

**Procurement for the provision of a  
Surrey Integrated Urgent Care Service  
( Including NHS111, Clinical Assessment Service and GP Out-of-  
hours )**

**Information for Potential Providers**

**Tender Process**

The Awarding Authority seeks to award, for registered and resident patients within the commissioning geography, a Supplier Contract for the provision of a fully integrated 24/7 Integrated Urgent Care Service incorporating access via NHS 111 and Online, a Clinical Assessment Service, and a GP Out-of-Hours Treatment service.

The Awarding Authority seeks to award the contract to a single legal entity responsible for the provision and operation of a visionary IUC Service. This includes responsibility for the financial and budgetary management, budgetary analysis, clinical governance and overall contract management of the call centre and interconnectivity with community services, emergency departments, primary care, ambulance services and any other applicable services and provisions to maximise patient care efficiency across the Health and Social Care system. The Supplier will be required to deliver a service that offers a seamless patient journey from NHS 111 contact/Online access to the establishment of a treatment plan (including direct electronic appointment booking) or closure on advice.

The duration of this contract award will be a five year period with an option to extend once for up to three years.

The Awarding Authority wishes to establish the Most Economically Advantageous Tender (“MEAT”) for the Contract. The Awarding Authority is managing this Procurement in accordance with the Public Contracts Regulations 2015 (the “Regulations”) and the Service(s) are being procured as “Light Touch Regime” services using a Procedure akin to a Restricted process. The Awarding Authority will also observe the requirements of the Procurement Patient Choice and Competition Regulations 2013 (PPCCR 2013).

The Awarding Authority intends to run a fully transparent tender process based on the OJEU Restricted Procedure.

Submission of a bid will be deemed to be acceptance of these conditions and process.

The Invitation to Tender will be open to all suitably qualified providers. This notice is voluntary and does not mean that the Awarding Authority accepts that the Regulations apply to this intended procurement to any greater extent just by virtue of the publication of the notice or utilisation of a particular procurement process.

The Awarding Authority is supported and advised in the Procurement by its procurement partner NHS Commercial Solutions (NHSCS) which is managing this procurement.

## Indicative timetable

The following timetable is provided for the information of potential bidders. The Awarding Authority reserves the right at its absolute discretion to amend this timetable, or not to proceed with the procurement process at all.

- 5th February 2018: release of PQQ
- 6th March 2018 12:00 noon: closing date for PQQ submissions
- 29th March 2018: all bidders notified of PQQ outcome
- 4<sup>th</sup> April 2018: Issue ITT to qualified Bidders
- 18th May 2018 12: noon: closing date for ITT submissions
- 11<sup>th</sup>/12<sup>th</sup> June 2018: Presentation/clarification meetings (date to be confirmed)
- July 2018: Governing Body ratifications of Recommended Provider
- July/August 2018: notification of contract award and begin of standstill period.
- August 2018: contract signature followed by mobilisation
- 1 April 2019: service commencement

## Registration Information for Potential Providers.

The tender will be conducted via the NHS Commercial Solutions Bravo e tendering system. Bidders wishing to Express an Interest (EOI) in participating will be required to register on the Bravo system if they have not previously done so. This can be done at any time via this web link:

<https://commercialsolutions.bravosolution.co.uk>

NHS Commercial Solutions is utilising the Bravo system to administer this Procurement and to communicate with potential Bidders. Accordingly, there will be no hard copy documents issued to potential Bidders. All tender communications with the Awarding Authority and NHS Commercial Solutions will be conducted via the Bravo secure messaging service within the portal hosted by BravoSolution, the managed service provider for the NHS Commercial Solutions eTendering system.

It is free to register on the portal, and it can be accessed at any time of day. Should Bidders have any queries, or if Bidders are having problems registering on the portal, they should contact the BravoSolution dedicated Supplier Support, available from the Bravo Help desk:

Phone: 0800 368 4850 ( Monday to Friday 9am to 6pm )

E-mail: [help@bravosolution.co.uk](mailto:help@bravosolution.co.uk)

The Bravo Project number for this tender will be Project 2663.

The Bravo Pre-Qualification Questionnaire number will be pqq\_951

NOTE : The project and PQQ areas on Bravo can only be accessed once the PQQ is published ( see indicative timetable above ). Interested parties should configure alerts within Bravo to enable them to receive a notification that the PQQ has been published and the tender is live.

All interested parties should note that this Service Procurement falls within the scope of the “Light Touch Regime” as defined in the Public Contracts Regulations 2015 (as amended) and Directive 2014/24/EU. Therefore the 2015 Regulations and the 2014 Directive are only applicable to the Service Procurement to the extent required for the Services. The Awarding Authority has decided to follow a tendering procedure for the Service Procurement which is akin to the Restricted Procedure, as provided for under the 2015 regulations and the 2014 Directive, and throughout this tender and associated documentation, the terminology linked to a Restricted Procedure is used.

This should not however be taken as an acceptance by The Awarding Authority that any part of the 2015 Regulations or the 2014 Directive (other than those provisions specifically applicable to the Light Touch Regime Procurement) apply to this Service Procurement.

The Awarding Authority will also observe the requirements of the Procurement Patient Choice and Competition Regulations 2013 (PPCCR 2013).

An organisation will be assumed to have expressed interest by registering on the Project and PQQ on the portal.

Any communication in relation to this Notice should be sent to the email contact address given in Section 4.

As the tender has now been published, all communication with NHSCS and the Awarding Authority must be through the Bravo portal messaging system.