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Tender

## **Community Urgent Eye Services to Bath and North East Somerset, Swindon and Wiltshire Integrated Care Board**

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

F02: Contract notice

Notice identifier: 2024/S 000-006437

Procurement identifier (OCID): ocids-h6vhtk-044419

Published 28 February 2024, 5:07pm

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

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

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

Jenner House - Unit E3, Langley Park,

Chippenham

SN15 1GG

#### **Contact**

Donna Harrington

#### **Email**

[donnaharrington@nhs.net](mailto:donnaharrington@nhs.net)

#### **Country**

United Kingdom

#### **Region code**

UKK1 - Gloucestershire, Wiltshire and Bristol/Bath area

## **NHS Organisation Data Service**

92G - ODS

### **Internet address(es)**

Main address

<https://bsw.icb.nhs.uk/>

### **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

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Community Urgent Eye Services to Bath and North East Somerset, Swindon and Wiltshire Integrated Care Board

Reference number

C234088 / WA14518

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

- 85100000 - Health services

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

Services

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

Bath and North East Somerset, Swindon and Wiltshire ("BSW") Integrated Care Board ("the ICB") seeks to secure a provider who has the capacity and capability to deliver community eye care services for patients registered with a GP within the BSW footprint and in line with specified requirements. It is expected that the services will work collaboratively and have a harmonious and efficient relationship to provide a safe and co-ordinated eyecare pathway.

The ICB seeks to work with providers who are committed to innovation and creativity in delivering good health outcomes.

The scope of this tender covers 3 lots:

Lot 1: Optometry Triage Referral Service

Lot 2: Community Urgent Eyecare Triage Service

Lot 3: Community Urgent Eyecare Clinical Management Service

Lot 1: Optometry Triage Referral Service

Working with the Referral Service, the Optometry Triage Referral Service will provide registered optometrists with relevant experience to enable the efficient assessment and

triage of ophthalmological referrals to secondary care.

#### Lot 2: Community Urgent Eyecare Triage Service

The Triage Service will ensure people who have eye-related signs and/or symptoms that are perceived by those presenting to need prompt assistance with their concern.

Via a single point of access the Triage service will provide remote/telephone triage directing patients with signs and symptoms of recent onset urgent ocular presentations to a telemedicine consultation or arrange for a face to face assessment and Clinical Management.

#### Lot 3: Community Urgent Eyecare Clinical Management Service

The Clinical Management Service is for those who have been referred via the Triage service. Patients will be assessed, agree a management plan which may include self-care, therapeutic recommendations, referrals and signposting.

Through remote/telephone triage, telemedicine and a network of community-based providers/practitioners providing face to face appointments, patients will be able to gain prompt access to an eyecare consultation and, in most cases, a care plan for the patient to either self-manage their ocular condition (with access to appropriate OTC topical medications where appropriate from Pharmacy), with advice and guidance.

Telemedicine will reduce the burden on patients visiting GP surgeries, pharmacies, high street opticians and secondary care facilities physically. The use of telemedicine will mean many people can receive an eyecare consultation from their home.

When telemedicine is an inappropriate mode of service delivery, patients will be signposted to a face to face appointment with a community-based practitioner or signposted to hospital ophthalmology services or A&E in the first instance.

TUPE is likely to be applicable, further details can be found in the procurement documentation.

The contract term for both lots will be for 3 years with an optional extension of any period up to 2 years.

The maximum contract values per lot are:

Lot 1: Optometry Triage Referral Service - £85,000 per annum, giving a contract value of £255,000 for the initial 3 year period and £425,000 if the full extension period of 2 Year is adopted.

Lot 2: Community Urgent Eyecare Triage Service - £195,000pa giving a contract value of £585,000 for the initial 3 year period and £975,000 if the full extension period of 2 Year is adopted.

Lot 3: Community Urgent Eyecare Clinical Management Service - £176,000pa giving a contract value of £528,000 for the initial 3 year period and £880,000 if the full extension period of 2 Year is adopted.

The total combined value across all lots is £1,368,000 for the initial 3 year period and £2,280,000 if the full extension period of 2 Year is adopted.

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

This exercise is being carried out by NHS South, Central and West Commissioning Support Unit (SCW) on behalf of the Commissioner.

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

Value excluding VAT: £2,280,000

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

This contract is divided into lots: Yes

Tenders may be submitted for all lots

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

#### **II.2.1) Title**

Optometry Triage Referral Service

Lot No

1

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

- 85121281 - Ophthalmologist services
- 85323000 - Community health services

#### **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 ("BSW") Integrated Care Board ("the ICB") seeks to secure a provider who has the capacity and capability to deliver an Optometry Triage Referral service for patients registered with a GP within BSW and in line with specified requirements. It is expected that the provider will work collaboratively and ensure a harmonious and efficient relationship to provide a safe and co-ordinated eyecare pathway.

The ICB wants to work the provider who are committed to innovation and creativity in delivering good health outcomes.

The Optometry Triage Referral service is intended to receive routine referrals from the BSW ICB Referral Service; triage them, and respond back to the Referral Service, such that those referrals can then be processed accordingly at the correct priority, to the appropriate provider, and with all the necessary relevant information. At times it is required to liaise with the Referral Service, and/or primary care (the referrer), and/or secondary care, and/or the BSW ICB Clinical Policies (Exceptional Funding and Prior Approvals) team.

The objective of the service is to ensure that patient's are referred safely and appropriately first time to the right ophthalmology service in accordance with their needs.

The contract term will be for 3 years with an optional extension of any period up to 2 years.

The maximum annual budget is £85,000 giving a maximum contract value of £255,000 for the initial 3 year period and £425,000 if the full extension period of 2 Year is adopted.

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

This exercise is being carried out by NHS South, Central and West Commissioning Support Unit (SCW) on behalf of the Commissioner.

#### **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: £425,000

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

Duration in months

36

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

The contract period includes an optional extension of up to 24 months.

## **II.2) Description**

### **II.2.1) Title**

Community Urgent Eyecare Triage Service

Lot No

2

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

- 85121281 - Ophthalmologist services
- 85323000 - Community health services

### **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 ("BSW") Integrated Care Board

("the ICB") seeks to secure a provider who has the capacity and capability to deliver an Community Urgent Eyecare Triage service for patients registered with a GP within BSW and in line with specified requirements. It is expected that the provider will work collaboratively with the Community Urgent Eyecare Service Clinical Management to ensure a harmonious and efficient relationship to provide a safe and co-ordinated eyecare pathway.

The ICB seeks to work with a provider who are committed to innovation and creativity in delivering good health outcomes.

The Triage Service will ensure people who have eye-related signs and/or symptoms that are perceived by those presenting to need prompt assistance with their concern.

Via a single point of access the Triage service will provide remote/telephone triage directing patients with signs and symptoms of recent onset urgent ocular presentations to a telemedicine consultation or arrange for a face to face assessment and Clinical Management.

The Triage Service objectives are to:

- Employ an agreed algorithm to aid triage decision making
- Empower patient self-care
- Direct patients who do not have urgent eyecare needs to other services
- Direct patients to the most suitable further care setting/service if so required, with the appropriate level of urgency.
- Improve and facilitate local access to timely care for patients with urgent eye-related presentations, reducing their need to travel to hospital for urgent eyecare.
- Facilitate urgent and emergency eye referrals, where necessary, following local referral protocols, when the Clinical Management Service performer cannot manage the patient episode to completion.

The contract term will be for 3 years with an optional extension of any period up to 2 years.

The maximum annual budget is £195,000 giving a contract value of £585,000 for the initial 3 year period and £975,000 if the full extension period of 2 Year is adopted.

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



This exercise is being carried out by NHS South, Central and West Commissioning Support Unit (SCW) on behalf of the Commissioner.

#### **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: £975,000

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

Duration in months

36

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

The contract period includes an optional extension of up to 24 months.

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

#### **II.2.1) Title**

Community Urgent Eyecare Clinical Management Service

Lot No

3

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

- 85121281 - Ophthalmologist services
- 85323000 - Community health services

### **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 ("BSW") Integrated Care Board ("the ICB") seeks to secure a provider who has the capacity and capability to deliver a Community Urgent Eyecare Clinical Management service for patients registered with a GP within BSW and in line with specified requirements. It is expected that the services will work collaboratively Community Urgent Eyecare Triage service to ensure a harmonious and efficient relationship to provide a safe and co-ordinated eyecare pathway.

The ICB seeks to work with a provider who are committed to innovation and creativity in delivering good health outcomes.

The Clinical Management Service is for those who have been referred via the Triage service. Patients will be assessed, agree a management plan which may include self-care, therapeutic recommendations, referrals and signposting.

The Clinical Management Service objectives are to:

- Improve local access to timely care for patients with urgent eye-related presentations, reducing their need to travel to hospital for urgent eyecare.
- Provide assessment, treatment and advice by telephone and/or video.
- Empower patient self-care.
- Direct patents who do not have urgent eyecare needs to other services.
- Direct patients to the most suitable further care setting/service if so required, with the appropriate level of urgency.
- Provide F2F consultations when urgent eye care symptoms need physical assessment, and it is likely that a service performer can manage the patient episode to completion.

Facilitate urgent and emergency eye referrals, where necessary, following local referral protocols when the Clinical Management Service performer cannot manage the patient

episode to completion.

The contract term for both lots will be for 3 years with an optional extension of any period up to 2 years.

The maximum annual contract value is £176,000 giving a contract value of £528,000 for the initial 3 year period and £880,000 if the full extension period of 2

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

This exercise is being carried out by NHS South, Central and West Commissioning Support Unit (SCW) on behalf of the Commissioner.

#### **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: £880,000

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

Duration in months

36

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

The contract period includes an optional extension of up to 24 months.

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## **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

See procurement documentation for more information.

#### **III.1.2) Economic and financial standing**

List and brief description of selection criteria

See procurement documentation for more information.

#### **III.1.3) Technical and professional ability**

List and brief description of selection criteria

See procurement documentation for more information.

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## **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

2 April 2024

Local time

12:00pm

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

English

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

Date

2 April 2024

Local time

12:30pm

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## **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

Jenner House

Chippenham

SN15 1GG

Country

United Kingdom