IDU)
 - 6 x Borough Based In Hours IDU (1 each for Bexley, Bromley, Greenwich, Lambeth, Lewisham and Southwark)
- In Hours is defined as 08:00-18:30, Monday to Friday (excluding Bank Holidays). OOH is all other times.
- Where there is more than one provider covering the 24-hour period, the contract will allow for an overlap period to allow each provider to complete the case load that they have received during their opening hours before the end of their contractual hours.

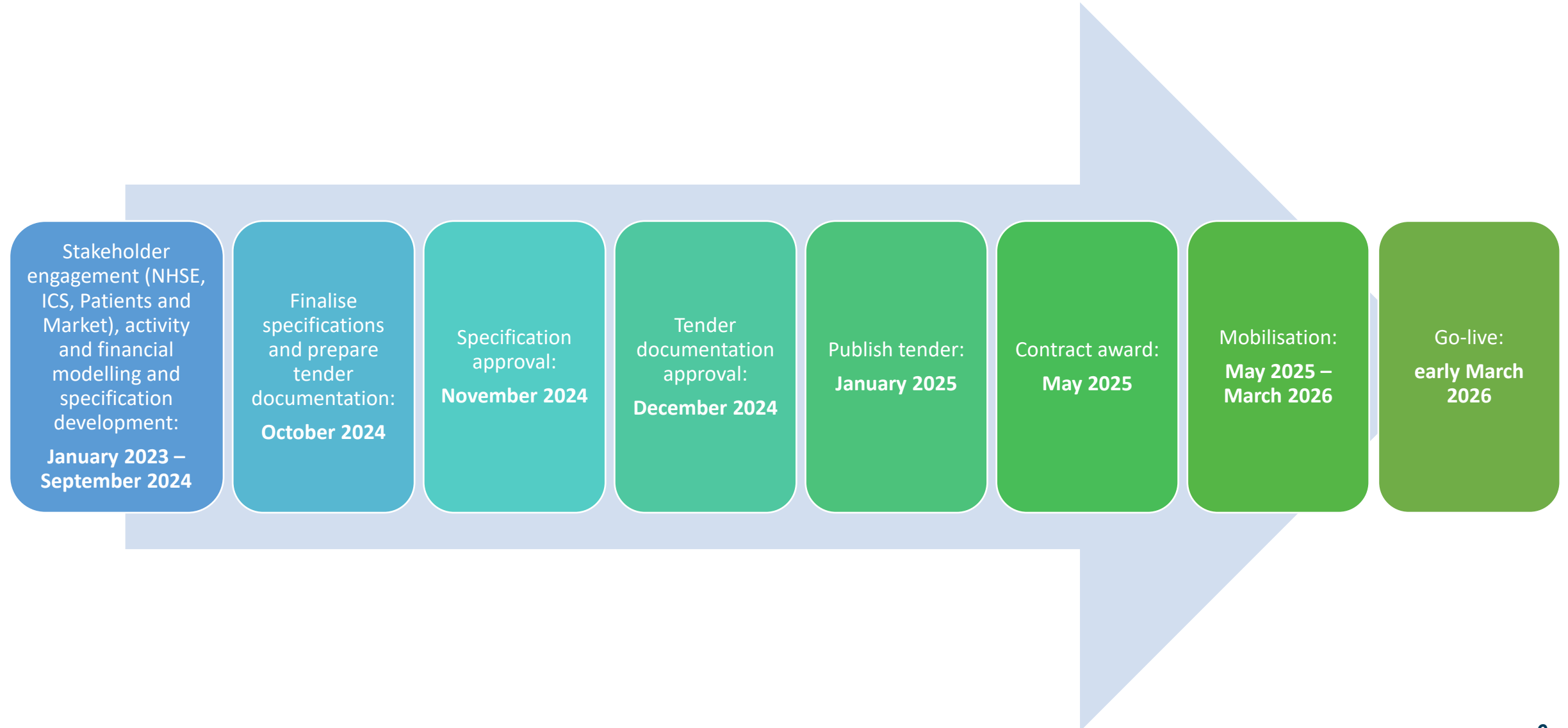
For 2025/26 (or part year thereof):

- Total for 8 lots – **maximum financial envelope of £21 million**
 - Call Handling (1 lot) – **approximately £10.7 million**
 - IDU Lots (7 lots) – **approximately £10.3 million**

New Timelines

- We were originally intending to publish the tender in November 2024.
- Our timeline to publish the tender has moved to **January 2025**.
- This has moved the **Go Live date to March 2026**.
- These dates may change, subject to ICB governance decisions.

Expected Procurement Timeline



Any Questions

- When the procurement goes live, Providers must submit questions via the project page on Atamis, which will be made clear and accessible in the advert.
- In the meantime, questions can be submitted directly to our procurement lead: kieran.james-paterson@nhs.net.

Thank you