

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/002734-2024>

Tender

High Intensity User (HIU) Service to BSW ICB

NHS Bath and North East Somerset, Swindon and Wiltshire Integrated Care Board

F02: Contract notice

Notice identifier: 2024/S 000-002734

Procurement identifier (OCID): ocids-h6vhtk-0434ea

Published 26 January 2024, 12:56pm

Section I: Contracting authority

I.1) Name and addresses

NHS Bath and North East Somerset, Swindon and Wiltshire Integrated Care Board

Jenner House, Unit E3, Langley Park, Avon Way,

Chippenham

SN15 1GG

Contact

Donna Harrington

Email

donnaharrington@nhs.net

Country

United Kingdom

Region code

UKK1 - Gloucestershire, Wiltshire and Bristol/Bath area

NHS Organisation Data Service

92G

Internet address(es)

Main address

www.bsw.icb.nhs.uk

Buyer's address

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

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

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

High Intensity User (HIU) Service to BSW ICB

Reference number

C238070/WA15238

II.1.2) Main CPV code

- 85000000 - Health and social work services

II.1.3) Type of contract

Services

II.1.4) Short description

Bath and North East Somerset, Swindon and Wiltshire Integrated Care Board seeks to commission a High Intensity Use Service to people residing within the BSW geographical footprint. The service seeks to identify, engage, understand, and support people through a person-centered approach who repeatedly and often escalate a number of presentations to the emergency departments at Royal United Hospitals in Bath, Great Western Hospital in Swindon and Salisbury District Hospital in Wiltshire (and other acute and aligned resources) and are using healthcare more than, or differently than, expected for their specific needs.

The service will proactively work with a rolling cohort of people, using a person-centered, 'what matters to me' conversation and "team around the person" approach to better deliver against the agreed needs of that individual.

The key objectives are:

- Identify those at greatest risk of ED attendance and non-elective admissions.
- Proactively work with a rolling cohort of HIU people, really understanding what they need.
- Provide a de-medicalised, non-judgemental, shame and trauma informed human support to resolve any underlying social and emotional need which led to hospital attendance.

- To coordinate wellbeing and connect with other services, enrolling them to help to get to the desired end.
- Reduce ED attendances and avoidable non-elective admissions.
- Impact positively on reducing the high intensity use of healthcare.
- Reduce ambulance conveyances as a by-product of reducing ED attendances.
- Improve people's quality of life.
- Provide high quality and personalised interventions.
- Promote self-care and health and well-being of people (health coaching)
- Minimise inappropriate use of resources.
- Enable people to have a positive experience of the service.
- Support people to flourish through sustaining job opportunities, reconnecting with families, improving well-being etc.

The initial contract term will be for 2 years, with an optional extension of any period up to 1 year. The maximum budget is £1,080,000 over the 3 year term. The annual budget for 24/25 is £360,000.

The new service will commence on the 1st July 2024.

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: £1,080,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKK1 - Gloucestershire, Wiltshire and Bristol/Bath area

II.2.4) Description of the procurement

Bath and North East Somerset, Swindon and Wiltshire Integrated Care Board seeks to commission a High Intensity Use Service to people residing within the BSW geographical footprint. The service seeks to identify, engage, understand, and support people through a person-centered approach who repeatedly and often escalate a number of presentations to the emergency departments at Royal United Hospitals in Bath, Great Western Hospital in Swindon and Salisbury District Hospital in Wiltshire (and other acute and aligned resources) and are using healthcare more than, or differently than, expected for their specific needs.

The service will proactively work with a rolling cohort of people, using a person-centered, 'what matters to me' conversation and "team around the person" approach to better deliver against the agreed needs of that individual.

The key objectives are:

- Identify those at greatest risk of ED attendance and non-elective admissions.
- Proactively work with a rolling cohort of HIU people, really understanding what they need.
- Provide a de-medicalised, non-judgemental, shame and trauma informed human support to resolve any underlying social and emotional need which led to hospital attendance.
- To coordinate wellbeing and connect with other services, enrolling them to help to get to the desired end.
- Reduce ED attendances and avoidable non-elective admissions.
- Impact positively on reducing the high intensity use of healthcare.
- Reduce ambulance conveyances as a by-product of reducing ED attendances.
- Improve people's quality of life.
- Provide high quality and personalised interventions.
- Promote self-care and health and well-being of people (health coaching)
- Minimise inappropriate use of resources.

- Enable people to have a positive experience of the service.
- Support people to flourish through sustaining job opportunities, reconnecting with families, improving well-being etc.

Desired outcomes:

The service will contribute to the following overarching outcomes:

- Improve health and wellbeing of our population.
- Improve access and experience.
- Increase overall life expectancy across our population.
- Reduce impact of long-term conditions / morbidity
- Reduce health inequalities.
- Improve sustainability of workforce and carers

The initial contract term will be for 2 years, with an optional extension of any period up to 1 year. The maximum budget is £1,080,000 over the 3 year term. The annual budget for 24/25 is £360,000.

The new service will commence on the 1st July 2024.

This process is being managed by NHS South, Central and West Commissioning Support Unit (SCW) on behalf of the Commissioner(s).

II.2.5) Award criteria

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

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

Duration in months

24

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

Optional extension of any period up to 1 year.

II.2.14) Additional information

The services are healthcare services falling within Regulation 11 of the Health Care Services (Provider Selection Regime) Regulations 2023 (PSR Regulations) and for the avoidance of doubt, the provisions of the Public Contracts Regulations 2015 (PCR 2015) do not apply to this procurement.

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

Staff who deliver the service will be trained and/or working towards accreditation with the Personalised Care Institute.

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: No

IV.2) Administrative information

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

Date

26 February 2024

Local time

12:00pm

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: 12 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

26 February 2024

Local time

1:00pm

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.

This is a Provider Selection Regime (PSR) Contract Notice. The awarding of this contract is subject to the Health Care Services (Provider Selection Regime) Regulations 2023. For the avoidance of doubt, the provisions of the Public Contracts Regulations 2015 do not apply to this award.

VI.4) Procedures for review

VI.4.1) Review body

Bath and North East Somerset, Swindon and Wiltshire Integrated Care Board

Chippenham

Country

United Kingdom