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Tender

## **NHS Devon - High Intensity User Service**

NHS Devon Integrated Care Board

F02: Contract notice

Notice identifier: 2024/S 000-001496

Procurement identifier (OCID): ocids-h6vhtk-042da0

Published 16 January 2024, 3:31pm

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

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

NHS Devon Integrated Care Board

Aperture House, Pynes Hill, Rydon Lane

Exeter

EX25AZ

#### **Contact**

Garry Mitchell

#### **Email**

[Scwcsu.clinical.procurement@nhs.net](mailto:Scwcsu.clinical.procurement@nhs.net)

#### **Country**

United Kingdom

#### **Region code**

UKK4 - Devon

## **NHS Organisation Data Service**

15N

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

Main address

<https://onedevon.org.uk/>

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

The contract is awarded by a central purchasing body

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

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

<https://health-family.force.com/s/Welcome>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://health-family.force.com/s/Welcome>

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

Body governed by public law

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

Health

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## **Section II: Object**

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

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

NHS Devon - High Intensity User Service

Reference number

C235480

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

- 85300000 - Social work and related services

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

Services

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

NHS Devon Integrated Care Board (NHS Devon ICB) are seeking the provision of High Intensity User services in Torbay and South Devon. The focus of the work will include identification, early intervention and effective management of patients frequently attending the Emergency Department at Torbay South Devon Foundation Trust.

The HIU team should comprise of a team of 3 WTE HIU coordinators - 1 for Brixham and Paignton area, 1 for Newton Abbott area and 1 for Torquay.

The workforce will be flexible and reflect the needs of the patients. Whilst the service is primarily a community service, members of the workforce will integrate within the acute provider (ED department) setting.

This procurement is being carried out by NHS South, Central and West Commissioning Support Unit (SCW) on behalf of the Commissioners.

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

Value excluding VAT: £465,000

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

This contract is divided into lots: No

## **II.2) Description**

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

- 85312300 - Guidance and counselling services

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

NUTS codes

- UKK42 - Torbay

Main site or place of performance

Torbay and South Devon

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

NHS Devon Integrated Care Board (NHS Devon ICB) are seeking the provision of High Intensity User services in Torbay and South Devon. The focus of the work will include identification, early intervention and effective management of patients frequently attending the Emergency Department at Torbay South Devon Foundation Trust.

Core principles of the NHSE HIU model are that it is an assertive outreach service and does not punish people for being in crisis; instead, it provides a de-medicalised view of support and offers a personable, human touch. The key service principles are:

- Identify
- Personalise
- De-escalate
- Discharge
- Manage relapses.
- Quality of intervention

The HIU service offers a robust way of supporting people who make high intensity use of Torbay and South Devon Foundation Trust (TSDFT) urgent and emergency care services.

### **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: £465,000

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

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

At the end of the contract term

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

Variants will be accepted: Yes

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

Options: Yes

Description of options

The contract term is 1st April 2024 to 31st March 2026. At the end of the 2 year term the commissioner will have the option to extend for a further 12 month period.

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

The services fall within Schedule 3 to the Public Contracts Regulations 2015 ("the Regulations") which are not subject to the full regime of the Regulations, but are instead governed by the "Light Touch Regime" contained within Chapter 3, Section 7 of the Regulations (Regulations 74 to 77). The service is below the £663,540 threshold and is being advertised to comply with NHS Devon Integrated Care Board's Standing Financial Instructions.

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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

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## **Section IV. Procedure**

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

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

Open 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

12 February 2024

Local time

5:00pm

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

English

#### **IV.2.6) Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 36 (from the date stated for receipt of tender)

#### **IV.2.7) Conditions for opening of tenders**

Date

12 February 2024

Local time

5:01pm

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## Section VI. Complementary information

### VI.1) Information about recurrence

This is a recurrent procurement: No

### VI.3) Additional information

Interested providers will be able to view this opportunity via the live opportunities list on the 'Health Family' e-procurement system, Atamis. Click on 'View our Live Opportunities' from the home page, available on the following link: <https://health-family.force.com/s/Welcome>.

Once you have found the opportunity (via the search function, using the title or reference number), to gain full access to the bid documentation (including questionnaires), you will need to click on 'Register interest' - this will take you to the log-in page.

If you are not already registered on the system, you will need to do so before gaining full access to the documentation and be able to submit a bid.

The services fall within Schedule 3 to the Public Contracts Regulations 2015 ("the Regulations") which are not subject to the full regime of the Regulations, but are instead governed by the "Light Touch Regime" contained within Chapter 3, Section 7 of the Regulations (Regulations 74 to 77). The service is below the £663,540 threshold and is being advertised to comply with NHS Devon Integrated Care Board's Standing Financial Instructions.

The tendering process will be conducted in accordance with the requirements and flexibilities provided by Articles 74 to 76 of the Directive, and Regulations 74 to 76 of the Regulations. The Authority will run a transparent tender process, treating all Bidders equally. For the avoidance of doubt, the Authority will not be bound by the Regulations or any other regulations or legislation except for the specific parts or circumstances that apply to the procurement of these Services.

Neither the inclusion of a Bidder selection stage, nor the use of any language or terms found in the Directive or Regulations, nor the description of the procedure voluntarily adopted by the Authority ("Open", "Restricted", "Competitive Procedure with Negotiation", "Competitive Dialogue" or any other description), nor any other indication, shall be taken to mean that the Authority intends to hold itself bound by the Directive or Regulations, save by the provisions applicable to services coming within the scope of Annex XIV of the Directive / Schedule 3 of the Regulations.

The Contracting Authority intends to voluntarily observe the award decision notices



provisions and 10 day standstill period described in Regulation 87 of the Regulations. Unsuccessful Bidders will receive scores and reasons for the decision, including the characteristics and relative advantages of the winning bid and the reasons why the Bidder/application was unsuccessful. Deadline for lodging of appeals should be in accordance with Regulation 87 and Regulation 91 of the Regulations

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

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

NHS Devon Integrated Care Board

Aperture House, Pynes Hill, Rydon Lane

Exeter

Country

United Kingdom