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Planning

## **Care Co-ordination Service to Bath, Swindon and Wiltshire Integrated Care Board**

Bath, Swindon & Wiltshire Integrated Care Board

F01: Prior information notice

Prior information only

Notice identifier: 2024/S 000-018001

Procurement identifier (OCID): ocds-h6vhtk-046f03

Published 11 June 2024, 1:52pm

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

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

Bath, Swindon & Wiltshire Integrated Care Board

Jenner House, Avon Way

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

**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

**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**

Care Co-ordination Service to Bath, Swindon and Wiltshire Integrated Care Board

Reference number

C290414 / WA16882

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

- 85100000 - Health services

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

Services

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

This notice is placed as a Prior Information Notice (PIN) to seek expressions of interest in being considered as the most suitable provider for the delivery of Care Co-ordination Service.

Bath, Swindon and Wiltshire Integrated Care Board ("BSW") is seeking to secure a Prime Provider who has the capability and capacity to deliver Care Co-ordination services, in line with the specified requirements. The Care Co-ordination Service is tasked with providing decision making expertise and onward referral for patients who require urgent care which can be delivered outside of an Emergency Department. This includes:

- Collaborative peer to peer decision making;
- Onward referral to community services, virtual wards and social care providers as required.

The Care Co-ordination service will work alongside South West Ambulance Service Foundation Trust ("SWASFT") paramedics to avoid attendance to ED or admission to hospital where non time critical care can be delivered to ensure patients health and care needs are met in a timely manner.

The service provider is expected to adapt and flex operating hours and workforce model during to the contract to meet demand in a timely manner to ensure safe care delivered and system flow of response and treatment is maintained.

The roles/skillset required to support delivery of this service are from practitioners with advanced assessment and decision-making skills utilised in a remote assessment setting using appropriate clinical and technological tools as required to complete a comprehensive assessment and develop a plan of treatment with SWASFT colleagues and other HCPs.

For delivery of the Care Co-ordination model to be successful the service needs to be aligned with local services and networks to deliver urgent and emergency care at the point of need. The back-office functions, timely response and the workforce requirements of remote clinical assessment, senior decision making and expertise in urgent care.

The geography covered is within the boundaries of Bath, Swindon & Wiltshire with a hub facility, (service provider), which will link with locality hubs, (spokes), in the Bath, Swindon & Wiltshire localities.

The contract will commence 1st August 2024 until 31st March 2025.

The anticipated total contract value is £950,000.

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: £950,000

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

This contract is divided into lots: No

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

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

NUTS codes

- UKK1 - Gloucestershire, Wiltshire and Bristol/Bath area

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

This notice is placed as a Prior Information Notice (PIN) to seek expressions of interest in being considered as the most suitable provider for the delivery of Care Co-ordination Service. It should be noted that the incumbent provider is providing a good service, and it is deemed that they would be the most suitable provider to continue to provide these services for 8 months until it is subsumed into the wider Adults and Childrens Community

Services that are currently being procured with a contract commencement date of 1st April 2025.

Bath Swindon and Wiltshire Integrated Care Board ("BSW") is seeking to secure a Prime Provider who has the capability and capacity to deliver Care Co-ordination services, in line with the specified requirements. The Care Co-ordination Service is tasked with providing decision making expertise and onward referral for patients who require urgent care which can be delivered outside of an Emergency Department. This includes:

- Collaborative peer to peer decision making;
- Onward referral to community services, virtual wards and social care providers as required.

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For delivery of the Care Co-ordination model to be successful the service needs to be aligned with local services and networks to deliver urgent and emergency care at the point of need. The back-office functions, timely response and the workforce requirements of remote clinical assessment, senior decision making and expertise in urgent care.

The CCH will provide the following 3 discrete but complementary functions:

- On Scene Support, referrals and call before convey line for ambulance crews.
- Receiving referrals of category 3/4/5 calls from SWASFT.
- Receiving referrals of calls from SWASFT which were originally Category 2 incidents but have received a full Manchester Triage and been downgraded to a lower Category of call by EOC Clinicians.

The aim of Care Co-ordination is to:

- Reduce avoidable admissions to Emergency Departments through reduction in ambulance conveyance by redirection of patients supported by a single point of access where appropriate.
- Reduce avoidable non-elective admissions
- Reduce ambulance conveyances as a by-product of reducing ED attendances.
- Improve people's quality of life.
- Provide high quality and personalised interventions.
- Promote self-care and health and well-being of people.
- Minimise inappropriate use of resources.
- Enable people to have a positive experience of the service.

The geography covered is within the boundaries of Bath, Swindon & Wiltshire with a hub facility, (service provider), which will link with locality hubs, (spokes), in the Bath, Swindon & Wiltshire localities.

The contract will commence 1st August 2024 until 31st March 2025.

The anticipated total contract value is £950,000.

Providers wishing to express an interest must do so within the e-procurement system where providers will be given access to a questionnaire which must be submitted to complete their expression of interest.

Expressions of interest must be submitted no later than 5pm, 25th June 2024 via the e-procurement portal.

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

### **II.3) Estimated date of publication of contract notice**

2 July 2024

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## **Section IV. Procedure**

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

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: No

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## **Section VI. Complementary information**

### **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 relevant information, 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 to be able to submit your expression of interest and questionnaire using the placeholder provided within Atamis.

The awarding decision will be made in line with BSW governance.

The intention is to award a contract using the most suitable provider process.

This is a Provider Selection Regime (PSR) intended approach 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.