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Contract

Lancashire & South Cumbria ICB - West Lancashire - iHELP Community Pain Management

Lancashire & South Cumbria Integrated Care Board (ICB)

F03: Contract award notice

Notice identifier: 2023/S 000-005776

Procurement identifier (OCID): ocds-h6vhtk-03aca8

Published 28 February 2023, 10:20am

Section I: Contracting authority

I.1) Name and addresses

Lancashire & South Cumbria Integrated Care Board (ICB)

Chorley House

Preston

PR26 6TT

Email

mlcsu.tendersnorth@nhs.net

Country

United Kingdom

Region code

UKD4 - Lancashire

Internet address(es)

Main address

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

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

Lancashire & South Cumbria ICB - West Lancashire - iHELP Community Pain Management

Reference number

L21-17

II.1.2) Main CPV code

- 85100000 - Health services

II.1.3) Type of contract

Services

II.1.4) Short description

NHS Midlands and Lancashire Commissioning Support Unit conducted this procurement on behalf of Lancashire & South Cumbria Integrated Care Board (formerly NHS West Lancashire Clinical Commissioning Group (CCG)).

The service required a single point of access for all chronic pain referrals to ensure that only

appropriate referrals are forwarded to secondary care and the majority of patients are managed and cared for outside secondary care.

The project aimed to meet the needs of patients with chronic pain, for example providing advice around physical activity, nutritional and psychological needs and the use of tools and technology to help them self manage the pain they are experiencing.

The NHS England 5 Year Forward View recommended patients “with long-term conditions” are empowered and also recognised the importance of “promoting wellbeing and independence”. It also stated that “patients should have direct control over care provided to them”.

The procurement included a Pre Qualification Stage (PQQ), followed by Phase 1 (Design), then Phase 2 (Pilot) and then Phase 3 (Assurance Process with the final provider).

Following the PQQ, 2 preferred bidders were selected. During phase 1, the Commissioner worked with the preferred bidders to aid the

design whilst simultaneously mitigating the preferred bidders’ financial risk by providing the potential budget described below:

Maximum budget per preferred bidder - £40,000

Minimum number of preferred bidders – 1

Maximum number of preferred bidders – 2

Total maximum phase 1 budget - £80,000

In the Design phase (phase1) the provider’s service model to address the service specification was designed.

The Pilot phase (phase 2) was initially expected to last for 2 years to allow the provider to pilot their design. Due to implementational issues, the pandemic and subsequent lockdowns, this pilot phase was extended to 3 years. During phases 1 and 2 the Commissioner aimed to protect the provider from financial risk. From phase 3, it was always expected that further risk could be transferred to the provider at the Commissioner’s reasonable discretion in agreement with the provider.

Following the pilot (Phase 2), the commissioner completed an Assurance Process with the Preferred Bidder, and added Alternative packages budget and Radiofrequency.

The Assurance Process included questions regarding the following areas: Service Delivery, Communication/Information, Prescribing and Medicines Optimisation, Quality and

Governance, Workforce, Contracts Conditions, Finance.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £1,961,664

II.2) Description

II.2.2) Additional CPV code(s)

- 85100000 - Health services

II.2.3) Place of performance

NUTS codes

- UKD47 - Chorley and West Lancashire

Main site or place of performance

West Lancashire

£490,416 3 year contract 1/5/22-30/4/25

Option to extend for 1 year at £490,416

Total Value £1,961,664

II.2.4) Description of the procurement

West Lancashire's commissioning intentions included an aspiration to remodel chronic pain services to help contribute to the triple aim of improved population health, high quality holistic care for patients and reduced cost. The remodelled service has been developed giving due consideration to the four pillars of the commissioners overarching clinical strategy as set out below: Collective accountability. Care co-ordination. Population management. Progressive IT infrastructure.

Also working closely with health and social care and linking with other services in the health economy as necessary to ensure cohesion and integration for the benefit of the patients

The Supplier shares the commissioner's vision for change and will work with them to drive the transformational change, understanding the need for whole system transformation including: Changing cultural beliefs and behaviours across organisational boundaries and throughout the healthcare system. Providing modern and innovative IT enabled healthcare services which supports patients at all levels of complexity to remain at the highest level of independence that they can achieve. Integrating a range of health, social care and third sector services. Influencing supply chain organisations to deliver better outcomes for patients.

The Supplier's service will deliver the following: Improved health and health outcomes for the population of West Lancashire that suffer with Chronic Pain. High quality holistic care for patients that suffer with Chronic Pain. Reduced cost (delivering savings to the commissioner) compared to the current cost of Pain treatment in West Lancashire. A single point of access for all chronic pain referrals to ensure that only appropriate referrals are forwarded to secondary care and the majority of patients are managed and cared for within the community setting. Assess and manage patients within the service making use of alternative service providers which may include, but is not limited to, those provided by the voluntary, community and faith sector (VCFS) and local councils. Provide individuals with up-to-date, evidence-based and accessible information to support them in taking personal responsibility when making decisions about their own health, care and wellbeing. Maximise and enable empowerment and self-care through education, self-management plans and current plus emerging technology where appropriate. Patients will be offered online access to their health records. Appropriate pathways will be designed for the main groups of patients, i.e. newly diagnosed chronic pain patients, those patients known to primary care with established chronic pain and patients that need further support after being discharged from the service for less than a year. If patients do need access to ongoing advice/treatments from the provider they will do so as part of a maintenance package of care on a self-referral basis for up to one year after discharge. This maintenance package of care will be made up of an indicative number of follow ups. The maintenance package of care will also have a clear exit strategy from the service. Innovative use of current and emerging technology to drive the service in the way patients are managed, and to support patients to self-manage and take control of their care and health. Patients must be informed about the benefits and risks of conservative treatment measures, medication and surgery. The overarching aim of this service is that there is a reduction in secondary care attendance for patients with chronic pain. and a reduction in admissions to A&E for patients with chronic pain.

II.2.5) Award criteria

Quality criterion - Name: Relevant experience and contract examples / Weighting: 20

Quality criterion - Name: Innovation in service delivery / Weighting: 20

Quality criterion - Name: Self-care programmes / Weighting: 20

Quality criterion - Name: Use of technology / Weighting: 20

Quality criterion - Name: Effective behaviour change / Weighting: 20

Cost criterion - Name: Service and IM&T / Weighting: 50

Cost criterion - Name: Financial / Weighting: 15

Cost criterion - Name: Quality and governance / Weighting: 15

Cost criterion - Name: Workforce / Weighting: 10

Cost criterion - Name: Contracts Management / Weighting: 10

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

II.2.14) Additional information

Award Criteria in Section II2.5. is for PQQ stage, then ITT stage (Phase 1 Design)

Additional pass / fail questions were also included with 0% weighting.

Previous OJEU Notice

Notice Reference 2017-041658

Notice Number 2017/S 183-375259

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Innovation partnership

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.2.1) Previous publication concerning this procedure

Notice number: [2017/S 183-375259](#)

Section V. Award of contract

Contract No

02G – NY6 – 001

Title

lhelp – Community Pain Service

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

30 August 2022

V.2.2) Information about tenders

Number of tenders received: 2

Number of tenders received from SMEs: 2

Number of tenders received by electronic means: 2

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Connect Health Pain Services Limited

The Light Box Quorum Business Park

Newcastle Upon Tyne

NE12 8EU

Country

United Kingdom

NUTS code

- UKC - North East (England)

National registration number

02337692

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £1,961,664

V.2.5) Information about subcontracting

The contract is likely to be subcontracted

Value or proportion likely to be subcontracted to third parties

Value excluding VAT: £99,840

Short description of the part of the contract to be subcontracted

Sub-contractor Twinkle House - Alternative packages of care

£24,960 PER ANNUM

Section VI. Complementary information

VI.3) Additional information

‘iHELP’ (integrated, holistic empowering learning programme) is a generic name associated with the project by West Lancashire and is not considered or intended to be used as a trade mark in

the future.

This procurement was for Social and other specific 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’)

<http://www.legislation.gov.uk/ukxi/2015/102/schedule/3/made>

Accordingly, the Contracting Authority is only bound by those parts of the Regulations detailed in Chapter 3 Particular Procurement Regimes Section 7

<http://www.legislation.gov.uk/ukxi/2015/102/part/2/chapter/3/made>

The Contracting Authority is not voluntarily following any other part of the Regulations.

The only selection for type of Procedure was “Innovation Partnership Procedure” and the Contracting Authority wishes to clarify that this is not a Innovation Partnership procedure but “Other” procedure under the Light Touch Regime. The procedure which the Contracting Authority is following is set out in the procurement documents.

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As the ICB 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.

Right to Cancel: The Contracting Authority reserves the right to discontinue the procurement process at any time, which shall include the right not to award a contract or contracts, and does not bind itself to accept the lowest tender, or any tender received, and reserves the right to award a contract in part, or to call for new tenders should it consider this necessary.

Any other public-sector body detailed within this notice, wishing to access the contract may do so only with permission from the contracting NHS body.

VI.4) Procedures for review

VI.4.1) Review body

Lancashire & Cumbria Integrated Care Board (ICB)

Chorley House

Preston

PR26 6TT

Email

mlcsu.tendersnorth@nhs.net

Country

United Kingdom