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Contract

## **NHS England and NHS Improvement Health and Justice (NHSEI H&J) South East - Lived Experience Services for South East Secure Adult Estate and Children and Young Peoples (CYP) Estate**

The NHS Commissioning Board operating as NHS England

F21: Social and other specific services – public contracts

Contract award notice

Notice identifier: 2022/S 000-008745

Procurement identifier (OCID): ocids-h6vhtk-02d356

Published 31 March 2022, 6:09pm

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

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

The NHS Commissioning Board operating as NHS England

Jubilee House, 5510 John Smith Drive, Oxford Business Park

Oxford

OX4 2LH

#### **Contact**

Hannah Morley

#### **Email**

[Scwcsu.procurement@nhs.net](mailto:Scwcsu.procurement@nhs.net)

**Country**

United Kingdom

**NUTS code**

UKJ14 - Oxfordshire

**Internet address(es)**

Main address

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

**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**

NHS England and NHS Improvement Health and Justice (NHSEI H&J) South East - Lived Experience Services for South East Secure Adult Estate and Children and Young Peoples (CYP) Estate

Reference number

WA11012/AN

**II.1.2) Main CPV code**

- 85100000 - Health services

**II.1.3) Type of contract**

## Services

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

NHS England and NHS Improvement Health & Justice (NHSEI H&J) South East (the Commissioner) sought to re-commission Lived Experience Services within the South East Secure Adult estate and Secure CYP estate. The procurement was split into 5 lots:

Lot 1: Kent and Medway prisons (HMP Swaleside, HMP Elmley, HMP Standford Hill, HMP Maidstone, HMP/YOI Rochester & HMP/YOI East Sutton Park)

Lot 2: Surrey prisons (HMP Send, HMP/YOI Downview, HMP Coldingley, HMP/YOI High Down & HMP/YOI Bronzefield)

Lot 3: Thames Valley prisons (HMP Grendon, HMP Springhill, HMP Huntercombe & HMP Bullingdon)

Lot 4: Sussex, Hampshire and Isle of Wight (IOW) prisons (HMP Ford, HMP Lewes, Gatwick IRC (Brook House & Tinsley House), HMP/YOI Winchester & HMP Isle of Wight)

Lot 5 CYP Secure estate (HMYOI Cookham Wood, HMYOI Aylesbury, Lansdowne Secure Children's Home & Swanwick Lodge Secure Children's Home).

The contribution of service users who have first-hand experience of using the healthcare services within the secure settings is essential to the delivery of effective services and informing the commissioning process. NHSEI H&J is committed to listening and acting upon the voice of the service user in the design, delivery and ongoing performance of healthcare services.

The service will be expected to consult/engage with service users on the full range of healthcare services delivered within the establishments via delivery of both on-site and remote service user engagement/participation activities. Providers interested in the CYP Lot are particularly encouraged to develop and utilise participatory activities that are innovative and involve the use of creative activities to elicit service user experience and insight.

The service will also be expected to support Commissioners and facilitate service user involvement in procurement processes for the provision of healthcare services within the establishments (as required over the life of the contract). At this time, it is anticipated that this support will be required for the recommissioning of healthcare services within the Surrey prisons and HMP Isle of Wight. If further procurement support requirements are identified, the contract will be varied to include funding for this support.

The service must hold independence from other (e.g. healthcare) service provision in the

specified secure settings in order to have the ability to act as an independent and critical friend.

The contracts are due to commence on 1st April 2022. The contract duration will be 3 years.

The procurement was carried out by NHS South, Central and West Commissioning Support Unit (SCW) on behalf of the Commissioners.

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

This contract is divided into lots: Yes

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

Value excluding VAT: £1,116,000

## **II.2) Description**

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

Lived Experience Services in Kent and Medway prisons

Lot No

1

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

- 85100000 - Health services

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

NUTS codes

- UKJ4 - Kent

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

NHS England and NHS Improvement Health & Justice (NHSEI H&J) South East (the Commissioner) sought to re-commission Lived Experience Services within Kent and Medway prisons: HMP Swaleside, HMP Elmley, HMP Stanford Hill, HMP Maidstone, HMP/YOI Rochester & HMP/YOI East Sutton Park.

The contribution of service users who have first-hand experience of using the healthcare services within the secure settings is essential to the delivery of effective services and informing the commissioning process. NHSEI H&J is committed to listening and acting upon the voice of the service user in the design, delivery and ongoing performance of healthcare services.

The aims of the Lived Experience Service are:

- To ensure all service users are able to effectively contribute to the continuous improvement of healthcare services, as well as being supported to have an independent voice, through various forms of consultation and regular feedback to secure setting management, the healthcare providers and commissioners
- To ensure service users are able to inform decision-making in relation to healthcare provision
- To help commissioners and healthcare providers ensure that patient/service user outcomes for patients in the H&J system are equivalent to those in the wider community.

The service will be expected to consult/engage with service users on the full range of healthcare services delivered within the establishments via delivery of both on-site and remote service user engagement/participation activities.

The service will also be expected to support Commissioners and facilitate service user involvement in procurement processes for the provision of healthcare services within the establishments (as required over the life of the contract). If procurement support requirements are identified, the contract will be varied to include funding for this support.

The service must hold independence from other (e.g. healthcare) service provision in the specified secure settings in order to have the ability to act as an independent and critical friend.

The contract is due to commence on 1st April 2022. The contract duration will be 3 years.

The procurement was carried out by NHS South, Central and West Commissioning Support Unit (SCW) on behalf of the Commissioners.

## **II.2.14) Additional information**

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).

## **II.2) Description**

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

Lived Experience Services in Surrey prisons

Lot No

2

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

- 85100000 - Health services

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

NUTS codes

- UKJ2 - Surrey, East and West Sussex

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

NHS England and NHS Improvement Health & Justice (NHSEI H&J) South East (the Commissioner) sought to re-commission Lived Experience Services within Surrey prisons: HMP Send, HMP/YOI Downview, HMP Coldingley, HMP/YOI High Down & HMP/YOI Bronzefield.

The contribution of service users who have first-hand experience of using the healthcare services within the secure settings is essential to the delivery of effective services and informing the commissioning process. NHSEI H&J is committed to listening and acting upon the voice of the service user in the design, delivery and ongoing performance of healthcare services.

The aims of the Lived Experience Service are:

- To ensure all service users are able to effectively contribute to the continuous improvement of healthcare services, as well as being supported to have an independent voice, through various forms of consultation and regular feedback to secure setting management, the healthcare providers and commissioners
- To ensure service users are able to inform decision-making in relation to healthcare provision

- To help commissioners and healthcare providers ensure that patient/service user outcomes for patients in the H&J system are equivalent to those in the wider community.

The service will be expected to consult/engage with service users on the full range of healthcare services delivered within the establishments via delivery of both on-site and remote service user engagement/participation activities.

The service will also be expected to support Commissioners and facilitate service user involvement in procurement processes for the provision of healthcare services within the establishments (as required over the life of the contract). It is anticipated that this support will be required for the recommissioning of healthcare services within the Surrey prisons and the contract envelope is inclusive of funding for this support.

The service must hold independence from other (e.g. healthcare) service provision in the specified secure settings in order to have the ability to act as an independent and critical friend.

The contract is due to commence on 1st April 2022. The contract duration will be 3 years.

The procurement was carried out by NHS South, Central and West Commissioning Support Unit (SCW) on behalf of the Commissioners.

## **II.2.14) Additional information**

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 are instead governed by the "Light Touch Regime" contained within Chapter 3, Section 7 of the Regulations (Regulations 74 to 77).

## **II.2) Description**

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

Lived Experience Services in Thames Valley prisons

Lot No

3

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

- 85100000 - Health services

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

NUTS codes

- UKJ1 - Berkshire, Buckinghamshire and Oxfordshire

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

NHS England and NHS Improvement Health & Justice (NHSEI H&J) South East (the Commissioner) sought to re-commission Lived Experience Services within Thames Valley prisons: HMP Grendon, HMP Springhill, HMP Huntercombe & HMP Bullingdon.

The contribution of service users who have first-hand experience of using the healthcare services within the secure settings is essential to the delivery of effective services and informing the commissioning process. NHSEI H&J is committed to listening and acting upon the voice of the service user in the design, delivery and ongoing performance of healthcare services.

The aims of the Lived Experience Service are:

- To ensure all service users are able to effectively contribute to the continuous improvement of healthcare services, as well as being supported to have an independent voice, through various forms of consultation and regular feedback to secure setting management, the healthcare providers and commissioners
- To ensure service users are able to inform decision-making in relation to healthcare provision
- To help commissioners and healthcare providers ensure that patient/service user outcomes for patients in the H&J system are equivalent to those in the wider community.

The service will be expected to consult/engage with service users on the full range of healthcare services delivered within the establishments via delivery of both on-site and remote service user engagement/participation activities.

The service will also be expected to support Commissioners and facilitate service user involvement in procurement processes for the provision of healthcare services within the establishments (as required over the life of the contract). If procurement support requirements are identified, the contract will be varied to include funding for this support.

The service must hold independence from other (e.g. healthcare) service provision in the specified secure settings in order to have the ability to act as an independent and critical friend.



The contract is due to commence on 1st April 2022. The contract duration will be 3 years.

The procurement was carried out by NHS South, Central and West Commissioning Support Unit (SCW) on behalf of the Commissioners.

## **II.2.14) Additional information**

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 are instead governed by the "Light Touch Regime" contained within Chapter 3, Section 7 of the Regulations (Regulations 74 to 77).

## **II.2) Description**

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

Lived Experience Services in Sussex, Hampshire and Isle of Wight (IOW) prisons

Lot No

4

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

- 85100000 - Health services

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

NUTS codes

- UKJ3 - Hampshire and Isle of Wight

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

NHS England and NHS Improvement Health & Justice (NHSEI H&J) South East (the Commissioner) sought to re-commission Lived Experience Services within Sussex, Hampshire and Isle of Wight (IOW) prisons: HMP Ford, HMP Lewes, Gatwick IRC (Brook House & Tinsley House), HMP/YOI Winchester & HMP Isle of Wight.

The contribution of service users who have first-hand experience of using the healthcare services within the secure settings is essential to the delivery of effective services and informing the commissioning process. NHSEI H&J is committed to listening and acting upon the voice of the service user in the design, delivery and ongoing performance of healthcare

services.

The aims of the Lived Experience Service are:

- To ensure all service users are able to effectively contribute to the continuous improvement of healthcare services, as well as being supported to have an independent voice, through various forms of consultation and regular feedback to secure setting management, the healthcare providers and commissioners
- To ensure service users are able to inform decision-making in relation to healthcare provision
- To help commissioners and healthcare providers ensure that patient/service user outcomes for patients in the H&J system are equivalent to those in the wider community.

The service will be expected to consult/engage with service users on the full range of healthcare services delivered within the establishments via delivery of both on-site and remote service user engagement/participation activities.

The service will also be expected to support Commissioners and facilitate service user involvement in procurement processes for the provision of healthcare services within the establishments (as required over the life of the contract). It is anticipated that this support will be required for the recommissioning of healthcare services within HMP Isle of Wight and the contract envelope is inclusive of funding for this support. If further procurement support requirements are identified, the contract will be varied to include funding for this additional support.

The service must hold independence from other (e.g. healthcare) service provision in the specified secure settings in order to have the ability to act as an independent and critical friend.

The contract is due to commence on 1st April 2022. The contract duration will be 3 years.

The procurement was carried out by NHS South, Central and West Commissioning Support Unit (SCW) on behalf of the Commissioners.

## **II.2.14) Additional information**

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 are instead governed by the "Light Touch Regime" contained within Chapter 3, Section 7 of the Regulations (Regulations 74 to 77).

## **II.2) Description**

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

Lived Experience Services in the South East Children and Young Peoples Secure estate

Lot No

5

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

- 85100000 - Health services

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

NUTS codes

- UKJ - South East (England)

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

NHS England and NHS Improvement Health & Justice (NHSEI H&J) South East (the Commissioner) sought to re-commission Lived Experience Services within South East Children and Young Peoples Secure estate: HMYOI Cookham Wood, HMYOI Aylesbury, Lansdowne Secure Children's Home & Swanwick Lodge Secure Children's Home.

The contribution of service users who have first-hand experience of using the healthcare services within the secure settings is essential to the delivery of effective services and informing the commissioning process. NHSEI H&J is committed to listening and acting upon the voice of the service user in the design, delivery and ongoing performance of healthcare services.

The aims of the Lived Experience Service are:

- To ensure all service users are able to effectively contribute to the continuous improvement of healthcare services, as well as being supported to have an independent voice, through various forms of consultation and regular feedback to secure setting management, the healthcare providers and commissioners
- To ensure service users are able to inform decision-making in relation to healthcare provision

- To help commissioners and healthcare providers ensure that patient/service user outcomes for patients in the H&J system are equivalent to those in the wider community.

The service will be expected to consult/engage with service users on the full range of healthcare services delivered within the establishments via delivery of both on-site and remote service user engagement/participation activities. Providers interested in the CYP Lot are particularly encouraged to develop and utilise participatory activities that are innovative and involve the use of creative activities to elicit service user experience and insight.

The service will also be expected to support Commissioners and facilitate service user involvement in procurement processes for the provision of healthcare services within the establishments (as required over the life of the contract). If procurement support requirements are identified, the contract will be varied to include funding for this support.

The service must hold independence from other (e.g. healthcare) service provision in the specified secure settings in order to have the ability to act as an independent and critical friend.

The contract is due to commence on 1st April 2022. The contract duration will be 3 years.

The procurement was carried out by NHS South, Central and West Commissioning Support Unit (SCW) on behalf of the Commissioners.

## **II.2.14) Additional information**

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 are instead governed by the "Light Touch Regime" contained within Chapter 3, Section 7 of the Regulations (Regulations 74 to 77).

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Form of procedure**

Open procedure

### **IV.2) Administrative information**

#### **IV.2.1) Previous publication concerning this procedure**

Notice number: [2021/S 000-019431](#)

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## **Section V. Award of contract**

### **Lot No**

1

### **Title**

Lived Experience Services in Kent and Medway prisons

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

31 March 2022

#### **V.2.2) Information about tenders**

Number of tenders received: 3

Number of tenders received by electronic means: 3

#### **V.2.3) Name and address of the contractor**

EP: IC Consultants

2 Wintergreen Close, St Marys Island, Chatham

Kent

ME4 3HP

Country

United Kingdom

NUTS code

- UKJ4 - Kent

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

Total value of the contract/lot: £264,146

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## **Section V. Award of contract**

### **Lot No**

2

### **Title**

Lived Experience Services in Surrey prisons

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

31 March 2022

#### **V.2.2) Information about tenders**

Number of tenders received: 3

Number of tenders received by electronic means: 3

### **V.2.3) Name and address of the contractor**

EP: IC Consultants

2 Wintergreen Close, St Marys Island, Chatham

Kent

ME4 3HP

Country

United Kingdom

NUTS code

- UKJ4 - Kent

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

Total value of the contract/lot: £233,396

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## **Section V. Award of contract**

### **Lot No**

3

### **Title**

Lived Experience Services in Thames Valley prisons

A contract/lot is awarded: Yes

## **V.2) Award of contract**

### **V.2.1) Date of conclusion of the contract**

31 March 2022

### **V.2.2) Information about tenders**

Number of tenders received: 3

Number of tenders received by electronic means: 3

### **V.2.3) Name and address of the contractor**

EP: IC Consultants

2 Wintergreen Close, St Marys Island, Chatham

Kent

ME4 3HP

Country

United Kingdom

NUTS code

- UKJ4 - Kent

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

Total value of the contract/lot: £172,954

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## **Section V. Award of contract**

### **Lot No**

4

### **Title**

Lived Experience Services in Sussex, Hampshire and Isle of Wight (IOW) prisons

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**



31 March 2022

### **V.2.2) Information about tenders**

Number of tenders received: 2

Number of tenders received by electronic means: 2

### **V.2.3) Name and address of the contractor**

ABL Health Limited

71 Redgate Way, Farnworth

Bolton, Greater Manchester

BL4 0JL

Country

United Kingdom

NUTS code

- UKD3 - Greater Manchester

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

Total value of the contract/lot: £230,085

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## **Section V. Award of contract**

### **Lot No**

5

### **Title**

Lived Experience Services in the South East Children and Young Peoples Secure estate

A contract/lot is awarded: Yes

## **V.2) Award of contract**

### **V.2.1) Date of conclusion of the contract**

31 March 2022

### **V.2.2) Information about tenders**

Number of tenders received: 3

Number of tenders received by electronic means: 3

### **V.2.3) Name and address of the contractor**

Peer Power Youth

Vauxhall Gardens Community Centre, Glasshouse Walk, Vauxhall

London

SE11 5ES

Country

United Kingdom

NUTS code

- UKI - London

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

Total value of the contract/lot: £180,000

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## **Section VI. Complementary information**

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

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 has been 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 ran a transparent tender process, treating all Bidders equally. For the avoidance of doubt, the Authority will not be bound by the Regulations or the Treaty on the Functioning of the European Union 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 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 has voluntarily observed the award decision notices provisions and held a 10 day standstill period as described in Regulation 86 of the Regulations. Deadline for lodging of appeals should be in accordance with Regulation 87 and Regulation 91 of the Regulations.

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

#### **VI.4.3) Review procedure**

Precise information on deadline(s) for review procedures

As described in VI.3, deadline for lodging of appeals should be in accordance with Regulation 87 and Regulation 91 of the 2015 Regulations.