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Tender

## **High Intensity User Service NHS/SOEPS/21.825 ITT**

NHS Brighton and Hove Clinical Commissioning Group  
NHS East Sussex Clinical Commissioning Group

F21: Social and other specific services – public contracts

Contract notice

Notice identifier: 2022/S 000-008838

Procurement identifier (OCID): ocids-h6vhtk-032921

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

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

NHS Brighton and Hove Clinical Commissioning Group

Hove Town Hall, Norton Road

Hove

BN3 4AH

#### **Contact**

Sarah Rix

#### **Email**

[sarah.rix@soeprocurement.nhs.uk](mailto:sarah.rix@soeprocurement.nhs.uk)

#### **Country**

United Kingdom

**Region code**

UKJ2 - Surrey, East and West Sussex

**Internet address(es)**

Main address

[www.brightonandhoveccg.nhs.uk](http://www.brightonandhoveccg.nhs.uk)

**I.1) Name and addresses**

NHS East Sussex Clinical Commissioning Group

Sackville House, Brooks Close

Lewes

BN7 2FZ

**Contact**

Sarah Rix - Senior Procurement Manager

**Email**

[sarah.rix@soeprocurement.nhs.uk](mailto:sarah.rix@soeprocurement.nhs.uk)

**Country**

United Kingdom

**Region code**

UK - United Kingdom

**Internet address(es)**

Main address

[www.eastsussexccg.nhs.uk](http://www.eastsussexccg.nhs.uk)

**I.2) Information about joint procurement**

The contract involves joint procurement

### **I.3) Communication**

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

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

### **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**

High Intensity User Service NHS/SOEPS/21.825 ITT

Reference number

NHS/SOEPS/21.825 ITT

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

- 85000000 - Health and social work services

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

Services

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

The Commissioner is seeking bids from suitably qualified Providers for provision of a High Intensity User Service, offering patients with high attendance at Emergency Departments psychosocial support, crisis planning, sign-posting in the community and support to use more appropriate services for their psychosocial needs. The service is to be situated in both Brighton and Hove and East Sussex and delivered under the standard NHS Contract.

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

Value excluding VAT: £1,719,760

#### **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

- UKJ2 - Surrey, East and West Sussex

Main site or place of performance

Brighton and Hove and East Sussex.

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

Invitation to Tender (ITT)

Urgent Care

Provision of a High Intensity User Service (Reference: NHS/SOEPS/21.825 ITT)

NHS Brighton and Hove Clinical Commissioning Group

NHS East Sussex Clinical Commissioning Group

The Commissioner is seeking bids from suitably qualified Providers for provision of a High Intensity User Service, offering patients with high attendance at Emergency Departments psychosocial support, crisis planning, sign-posting in the community and support to use more appropriate services for their psychosocial needs. The service is to be situated in both Brighton and Hove and East Sussex and delivered under the standard NHS Contract. The anticipated value of the Service is a maximum of £343,952.00 per annum and the contract duration will be 3 years from 28th September 2022, plus an optional (option of the Commissioner) extension period of up to a further 24 months.

Key Aims and Objectives of the Service

The High Intensity User Service (HIUS) is based on the 'Blackpool model' developed by Blackpool CCG, as published in the Commissioning for Value Casebook, February 2015.

The model offers a robust way of reducing HIU activity to EDs, 999, NHS 111, Primary Care services as well as unscheduled hospital admissions. The HIU service liberates front line resources to focus on those who need it most and helps reduce costs.

The objective of the service is to work closely with identified frequent users of emergency urgent departments, with an aim to reduce unheralded attendances at ED and associated non-elective (NEL) admissions, whilst improving the service user's quality of life and outcomes.

This will be delivered by:

- Identifying patients who frequently attend ED and associated non-elective (NEL)

## admissions

- Identifying patients who are evidentially on a trajectory to becoming a high intensity user of emergency services
- Proactively connecting and engaging with the patient
- Supporting the patient to manage their needs using a personalised approach.

## Service Outcomes

For the identified and engaged frequent users:

- Reduce ED attendance
- Reduce NEL admissions
- Reduce ambulance conveyance
- To feel less lonely
- To experience improved personal well-being
- To have a positive experience with the service
- To progress in at least one identified goal by the end of their time with the service

The service will work closely with local health and social care services including voluntary and third sector organisations to develop excellent working relationships and establish operational practices that ensure a seamless patient experience.

The tender documents are available for unrestricted and full direct access, free of charge at: <https://in-tendhost.co.uk/soepscommissioning/asp/Home>

All correspondence will be dealt with solely through this website and correspondence received by other means will not be responded to.

This procurement is being advertised on the following websites:

<https://www.find-tender.service.gov.uk>

<https://www.gov.uk/contracts-finder>

<https://in-tendhost.co.uk/soepscommissioning>

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

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

Please complete your bid response and return via our eTendering Portal: <https://in-tendhost.co.uk/soepscommissioning/asp/Home>

Reference: High Intensity User Service NHS/SOEPS/21.825 ITT

The deadline for submitting bid responses is Monday 2nd May 2022 at 5pm.

### **II.2.7) Duration of the contract or the framework agreement**

Duration in months

60

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

Please note: NHS England and Improvement have announced that the Sussex Health and Care Partnership, which is made up of all health and care organisations across East Sussex, West Sussex, and Brighton and Hove, has successfully met the criteria to become an Integrated Care System (ICS). An ICS is a way of working across health and care organisations that allows them to work more closely together, to take collective responsibility of the health and wellbeing of populations across large areas. It is not anticipated that the statutory responsibility or accountability of the individual health and care organisations working as an ICS will be affected, save for the expectation that CCG organisations will be abolished, and functions transferred to the ICS. As a result of these intended healthcare reforms, the Contracting Authority, currently NHS Brighton and Hove CCG and NHS East Sussex CCG, may change during the life of the contract.

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## **Section III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **III.1.4) Objective rules and criteria for participation**

List and brief description of rules and criteria

Available at:

<https://in-tendhost.co.uk/soepscommissioning/asp/Home>

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## **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

2 May 2022

Local time

5:00pm

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

English

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## **Section VI. Complementary information**

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

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

Precise information on deadline(s) for review procedures

Refer to NHS South of England Procurement Services to trigger the review process. This process can be further escalated to NHS Improvement.

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