

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/003487-2022>

Tender

## **Positive Lives Services for NHS Shropshire, Telford and Wrekin Clinical Commissioning Group**

NHS Shropshire, Telford and Wrekin Clinical Commissioning Group

F02: Contract notice

Notice identifier: 2022/S 000-003487

Procurement identifier (OCID): ocds-h6vhtk-03143a

Published 7 February 2022, 10:45pm

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

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

NHS Shropshire, Telford and Wrekin Clinical Commissioning Group

Halesfield 6, Halefield

Telford

TF7 4BF

#### **Contact**

Hayley Smith

#### **Email**

[h.smith27@nhs.net](mailto:h.smith27@nhs.net)

#### **Telephone**

+44 782872500

#### **Country**

United Kingdom

**NUTS code**

UKG21 - Telford and Wrekin

**Internet address(es)**

Main address

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

Buyer's address

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

**I.3) Communication**

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

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

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

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

Tenders or requests to participate must be submitted to the above-mentioned address

**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**

Positive Lives Services for NHS Shropshire, Telford and Wrekin Clinical Commissioning Group

Reference number

STW-21-05

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

- 85000000 - Health and social work services

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

Services

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

NHS Shropshire, Telford and Wrekin Clinical Commissioning Group are seeking tenders for the provision of a Positive Lives Service (previously the High Intensity Service User service) for service users within the Shropshire and Telford and Wrekin locality.

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

Value excluding VAT: £400,000

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

This contract is divided into lots: No

### **II.2) Description**

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

- 85100000 - Health services

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

NUTS codes

- UKG21 - Telford and Wrekin

- UKG22 - Shropshire CC

Main site or place of performance

Service Users within the County of Shropshire.

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

This Invitation to Tender provides information pertaining to the procurement of Positive Lives Services. The purpose of this procurement is to secure a Service Provider to deliver Positive Lives Services for service users within the County of Shropshire.

A high intensity users service model, developed initially by NHS Blackpool CCG and supported by NHS Right Care, offers a robust way of reducing frequent user activity to 999, NHS 111, A&E, GP contacts and hospital admissions, freeing up front line resources to focus on more clients and reduce costs. It uses a health coaching approach, targeting high users of services and supports the most vulnerable clients within the community to flourish, whilst making the best use of available resources.

The review of former local high intensity user services informed the redefining of this service as it is described within this tender. The review also resulted in the name 'Positive Lives' as the preferred name for the service, delivering these same principles and outcomes but under a more positive and empowering service name, as voted by public and stakeholders.

The objectives of the service are to:

- Identify those at greatest risk of frequent A&E attendance, non-elective admissions, callers to NHS 111 and 999;
- Proactively work with a rolling cohort of frequent users of emergency care services using a truly personalised and holistic approach including coaching and signposting to commissioned and independent services;
- Provide support to other providers by empowering patients to take ownership of their health and wellbeing whilst decreasing their dependency upon emergency care services;
- Create strong working relationships with community health, social care, mental health and other associated services to manage patients in a true patient-centred way through integrated working;
- Providing a service driven by quality with positive human outcomes observed;
- Improving communication and partnership working between those involved in service

user care;

- Assist other providers to identify patterns and 'causal factors' which trigger relapse behaviours in former frequent users of emergency services in order to shape future commissioning of service and/or demand/capacity planning;
- Reducing A&E attendances, avoidable non-elective admissions and calls to NHS 111 and 999;
- Empower patients to self-manage to improve their quality of life;
- Drive equality and patient voice.

The annual contract value is estimated at approximately £100,000.00 per annum. The CCG are looking to appoint a Service Provider or Consortium to deliver this Service for a period of 2 Years with the option to extend for up to a further 24 months. The Contract will commence on the 1st October 2022.

The Contract will be governed by the NHS Standard Contract Terms and Conditions.

#### **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: £400,000

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

Duration in months

24

This contract is subject to renewal

Yes

Description of renewals

An optional 24 months extension is included.

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

Variants will be accepted: No

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

Options: No

#### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

---

### **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

Information and formalities necessary for evaluating if the requirements are met: Any supplier may be disqualified who:

a) is bankrupt or is being wound up, where his affairs are being administered by the court, where he has entered into an arrangement with creditors, where he has suspended business activities or is in any

analogous situation arising from a similar procedure under national laws and regulations;

(b) is the subject of proceedings for a declaration of bankruptcy, for an order for compulsory winding up or administration by the court or of an arrangement with creditors or of any other similar proceedings under national laws and regulations;

(c) has been convicted by a judgement which has the force of res judicata in accordance with the legal provisions of the country of any offence concerning his professional conduct;

(d) has been guilty of grave professional misconduct proven by any means which the contracting authorities can demonstrate;

(e) has not fulfilled obligations relating to the payment of social security contributions in accordance with the legal provisions of the country in which he is established or with those of the country of the Contracting Authority;

(f) has not fulfilled obligations relating to the payment of taxes in accordance with the legal provisions of the country in which he is established or with those of the country of the Contracting Authority;

(g) is guilty of serious misrepresentation in supplying the information required under this Section or has not supplied such information;

(h) has been the subject of a conviction for participation in a criminal organisation, as defined in Article 2(1) of Council Joint Action 98/733/JHA;

(i) has been the subject of a conviction for corruption, as defined in Article 3 of the Council Act of 26.5.1972 and Article 3(1) of Council Joint Action 98/742/JHA3 respectively;

(j) has been the subject of a conviction for fraud.

(k) has been the subject of a conviction for money laundering.

### **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

---

## **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

7 March 2022

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

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

Date

7 March 2022

Local time

12:00pm



---

## **Section VI. Complementary information**

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

This is a recurrent procurement: No

### **VI.2) Information about electronic workflows**

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

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

Midlands and Lancashire CSU are conducting this procurement exercise as a central purchasing body for another NHS body with whom the successful bidder(s) will enter into contracts for the supply of the services.

The contract conditions will be set out in the Invitation to Tender. Further details will be made available via documentation and information released during the course of the tender process.

This exercise will be conducted on the Midlands and Lancashire CSU portal at <https://mlcsu.bravosolution.co.uk>

(i) Candidates should register on the portal at <https://mlcsu.bravosolution.co.uk> (registration and use of the website is free of charge). If your organisation has registered previously, you do not need to reregister;

(ii) Once registered, candidates must submit your reply on the website and by email by the deadline stated. For technical support in submitting your expression of interest contact the Bravo Solution Helpdesk on +448003684850 or E-mail: [help@bravosolution.co.uk](mailto:help@bravosolution.co.uk).

Light Touch Regime' services: This procurement is for clinical services which are Light Touch Regime Services for the purpose of the Public Contracts Regulations 2015 as specified in Schedule 3 of the regulations ('Regulations'). Accordingly, the contracting authorities are only bound by those parts of the regulations detailed in Chapter 3 Particular Procurement Regimes Section 7. The contracting authorities are not voluntarily following any other part of the Regulations.

As the CCG is a relevant body for the purpose of the National Health Service

(Procurement, Patient Choice and Competition) (No. 2) Regulations 2013 these Regulations also apply to this procurement.

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

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

NHS Shropshire, Telford and Wrekin Clinical Commissioning Group

Halesfield 6, Halesfield

Telford

TF7 4BF

Email

[b.reis-seymour@nhs.net](mailto:b.reis-seymour@nhs.net)

Country

United Kingdom

##### **VI.4.2) Body responsible for mediation procedures**

NHS Shropshire, Telford and Wrekin Clinical Commissioning Group

Halesfield 6, Halesfield

Telford

TF7 4BF

Email

[b.reis-seymour@nhs.net](mailto:b.reis-seymour@nhs.net)

Country

United Kingdom