

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/000281-2022>

Contract

## **Primary Care Escalation Framework 21.836**

NHS Brighton and Hove Clinical Commissioning Group  
NHS East Sussex Clinical Commissioning Group  
NHS West Sussex Clinical Commissioning Group

F03: Contract award notice

Notice identifier: 2022/S 000-000281

Procurement identifier (OCID): ocids-h6vhtk-03057c

Published 6 January 2022, 9:40am

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

NHS Brighton and Hove Clinical Commissioning Group

Town Hall, Norton Rd

Hove

BN3 4AH

#### **Contact**

Chris McCarthy

#### **Email**

[christopher.mccarthy@soeprocurement.nhs.uk](mailto:christopher.mccarthy@soeprocurement.nhs.uk)

#### **Country**

United Kingdom

**NUTS code**

UKJ21 - Brighton and Hove

**Internet address(es)**

Main address

[www.brightonandhoveccg.nhs.uk](http://www.brightonandhoveccg.nhs.uk)

**I.1) Name and addresses**

NHS East Sussex Clinical Commissioning Group

Sackville House, Brooks Close

Lewes

BN7 2FZ

**Contact**

Chris Mccarthy

**Email**

[christopher.mccarthy@soeprocurement.nhs.uk](mailto:christopher.mccarthy@soeprocurement.nhs.uk)

**Country**

United Kingdom

**NUTS code**

UKJ2 - Surrey, East and West Sussex

**Internet address(es)**

Main address

<https://www.eastsussexccg.nhs.uk/>

**I.1) Name and addresses**

NHS West Sussex Clinical Commissioning Group

Wicker House, High Street

Worthing

BN11 1DJ

**Contact**

Chris Mccarthy

**Email**

[christopher.mccarthy@soeprocurement.nhs.uk](mailto:christopher.mccarthy@soeprocurement.nhs.uk)

**Country**

United Kingdom

**NUTS code**

UKJ2 - Surrey, East and West Sussex

**Internet address(es)**

Main address

<https://www.westsussexccg.nhs.uk/contact-us/>

**I.2) Information about joint procurement**

The contract involves joint procurement

**I.4) Type of the contracting authority**

Body governed by public law

**I.5) Main activity**

Health

---

**Section II: Object**

**II.1) Scope of the procurement**

### **II.1.1) Title**

Primary Care Escalation Framework 21.836

Reference number

21.836

### **II.1.2) Main CPV code**

- 79430000 - Crisis management services

### **II.1.3) Type of contract**

Services

### **II.1.4) Short description**

Further to the previous publication of a voluntary ex ante transparency notice (2021/S 000-032261), and completion of the 10 day standstill period (that concluded on 4th January 2022), NHS Brighton & Hove Clinical Commissioning Group, NHS West Sussex Clinical Commissioning Group, and NHS East Sussex Clinical Commissioning Group (the Sussex CCGs) have awarded a contract for a period of 14 months and 3 weeks to Care Unbound Ltd t/a HERE for the provision of a Primary Care Escalation Framework (PCEF) Service commencing on 10th January 2022.

The Sussex CCGs reserve the right to extend the contract by up to a further 12 months.

The PCEF is a programme of work the CCG has commissioned through a collaboration of Improved Access Service (IAS) providers who the CCG consider to be best placed to roll out the PCEF rapidly, at scale to respond to the on-going and escalating requirements from primary care of the Covid 19 pandemic and winter pressures while ensuring the stability of general practice in Sussex.

### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.1.7) Total value of the procurement (excluding VAT)**

Value excluding VAT: £1,024,057

## **II.2) Description**

### **II.2.2) Additional CPV code(s)**

- 85121100 - General-practitioner services

### **II.2.3) Place of performance**

NUTS codes

- UKJ2 - Surrey, East and West Sussex

Main site or place of performance

Within the boundaries of East Sussex, West Sussex, and Brighton and Hove.

### **II.2.4) Description of the procurement**

Further to the previous publication of a voluntary ex ante transparency notice (2021/S 000-032261), and completion of the 10 day standstill period (that concluded on 4th January 2022), NHS Brighton & Hove Clinical Commissioning Group, NHS West Sussex Clinical Commissioning Group, and NHS East Sussex Clinical Commissioning Group (the Sussex CCGs) have awarded a contract for a period of 14 months and 3 weeks to Care Unbound Ltd t/a HERE for the provision of a Primary Care Escalation Framework (PCEF) Service commencing on 10th January 2022.

The Sussex CCGs reserve the right to extend the contract by up to a further 12 months.

The PCEF is a programme of work the CCG has commissioned through a collaboration of Improved Access Service (IAS) providers who the CCG consider to be best placed to roll out the PCEF rapidly, at scale to respond to the on-going and escalating requirements from primary care of the Covid 19 pandemic and winter pressures while ensuring the stability of general practice in Sussex. The PCEF is a framework to demonstrate live resilience of primary care services at practice, primary care network, place, and system level to then coordinate an appropriate and timely response.

The Primary Care Escalation Framework (PCEF) will dovetail with wider ICS winter escalation framework which in turn is based on the NHS England, Southeast framework, NHS England OPEL (Operational Pressures Escalation) Framework October-2018. The current OPEL framework has focussed more on the visibility of the demand and pressure in acute and community services. The PCEF aims to address this by introducing a parallel system within primary care to ensure visibility across the whole health and care system in Sussex.

In relation to the proposals for the implementation of the primary care escalation framework breaks down into three phases:

-Phase one - Data Survey Collection Survey initiation across all Sussex Practices - to establish resilience needs.

Data warehouse, (incl helpdesk & technical support) & dashboard development.

-Phase two - Escalation Framework Liaison.

Regional Liaison with Primary Care.

-Phase three - Resilience Response Design.

Regional co-ordination and collation of resilience plans and emerging needs - including workshops to bring together regional learning and finalise re-design options appraisal.

This will be a prime provider contract delivered by Here who will then sub-contract with all Improved Access Services (IAS) in Sussex for the delivery of phases two and three of the programme, to utilise and build on existing relationships and geographical frameworks.

### **II.2.5) Award criteria**

Cost criterion - Name: n/a / Weighting: n/a

### **II.2.11) Information about options**

Options: No

### **II.2.14) Additional information**

The value stated (excludes vat) includes the total potential amount in the event the contract was to be extended by the optional further 12 months.

Please note: NHS England and Improvement have announced that the Sussex Health and Care Partnership, which is made up of all health and care organisations across East Sussex, West Sussex, and Brighton and Hove, has successfully met the criteria to become an Integrated Care System (ICS). An ICS is a way of working across health and care organisations that allows them to work closer together, to take collective responsibility of the health and wellbeing of populations across large areas.

It is not anticipated that the statutory responsibility or accountability of the individual health and care organisations working as an ICS will be affected, save for the expectation that CCG organisations will be abolished and functions transferred to the ICS. As a result of these intended healthcare reforms, the Contracting Authority(s) currently NHS East Sussex CCG/NHS West Sussex CCG/NHS Brighton and Hove CCG, may change during the life of the contract.

---

## **Section IV. Procedure**

## IV.1) Description

### IV.1.1) Type of procedure

Award of a contract without prior publication of a call for competition in the cases listed below

- The services can be provided only by a particular economic operator for the following reason:
  - absence of competition for technical reasons
- Extreme urgency brought about by events unforeseeable for the contracting authority

Explanation:

Sussex CCG's have successfully bid for funding through the October 2021 nationally announced 'Winter Access Fund' (WAF) . It is a requirement for the WAF to be allocated in this financial year , which would not align with timescales for a full procurement. As a transformational piece of work the plan is that the PCEF will extend into 2022/23, with outputs evaluated to determine any further extensions. The PCEF will be part of a range of initiative funded as part of the WAF.

Due to the funding window and requirement for rapid mobilisation Here - Care Unbound Ltd as the lead contractor subcontracting to Improved Access Service (IAS) providers are the only viable providers to deliver the Primary Care Escalation Framework, rapidly, at scale across Sussex and mobilise within the required timescales across all three CCG footprints, particularly where federated due to their local expertise, existing relationships with primary care, direct delivery of some services and support to practices and primary care networks.

Here, are well placed to work across primary care in Sussex. Here have led on establishing an alliance of federations, including Innovation in Primary Care (IPC), Alliance for Better Care (ABC) in West Sussex, South Downs Health Care (SDHC) and Integrated Family Healthcare (IFH) in East Sussex. This collaboration was originally formed as an provider initiative to enable a joint approach across IAS providers to respond to wider system requests and not exclusively for the purposes of delivering the PCEF.

Here has been linking with wider Federations both in their role as the link with primary care and as resilience providers - on of the goal of this project is to allow immediate resilience support from IA services.

Here has proven track record in developing bespoke technical solutions with primary care and commissioners in B&H and HWLH. For example:

- Practice Covid resilience survey tool developed in 2020.
- Racecourse vax site analytics dashboards used by all participating practices
- PCN analytics tools/dashboards in use in B&H

IAS providers are supportive of the proposals which are seen as a collaborative effort with Here as primary contract holder.

Due to the funding framework and timescales the CCG needs to use the existing alliance of federations and IAS providers which has been established for delivery of the PCEF, due to their specialist expertise and relationships rapidly mobilise the PCEF at scale linking with wider Federations both in their role as the link with primary care and as resilience providers. The goal of this project is to allow immediate resilience support from IAS - hence contracting with the IAS provider partnership.

The proposed rapid prototyping approach employed by Here reduces the risk of system redundancy and means iterations of the solution will be developed throughout its lifetime.

Here has significant experience of system integration within primary care they already provide system resilience through IAS and the Urgent Treatment Centre. This has included providing dedicated capacity to support individual practices when necessary.

Here and all the IAS providers currently have existing information sharing agreements in place with their respective practices. These information sharing agreements have been developed between practices and IAS providers over a number of years, bespoke to meet the data sharing requirements for each of the 161 individual practices. The information sharing agreements are a key and critical element of delivery of the PCEF. Putting in place such arrangements with a new provider would involve building trusting relationships and negotiation with 161 individual practices on the terms of the agreement and buy-in to the intentions of the supplier in terms of the uses of the data. The IAS providers have built up this trust over several years, and for a new provider to get this in place during a 3-6 month mobilisation period would be unrealistic.

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: Yes

### **IV.2) Administrative information**

#### **IV.2.1) Previous publication concerning this procedure**

Notice number: [2021/S 000-032261](#)

---

## **Section V. Award of contract**

### **Title**

Primary Care Escalation Framework

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

5 January 2022

#### **V.2.2) Information about tenders**

Number of tenders received: 1

The contract has been awarded to a group of economic operators: No

#### **V.2.3) Name and address of the contractor**

Care Unbound Ltd t/a HERE

Fourth Floor, 177 Preston Road

Brighton

BN1 6AG

Country

United Kingdom

NUTS code

- UKJ21 - Brighton and Hove

The contractor is an SME

No

#### **V.2.4) Information on value of contract/lot (excluding VAT)**

Total value of the contract/lot: £1,024,057

#### **V.2.5) Information about subcontracting**

The contract is likely to be subcontracted

---

## **Section VI. Complementary information**

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

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

Refer to South of England Procurement Services to trigger the review process.

Fareham

Email

[christopher.mccarthy@soeprocurement.nhs.uk](mailto:christopher.mccarthy@soeprocurement.nhs.uk)

Country

United Kingdom