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Planning

Expression of Interest for the provision of Community Crisis and Discharge Support Service

NHS Norfolk and Waveney Integrated Care System

F01: Prior information notice

Prior information only

Notice identifier: 2023/S 000-002987

Procurement identifier (OCID): ocds-h6vhtk-03a19a

Published 31 January 2023, 4:49pm

Section I: Contracting authority

I.1) Name and addresses

NHS Norfolk and Waveney Integrated Care System

County Hall, Martineau Lane

Norwich

NR21 2DH

Email

KAREN.MARTIN31@NHS.NET

Country

United Kingdom

Region code

UKH15 - Norwich and East Norfolk

Internet address(es)

Main address

<https://www.improvinglivesnw.org.uk/about-us/our-nhs-integrated-care-board-icb/>

Buyer's address

<https://www.improvinglivesnw.org.uk/about-us/our-nhs-integrated-care-board-icb/>

I.3) Communication

Additional information can be obtained from the above-mentioned address

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

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

I.4) Type of the contracting authority

Other type

NHS

I.5) Main activity

Health

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Expression of Interest for the provision of Community Crisis and Discharge Support Service

II.1.2) Main CPV code

- 85000000 - Health and social work services

II.1.3) Type of contract

Services

II.1.4) Short description

The community and discharge support service provide support for Norfolk and Waveney individuals to access low level support to remain safe within the community. The service will also support individuals to be discharged safely from any Community or NHS bed back to their place of residence.

II.1.5) Estimated total value

Value excluding VAT: £1,000,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services

II.2.3) Place of performance

NUTS codes

- UKH1 - East Anglia

II.2.4) Description of the procurement

NHS Norfolk and Waveney ICB seek expressions of interest for the Provision of a Community Crisis and Discharge Support Service.

The service will have 2 distinct areas of support, the first being a volunteer led community support offer which is open to anyone who needs low level community support for a short period (c. maximum 2 weeks) weeks to support them to overcome a situation. The second element is a more complex support offer for those individuals where volunteer support wouldn't be appropriate, this could be to support a more supportive discharge process for individuals within a NHS or community bed, or for individuals in the community (in their own home or other community settings) whose circumstances are slightly more complex so require an individual with a different skill set to support them.

Service delivery model - The operating model is for the provider(s) to develop and describe how they will operate and deliver the service based off the rest of the summary, and will be outcomes focused, however there are areas of the model we would like to see,

which are.

- Support the “single point of access” approach and move to a single operating system for managing the service, the preferred option would be NVH (Norfolk Volunteer Hub)
- As part of the “single point of access” operate a triage function to ensure the correct level of support is offered to all
- Develop and operate a framework approach so new providers can be appointed quickly to support the model at the lead providers’ risk
- Move to a single number, single access details, and promote those changes
- Deliver a two-tier system made up of volunteers for the low-level community support and more skilled individuals for the complex and discharge support element of the model
- To ensure the new model delivers a service that meets the outcomes requested (see KPIs later in summary)
- To work together with other providers to ensure that any risk is minimised and to create greater diversity and equality within the service delivery
- To innovate to ensure those harder to reach rural areas are supported equally as more urban areas
- To support a large number of volunteers and ensure they are trained and incentivised (see staff and supervision in summary)
- To work with commissioners once the contract has been awarded to design the final delivery model and service specification
- Delivery of the service would be based on the most appropriate interaction for that individual so could be telephone, face to face or a mixture of the two.
- For the discharge support there may be an element of entering an individual’s home prior to them leaving their current setting to ensure they can return home safely

II.2.14) Additional information

The service will have 2 distinct areas of support, the first being a volunteer led community support offer which is open to anyone who needs low level community support for a short period (c. maximum 2 weeks) weeks to support them to overcome a situation. The second element is a more complex support offer for those individuals where volunteer support wouldn’t be appropriate.

II.3) Estimated date of publication of contract notice

31 January 2023

Section IV. Procedure

IV.1) Description

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

The procurement is covered by the Government Procurement Agreement: No

Section VI. Complementary information

VI.3) Additional information

The service is a Schedule 3 Service and is being procured under the Light Touch Regime (LTR) of the Public Contract Regulations 2015. This notice is a Prior Information Notice under the permitted procedure for social and other specific services, as provided for in the Public Contracts Regulations 2015 - Regulation 48. In accordance with Regulation 32(b)(ii) of the Regulations, interested parties should note that the contract for the services may be awarded without further publication and interested parties should express their interest in writing by following the instructions in this document and responding to all questions accordingly. Providers will be required to respond to a series of questions which are scored on a "Pass/Fail" basis. The scoring criteria is stipulated within the question. Only providers who score a "Pass" on all "Pass/Fail" questions will be deemed compliant and capable. Where a single Provider has expressed an interest and met the requirements, the Commissioner reserves the right to direct award to that provider with no further competition. Where there is more than one Provider who has expressed an interest and scored a "Pass" on all "Pass/Fail" questions, then the Commissioner may seek to undertake a formal competitive process. To register your interest and access the Documents, supporting information and express your interest the Contracting Authority will be using an eTendering system for this procurement exercise. Further information and the ITT documentation can be found via the 'Live Opportunities' list on the e-procurement system at the following link: <https://health-family-contract-search.secure.force.com/?searchtype=Projects>. You can also register your interest via this page. You can search for the opportunity by entering the following contract reference: ID number C132288 - Expression of Interest Community & Discharge Support Service. Please answer all the questions and submit your response by 17:00 on the 17th February 2023.