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Tender

Provision of a Safe Bus for Plymouth City Centre for NHS Devon Clinical Commissioning Group (CCG)

NHS Devon Clinical Commissioning Group

F21: Social and other specific services – public contracts

Contract notice

Notice identifier: 2022/S 000-004069

Procurement identifier (OCID): ocids-h6vhtk-031680

Published 11 February 2022, 5:30pm

Section I: Contracting authority

I.1) Name and addresses

NHS Devon Clinical Commissioning Group

County Hall, Topsham Road

Exeter

EX2 4QD

Contact

Garry Mitchell, Deputy Director of Procurement South, Central and west Commissioning Support Unit

Email

scwcsu.clinical.procurement@nhs.net

Country

United Kingdom

NUTS code

UKK4 - Devon

Internet address(es)

Main address

<https://in-tendhost.co.uk/scwcsu.aspx/Home>

I.3) Communication

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

<https://in-tendhost.co.uk/scwcsu.aspx/Home>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://in-tendhost.co.uk/scwcsu.aspx/Home>

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

Provision of a Safe Bus for Plymouth City Centre for NHS Devon Clinical Commissioning Group (CCG)

Reference number

SCW/NHSSCWCSU/00001521/2017

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 Devon Clinical Commission Group (CCG) seeks to commission a Safe Bus for Plymouth City Centre to support people and providers within the night-time economy, with the aim of reducing ambulance and emergency dept. (ED) attendances.

To support the continued pressure on the health system and to support the night-time economy, the service will be commissioned to operate between 2200-0400 during nights of high footfall to ensure maximum impact.

The Commissioner has a total budget available of up to £124,160 excluding VAT for the 11 months.

At the end of the initial contract term the Commissioners will have an extension option up to a maximum of a further 12 months which will be awarded subject to funding, giving a maximum possible contract value of £254,160 exclusive of VAT, over 23 months if the full contract term is fulfilled.

The year 2 extension is not secured and will be subject to successful authorisation of funding.

The service will commence on the 18th of April 2022 to 31st of March 2023

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: £254,160

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

- UKK4 - Devon

II.2.4) Description of the procurement

NHS Devon Clinical Commission Group (CCG) seeks to commission a Safe Bus for Plymouth City Centre to support people and providers within the night-time economy, with the aim of reducing ambulance and emergency dept. (ED) attendances.

To support the continued pressure on the health system and to support the night-time economy, the service will be commissioned to operate between 2200-0400 during nights of high footfall to ensure maximum impact.

During the operational months (23/07/21 - 30/10/21) the Safe Bus has dealt with 120 patients over 19 deployments, with only a 12.5% onward referral to ED.

The Safe Bus has been run on a variety of nights with variable attendance levels, with higher numbers on Saturday nights specifically.

The main outcomes this service aims to deliver are : -

- Preventing people from dying prematurely
- Ensuring people have a positive experience of care
- Treating and caring for people in safe environment and protecting them from avoidable harm

Aims and objectives of the service : -

The provider will deliver the Safe Bus within Plymouth City Centre that provides a clinically staffed and safe place. The main aims of the service are:

- Reduce the number of calls to the ambulance service for those within the night time economy
- Reduce the number of people who present at the Emergency Department either by self-referral or by ambulance with no more than 15% (pilot achieved 12.5%) of patients having an onward referral to ED (either by ambulance or advised to self-present)
- Provide a safe place for those in need
- Provide support and medical treatment to self-presenters
- Support and be an integral part of the night time economy, for example, linking with pub / club / police/ street pastors.
- Support the homeless population within the area, by providing support, first aid and sign posting to appropriate in hours services

Service description/care pathway

Supporting the Safer Plymouth initiative, the Safe Bus has been operating, as a pilot, between 2200-0400 (6 hours service plus 2 hours travel and set up / clean down of unit) and is based outside the Theatre Royal, Royal Parade.

As well as a safe space for people in a vulnerable state the ambulance provides clinical assessment, first aid, fluid replacement and a safe place for people.

Patients will be able to self-present or may be assisted through Police, Ambulance service, street pastors, security staff etc.

The Provider will be expected to provide the following for each deployment:

- 1 x Lead paramedic
- 1 x Student paramedic
- 2 x Emergency Care Assistance
- St John's Support (or equivalent)

- 2 x Security (for Bus safety) 2200-0400
- 2 x Taxi Marshalls (to support those leaving the bus and others. This is the Raleigh Street taxi rank just outside the new Premier Inn on Derrys Cross.) 2200-0400
- Any times when this has not been possible should be reported along with the patient level data on a monthly basis.
- The provider will also provide a front-line ambulance (along with all consumables and equipment normally found on a front-line ambulance) which is able to convey a patient to hospital if required.
- The Safe Bus itself will be provided by the Police and Plymouth City Bus, who will also ensure it is in place for operational nights. MOU agreed with Police
- Two security personal will be arranged to support the staff on the safe bus on each of the operational nights.
- Security and taxi marshal staff will be required to attend the Council run "Taxi Licensing Overview" training session, which will be provided free of charge. Staff wages/ travel will need to be provided from within the contract value.

Operational Times/Days

The provider will ensure that the Safe Bus is fully staffed and operational 2200-0400 every Saturday and also for 15 additional nights. These additional nights will be agreed between the provider, CCG, Police and Plymouth City Council, using the intelligence about upcoming events, freshers, festivals etc.

Risk Management

Robust risk management processes and support and training for staff should be in place to ensure that staff are knowledgeable and skilled to recognise risk, to understand what constitutes acceptable risks for Individuals and to know what action to take to support Individuals to mitigate risk.

Population covered

This service is for anyone within the city of Plymouth who require treatment and/or support.

Any acceptance and exclusion criteria and thresholds

Exclusions

Those who have a higher medical need than the Safe Bus is able to safely provide. These patients should be redirected to an appropriate service.

Applicable Service Standards

Registered or working towards being registered with the Care Quality Commission (CQC) at the point of contract delivery

To adhere to NICE guidelines, and where appropriate, Joint Royal Colleges Ambulance Committee (JRCALC) guidance

The Commissioner will be contracting for the Services using the NHS Standard

Contract 21/22 for the purpose of contracting

The draft Contract can be found via the link below and Bidders must carefully study these documents to ensure they are familiar with the obligations on them should they be awarded a Contract.

<https://www.england.nhs.uk/nhs-standard-contract/21-22/full-length-nhs-standard-contract-2021-22-particulars-service-conditions-general-conditions/>

Outcomes, Reporting and Monitoring

The provider will provide all data included within the performance monitoring sheet provided monthly

There should be robust procedures in place to monitor and provide evidence that all the standards and requirements in this Specification are in place and this information will be required by Commissioners as part of the Management Information and Contract Management processes.

Monthly reports including monitoring data reports will be submitted to the westernlocality@nhs.net within 10 days of the last day of the month.

The Provider will participate in the on-going monitoring of the contract by participating in quarterly meetings to review performance, plan for upcoming developments, discuss enhancements and opportunities. The provider should be engaged and responsive to NHS Devon CCG.

Contract Term

The Commissioner has a total budget available of up to £124,160 excluding VAT for the 11 months.

At the end of the initial contract term the Commissioners will have an extension option up to a maximum of a further 12 months which will be awarded subject to funding, giving a maximum possible contract value of £254,160 exclusive of VAT, over 23 months if the full contract term is fulfilled.

The year 2 extension is not secured and will be subject to successful authorisation of funding.

The service will commence on the 18th of April 2022 to 31st of March 2023

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

The closing date for submissions is 12 midday on the 25th of February 2022

II.2.6) Estimated value

Value excluding VAT: £254,160

Section IV. Procedure

IV.1) Description

IV.1.1) Form of procedure

Open procedure

IV.2) Administrative information

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

Date

25 February 2022

Local time

12:00pm

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

English

Section VI. Complementary information

VI.3) Additional information

Interested providers will be able to view this notice via the 'current tenders' list on the e-procurement system In-Tend, available on the following link: <https://in-tendhost.co.uk/scwcsu/asp/Home>

In order to submit a bid, you will need to be registered on the e-procurement system and 'express an interest', and then complete a response as specified within the procurement documents.

On registration, please include at least two contacts to allow for access to the system in times of absence.

The services are healthcare services falling within Schedule 3 to the Public Contracts Regulations 2015 ("the Regulations") which are not subject to the full regime of the Regulations, but is instead governed by the "Light Touch Regime" contained within Chapter 3, Section 7 of the Regulations (Regulations 74 to 77).

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 86 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