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**United Kingdom-West Bromwich: Health services  
2015/S 221-403246**

**Contract notice**

**Services**

Directive 2004/18/EC

**Section I: Contracting authority**

**I.1) Name, addresses and contact point(s)**

NHS Midlands and Lancashire CSU  
Kingston House, 438-450 High Street  
B70 9LD West Bromwich  
UNITED KINGDOM  
Telephone: Roorcroft Rachel  
E-mail: [rachel.roocroft@lancashirecsu.nhs.uk](mailto:rachel.roocroft@lancashirecsu.nhs.uk)

**Internet address(es):**

General address of the contracting authority: <https://mlcsu.bravosolution.co.uk>

**Further information can be obtained from:** The above mentioned contact point(s)

**Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained from:** The above mentioned contact point(s)

**Tenders or requests to participate must be sent to:** The above mentioned contact point(s)

**I.2) Type of the contracting authority**

National or federal agency/office

**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  
Greater Preston and Chorley and South Ribble Clinical Commissioning Groups

**Section II: Object of the contract**

**II.1) Description**

**II.1.1) Title attributed to the contract by the contracting authority:**

Urgent Care Centres (UCC), Out of hours (OOH), Deep Vein Thrombosis (DVT) Services and a Pathways Alternative to Transport Service (PATS).

**II.1.2) Type of contract and location of works, place of delivery or of performance**

Services  
Service category No 25: Health and social services  
NUTS code UKD4

**II.1.3) Information about a public contract, a framework agreement or a dynamic purchasing system (DPS)**

The notice involves a public contract

**II.1.4) Information on framework agreement**

**II.1.5) Short description of the contract or purchase(s)**

Greater Preston CCG and Chorley and South Ribble CCG are seeking expressions of interest from suitably qualified and experienced organisations to deliver an Integrated Urgent Care Service which shall include Urgent Care Centres (UCC), GP Home visiting services (during traditional out of hours (OOH) periods), Deep Vein Thrombosis (DVT) Services and in conjunction with North West Ambulance Service (NWAS) a Pathways Alternative to Transport Service (PATS) to their populations from facilities co located with the Emergency Departments (ED) of Lancashire Teaching Hospitals NHS Foundation Trust at Royal Preston and Chorley District Hospitals.

The CCGs wish to appoint a single (prime) provider to deliver the services across the combined CCG areas. Co-located at the existing Emergency Departments at Royal Preston and Chorley District Hospitals, walk in patients will access the UCC and Emergency Departments through the same entrance and reception/waiting areas at each location. Patients will also access the DVT and attend pre booked face to face appointments during traditional GP OOH periods (as Urgent Centre attendances) through this single entrance. The GP Home visiting and NWAS PATS will also be based out of the same facilities.

Locally patients will access Urgent Care Services during the traditional OOH periods via '111', and PATS from NWAS, with patients most usually contacting '111' in the first instance.

Urgent Care Centre.

In line with developments now and in the future in the National Urgent Care model the urgent care centre shall:

- Provide high quality primary care minor injury and minor illness services, including basic diagnostics, to patients with non ED conditions 24/7/365 days per year.
- Be configured, staffed, equipped and resourced to treat over 62,500 patients per year (approx. 37,500 illness and 25,000 injury patients). The service must work closely with the existing ED service to provide a seamless patient experience; identifying quickly those patients who require emergency acute care and those who do not and can be treated in the UCC with the focus on reducing admissions to the acute hospital and through working with associated care services increase the number of cases managed at home.
- See and treat (where possible) patients and discharge or refer as appropriate.
- See 'Booked' face to face appointments at the UCC for traditional OOH's patients as appropriate.
- Such 'booked' appointment patients are expected to be in the order of 16,000 patients per annum in Preston and Chorley (in addition to the diverted ED patients volumes stated above)
- Patients attending who do not have urgent care needs will be supported by UCC staff to access advice and care from their local community pharmacist, access health promotion, self-management and educational information, make an appointment for them with their own GP within the target timescales, support and facilitate the registration of unregistered patients with a GP.
- Maximise opportunities to integrate with other community and Primary Care based services, especially in the field of face to face patient care at all times day and night.

GP Home Visiting Services.

- Home visiting service as appropriate for patients unable to attend for a 'booked' face to face appointment at the UCC during traditional OOH periods. Patient volumes are expected to be in the order of 2,850 combined for both CCGs.

DVT Service.

Deliver a 'one stop shop' DVT service for the initial assessment, diagnosis and full management of DVT in general accordance with the NICE 'pathway' to;

- Provide a robust service to expedite referrals and transfers from GP Practices, Emergency Departments etc.

- Diagnose Patients presenting with signs or symptoms of non-complex deep vein thrombosis in a timely and accurate manner.
- Improve Patient access to assessment, diagnosis and treatment of DVT.
- Point of care service using the two-level Wells clinical Assessment tool.
- Provide point of care D-dimer tests.
- Inform Patients fully regarding their condition, having given consent and being fully involved in the planning of their treatment programme.
- Treat Patients suitable for diagnosis, management and treatment in a primary care as opposed to an acute setting.
- Reduce inappropriate emergency admissions to acute hospital wards and emergency departments.

With regard to activity levels over the most recent 12 months, Preston has generated 1 200 new referrals, 150 positive diagnoses and 2 450 follow up appointments, Chorley has generated 265 new referrals with 75 positive diagnoses. (follow up data is not available).

#### NWAS Pathways Alternative to Transport Service (PATS)

Working alongside NWAS both locally and the wider Lancashire footprint, deliver a 'Pathways Alternative to Transfer Service' (PATS) deploying a GP within 2 hours of referral to undertake a face to face assessment at the patient's residence or if deemed clinically appropriate provide remote telephone advice and discharge the patient accordingly, supporting:

- reduction in the number of patients conveyed to the Emergency Department who can safely and appropriately be cared for within the community setting;
- reduction in the delays experienced by NWAS when attending the Emergency Department, due to capacity and pressures at periods throughout the year;
- enabling NWAS staff to refer safely to a responsive, medical service within the community, giving them an alternative to transferring to the Emergency Department;
- further development of the current parameters of the scheme, allowing innovation and influencing different options to managing urgent/unscheduled care.

Between December 2013 and June 2015 the PATS received an average of 235 referrals per month (highest Month May 2015-307 referrals and lowest month Sept 2014 -159). The average number of monthly appropriate referrals dealt with by PATS was 212 during this period (highest Month Dec 2013-100 % and lowest month Mar 2015 -83 %).

Anecdotally it is understood that c 80 % of referrals are dealt with and discharged by telephone.

#### II.1.6) **Common procurement vocabulary (CPV)**

85100000

#### II.1.7) **Information about Government Procurement Agreement (GPA)**

The contract is covered by the Government Procurement Agreement (GPA): yes

#### II.1.8) **Lots**

This contract is divided into lots: no

#### II.1.9) **Information about variants**

Variants will be accepted: no

#### II.2) **Quantity or scope of the contract**

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

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

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

#### 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 relating to the contract**

##### **III.1.1) Deposits and guarantees required:**

Parent company or other guarantees may be required in certain circumstances. See the invitation to tender for further details.

##### **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:**

The Authority reserves 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.

##### **III.1.4) Other particular conditions**

#### **III.2) Conditions for participation**

##### **III.2.1) Personal situation of economic operators, including requirements relating to enrolment on professional or trade registers**

Information and formalities necessary for evaluating if the requirements are met: Information and formalities necessary for evaluating if requirements are met: Any supplier may be disqualified who: (a) is bankrupt or is being wound up, where his affairs are being administered by the court, where he has entered into an arrangement with creditors, where he has suspended business activities or is in any analogous situation arising from a similar procedure under national laws and regulations; (b) is the subject of proceedings for a declaration of bankruptcy, for an order for compulsory winding up or administration by the court or of an arrangement with creditors or of any other similar proceedings under national laws and regulations; (c) has been convicted by a judgment which has the force of res judicata in accordance with the legal provisions of the country of any offence concerning his professional conduct; (d) has been guilty of grave professional misconduct proven by any means which the contracting authorities can demonstrate; (e) has not fulfilled obligations relating to the payment of social security contributions in accordance with the legal provisions of the country in which he is established or with those of the country of the contracting authority; (f) has not fulfilled obligations relating to the payment of taxes in accordance with the legal provisions of the country in which he is established or with those of the country of the contracting authority; (g) is guilty of serious misrepresentation in supplying the information required under this Section or has not supplied such information; (h) has been the subject of a conviction for participation in a criminal organisation, as defined in Article 2(1) of Council Joint Action 98/733/JHA; (i) has been the subject of a conviction for corruption, as defined in Article 3 of the Council Act of 26 May 1972 and Article 3(1) of Council Joint Action 98/742/JHA3 respectively; (j) has been the subject of a conviction for fraud within the meaning of Article 1 of the Convention relating to the protection of the financial interests of the European Communities; (k) has been the subject of a conviction for money laundering, as defined in Article 1 of Council Directive 91/308/EEC of 10 June 1991 on prevention of the use of the financial system for the purpose of money laundering.

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

Information and formalities necessary for evaluating if the requirements are met: The following may be requested in assessing potential bidders' economic and financial capacity: (a) appropriate statements from banks or, where appropriate, evidence of relevant professional risk indemnity insurance; (b) the presentation of balance-sheets or extracts from the balance-sheets, where publication of the balance-sheet is required under

the law of the country in which the economic operator is established; (c) a statement of overall turnover and, where appropriate, of turnover in the area covered by the contract for a maximum of the last 2 financial years available, depending on the date on which the undertaking was set up or the economic operator started trading, as far as the information on these turnovers is available. Please refer to the Pre-Qualification Questionnaire and/or Memorandum of Information for specific requirements.

**III.2.3) Technical capacity**

Information and formalities necessary for evaluating if the requirements are met:

NHS Midlands and Lancashire CSU requires that potential bidders, in submitting their expression of interest, complete procurement specific information in the form of a Pre-Qualification Questionnaire (PQQ) available at <https://mlcsu.bravosolution.co.uk> Failure to respond to the PQQ as required will result in an incomplete expression of interest. Please refer to Section VI.3) below for additional information.

**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) Staff responsible for the execution of the service**

**Section IV: Procedure**

**IV.1) Type of procedure**

**IV.1.1) Type of procedure**

Restricted

**IV.1.2) Limitations on the number of operators who will be invited to tender or to participate**

**IV.1.3) Reduction of the number of operators during the negotiation or dialogue**

**IV.2) Award criteria**

**IV.2.1) Award criteria**

The most economically advantageous tender in terms of the criteria stated in the specifications, in the invitation to tender or to negotiate or in the descriptive document

**IV.2.2) Information about electronic auction**

**IV.3) Administrative information**

**IV.3.1) File reference number attributed by the contracting authority:**

L-15-04

**IV.3.2) Previous publication(s) concerning the same contract**

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**

14.1.2016 - 12:00

**IV.3.5) Date of dispatch of invitations to tender or to participate to selected candidates**

**IV.3.6) Language(s) in which tenders or requests to participate may be drawn up**

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**

VI.2) **Information about European Union funds**

VI.3) **Additional information**

If and when this requirement is offered to tender, this will be done via electronic means, and may also be through the medium of an electronic reverse auction.

NHS Midlands and Lancashire CSU is conducting this procurement exercise as a central purchasing body for another NHS body (please refer to the PQQ and/or MOI for details) with whom the successful bidder(s) will enter into contracts for the supply of the services. Any other public sector body wishing to access the contract may do so only with permission from the contracting NHS body. The contract conditions will be set out in the Invitation to Tender. Further details will be made available via documentation released during the course of the tender process.

Submission of expression of interest and procurement specific information.

This exercise will be conducted on the NHS Midlands and Lancashire CSU portal at <https://mlcsu.bravosolution.co.uk>. Candidates wishing to be considered must register their expression of interest & provide procurement-specific information (by completing a PQQ) as follows: i) Candidates should register on the portal at <https://mlcsu.bravosolution.co.uk> (registration and use of website is free). If your organisation has registered previously, you do not need to re-register. ii) Once registered, express interest by a) logging-in to the eTendering portal, b) selecting response to advert and PQQ, c) select Open Access PQQ, d) search for and access listing related to this contract and view details, e) click on Express Interest link iii) After expressing interest, access the My PQQs page where you can download documentation (if required) and construct your reply as instructed. You must submit your reply on the website by the deadline stated. For technical support in submitting your expression of interest contact the BravoSolution Help-desk on +44 8003684850 or [help@bravosolution.co.uk](mailto:help@bravosolution.co.uk)

VI.4) **Procedures for appeal**

VI.4.1) **Body responsible for appeal procedures**

VI.4.2) **Lodging of appeals**

VI.4.3) **Service from which information about the lodging of appeals may be obtained**

VI.5) **Date of dispatch of this notice:**

12.11.2015