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Tender

## **Request for Proposal to undertake a Case for Change for Major Service Review**

NHS Surrey Heartlands ICB

F02: Contract notice

Notice identifier: 2025/S 000-000803

Procurement identifier (OCID): ocds-h6vhtk-04cef3

Published 10 January 2025, 11:18am

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

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

NHS Surrey Heartlands ICB

Block C, 1st Floor

WOKING

KT229AE

#### **Email**

[syheartlandsicb.contractsadmin@nhs.net](mailto:syheartlandsicb.contractsadmin@nhs.net)

#### **Country**

United Kingdom

#### **Region code**

UKJ26 - East Surrey

## **NHS Organisation Data Service**

QXU

### **Internet address(es)**

Main address

<https://www.surreyheartlands.org/>

### **I.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at

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

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

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

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

Ministry or any other national or federal authority

### **I.5) Main activity**

Health

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## **Section II: Object**

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

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

Request for Proposal to undertake a Case for Change for Major Service Review

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

- 72221000 - Business analysis consultancy services

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

Services

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

Surrey Heartlands ICB has committed to undertake a major service review. In this context, a major service review is defined as "a sustainable framework and approach to ensure that health and care services are organised and arranged to meet the diverse needs of our populations now, and in the future". This will have implications for the future commissioning, contracting and delivery of health and care services across whole pathways and having regard for preventative approaches.

Any redesign of our system to best deliver our services now and our ambitions for the future must enable us to:

- realise effectiveness through quality and improved outcomes
- improve access and equity of care delivery
- achieve greater efficiency and productivity
- achieve financial sustainability

Whilst the work to change the shape and delivery of services will span multiple financial years, we must start with a clear 'case for change' to form the evidence base for future decisions about the design and delivery of our services.

We are seeking a delivery partner to work as part of our internal programme team; bringing additional urgent resource and expertise to support development of the programme and the case for change.

The case for change must be data driven and reflect what local people are telling us, align to our key strategies and meet the requirements of existing or emergent national directives.

### **II.1.5) Estimated total value**

Value excluding VAT: £350,000

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

This contract is divided into lots: No

## **II.2) Description**

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

NUTS codes

- UKJ - South East (England)

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

NHS Surrey Heartlands ICB spends £2.3bn funding the healthcare services commissioned for its 1.1 million population. Looking at our current health and care landscape, although services overall perform well, the significant financial and resource challenges we face mean it is becoming increasingly difficult to sustain high quality services that respond to what local people need in a timely way.

Of significant concern to us is:

- Rising demand: across the system there are long waiting lists for physical and mental health services for adults and children
- Inequalities: in healthy life expectancy and health outcomes
- Changing population: which is growing and becoming more elderly, with many people managing one or more complex health conditions
- Workforce challenge: low community workforce capacity, high medical staff costs, difficulties in recruitment, low morale and greater burn-out, as well as cost-of-living pressures
- Financial challenge: overall funding remains tight, a position likely to continue amidst rising costs which means we urgently need to find a way to become a sustainable and efficient health and care system
- Digital advancements: including how we and our residents make the most of the investments already made and take advantage of new technologies in their care

Given the scale of the challenge, coupled with our ambition, we need to take a fresh look at how we work and provide care across our system to support the three strategic shifts:

- Hospital to community

- Treatment to prevention

- Analogue to digital

Now is the time to be bold and transform what, where and how we provide care. This will require universal system and clinical change, through collaborative working with our communities, partners, and workforce in a fundamentally different way.

We are seeking a delivery partner to work as part of our internal programme team; bringing additional resource and expertise to support development of the programme and the case for change.

The case for change must be data driven and reflect what local people are telling us, align to our key strategies and meet the requirements of existing or emergent national directives. This work will not exist in a vacuum and must not negatively impact on any of the decisions we have already made but rather it must build on everything we have already achieved, complementing the good work currently underway and drawing on the expertise we already have within our system. Building on the learnings from recent reviews conducted previously in our system will be important and findings will require incorporation into the rationale for the Case for Change and future proposed sustainable framework approach.

The scope of the Surrey Heartlands Major Service Review Case For Change deliverables will include:

1. A population health management approach to understanding physical, mental health and social care needs; covering the Surrey Heartlands population as a whole, recognising that patient flows are not always consistent with ICS boundaries. We want to understand where services are accessed and delivered, rather than where and by whom.
2. Data analysis of activity, outcomes and patient flows across primary, community, elective, urgent and emergency care, including private sector flows. Consideration should be given to the interface with social care and other agencies.
3. A modelling tool and analysis to underpin our system-wide case for change that enables review of the optimal scenarios and associated initial requirements to inform future decisions about new models of care
4. A Financial Model
5. A literature review that analyses the potential benefits of best practice models of care, both nationally and internationally, within the context of our local system insights.
6. Risks and potential consequences of inaction.

A delivery partner must be able to evidence capability to deliver specified technical and communications/engagement components of the requirement detailed within the specification.

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

Price is not the only award criterion and all criteria are stated only in the procurement documents

### **II.2.6) Estimated value**

Value excluding VAT: £350,000

### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months

6

This contract is subject to renewal

No

### **II.2.10) Information about variants**

Variants will be accepted: No

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

Options: Yes

Description of options

The term of the contract will be agreed in response to the proposal submitted by the winning bidder.

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## **Section III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **III.1.2) Economic and financial standing**

Selection criteria as stated in the procurement documents

#### **III.1.3) Technical and professional ability**

Selection criteria as stated in the procurement documents

### **III.2) Conditions related to the contract**

#### **III.2.2) Contract performance conditions**

A draft contract is issued with tender documents

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Restricted procedure

#### **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.2.2) Time limit for receipt of tenders or requests to participate**

Date

17 January 2025

Local time

12:00pm

#### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

### **VI.3) Additional information**

Instructions to access the tender documents:

Please follow the following link to go to the portal:

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



Please log on to the portal if you already have an account. You can register for a free account if you do not have an existing account.

Once logged on, click below 'PQQs/ITTs Open to All Suppliers'.

Please find "pqq\_1176" for "Case for Change for Major Service Review for Surrey Heartlands".

Access " pqq\_1176" and express your interest.

You should be able to download documents, respond to the questions directly and using the templates provided and then upload back on to the portal.

This is a Public Contracts Regulations 2015 Contract Notice. The awarding of this contract is subject to the Public Contract Regulations 2015.

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

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

Surrey Heartlands ICB

1st Floor, Dukes Court

Woking

GU21 5BH

Country

United Kingdom