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Tender

Community Mental Health Services

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

F02: Contract notice

Notice identifier: 2024/S 000-022748

Procurement identifier (OCID): ocids-h6vhtk-04837a

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Section I: Contracting authority

I.1) Name and addresses

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

Jenner House, Unit E3, Langley Park, Avon Way

Chippenham

SN15 1GG

Contact

Donna Harrington

Email

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/>

Buyer's address

<https://health-family.force.com/s/Welcome>

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

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Community Mental Health Services

Reference number

C285559 / WA15030

II.1.2) Main CPV code

- 85100000 - Health services

II.1.3) Type of contract

Services

II.1.4) Short description

NHS Bath and North East Somerset, Swindon and Wiltshire Integrated Care Board ("BSW") are seeking to commission suitably qualified providers who have the capability and capacity to deliver Community Mental Health Services in line with specified requirements across the BSW footprint.

The service will be procured as three lots.

Suppliers are invited to bid for one or more of the following:

Lot 1: Crisis Houses

Lot 2: Intensive Outreach

Lot 3: Primary Mental Health Service

Commissioners are seeking services to be delivered innovatively in a way that meets the populations needs over the life of the contract period. As such, the Commissioners expect the Provider(s) to work with them and key stakeholders to develop the service to continually deliver seamless community based care to meet the needs of the growing population.

Commissioners reserve the right to add funding to the contract over its duration to

accommodate service development measures or initiatives, up to an equivalent value of the original contract. For the avoidance of doubt, this would mean an annual contract value of, for example, £440k per annum and a consequent increase in the overall contract value.

The contract durations are for 3 years plus an option to extend of any period of up to a further 2 years, with service commencement on the 1st April 2025 for all lots.

It is expected that TUPE will apply to all lots and information is available on request. Further details are provided within the tender documentation.

The contract value for all lots is £5,035,975 per annum giving a total value of £15,107,925 over the initial 3 year term and £25,179,875 if the full extension is adopted. All values provided are inclusive of any non-recoverable VAT.

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: £25,829,975

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

Crisis Houses

Lot No

1

II.2.2) Additional CPV code(s)

- 85144000 - Residential health facilities services
- 85312500 - Rehabilitation 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 Integrated Care Board (BSW) is seeking to secure a Prime Provider who has the capacity and capability to deliver a Place of Calm and Crisis Houses across the BSW footprint. The service consists of three service provisions, these are, Place of Calm in South Wiltshire, two Crisis Houses in Swindon and one Crisis House in Wiltshire

Place of Calm

The service will operate alongside existing Places of Calm in BSW and will need to be located in south Wiltshire where there are good transport links to enable ease of access for people and wider services.

The aim of the service is to provide a space for individuals who are suffering from mental health issues or emotional distress to visit and receive immediate support. The service is aimed at anyone who is at risk of a mental health crisis or who is struggling to manage their mental wellbeing and would benefit from professional support.

- To use personalised approaches to reduce demand for more formal health and social care services;
- To enable people who are experiencing the effects of serious mental illness and who may have complex needs to have access to the necessary recovery focused support to enable them to live independently within the community and increase

their independence;

- To reduce the number of people with mental health needs and / or long-term conditions requiring emergency hospital admission, attendance at A&E departments, psychiatric, inpatient, or residential care;
- To support the continuous improvement in the safety and effectiveness of community-based support resulting in a positive experience for service users;
- To help people live healthily and independently and improve their quality of life in the community;

- To ensure, whenever possible and desirable, that people who access secondary care are enabled to recover both a quality of life and achieve independence of health and social care services.
- To provide a suitable and appropriate alternative for people in crisis, minimising detentions under Section 136 - working with and alongside Police, Ambulance and NHS111-2 services to publicise and promote the Place of Calm and its offer.

Crisis Houses

The service will provide accommodation to people experiencing a mental health crisis and that are able to receive community based support who may be at risk of mental health hospital admission and people who have been discharged from.

The service objectives are:

- Providing a supportive, positive, and stable environment
- Providing person-centred support plans that will identify strengths, maximise opportunity, encourage aspiration, support self-management, and enable recovery through agreed goals and pathway
- Working in partnership with all agencies to enable holistic needs to be met and collaboratively identifying and managing changes in functioning or mental state. The provider should ensure they actively seek out support from other agencies to ensure the best care is provided for individuals.
- Enabling clients to live a normal life as far as possible, be safe and feel secure
- Enabling and encouraging clients to be included in the local community and activities
- Enabling clients to be free from stigma or discrimination
- Enabling access to appropriate up to date information, advice, and support to meet needs
- Supporting and encouraging clients to access appropriate physical healthcare
- Supporting clients to actively engage with substance misuse providers, ensuring that individuals are not excluded from accessing this service owing to substance misuse.
- Supporting clients to maintain their immediate environment
- Providing services built around the needs of everyone, acknowledging their carer(s) and families

- Promoting and enabling recovery, well-being, and social inclusion. This will include supporting individuals to make connections with organisations that will provide support for people when they move on from the provider's provision.

Suitable 4 bedroom premises for each location in which to deliver the services, which must be fully mobilised by the contract start date.

Capital funding may be available to support the purchase of one Crisis House in Swindon, contingent on regional and national availability, agreement and subsequent due diligence processes on the property transaction, therefore the availability of funding should not be assumed automatically. The total value of this capital funding is up to a maximum of £650,000 which includes all fees and costs associated with the purchase and mobilisation of the Crisis House. This funding is only available for this one property and cannot be spread across more than one purchase.

It is expected that TUPE will apply and information is available on request.

Further details are provided within the tender documentation.

The contract duration is 3 years with an optional 2 year extension and will commence on 1st April 2025.

The total contract value is £1,589,250 per annum giving a total value of £4,767,750 over the initial 3 year term and £7,946,250 if the full extension is adopted. If capital funding is approved, the total maximum value in year 1 of up to £2,239,250. All values provided are inclusive of any non-recoverable VAT.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

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

Optional 2 year extension (24 months)

II.2) Description

II.2.1) Title

Intensive Outreach Service

Lot No

2

II.2.2) Additional CPV code(s)

- 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 Integrated Care Board (BSW) is seeking to secure a Prime Provider who has the capacity and capability to deliver an Intensive Outreach Service across BSW.

The Intensive Outreach Service will operate as a fully co-produced and integrated part of the community mental health support offer. This non-clinical service will provide support for people with serious mental illness, providing a step-up and step-down service dependent on a person's needs. The Service is a person-centred, trauma-informed and recovery focused provision for up to 6 weeks. The service is expected to follow the principles set out by the Recovery Model of support which offers a framework for guiding principle that focuses on working with the individual service user to identify their strengths and build resilience. It also

focuses on working with individuals to regain control, support recovery and to lead a life meaningful to them.

The Intensive Outreach Service will adhere to the values as outlined below:

- Operate a recovery focused model of care
- Promote social inclusion for individuals with an SMI
- Adopt a single assessor/trusted assessment approach - whether this be from secondary care providers, acutes, Mental Health MDTs.
- Maximise continuity of care
- Remove cliff-edge pathways with seamless transitions of care
- Work with people who have the most complex and debilitating longer-term care needs.
- Demonstrate a system approach which addresses social determinants of severe mental illnesses.
- Address non-clinical needs and connect people to wider social care support

The successful provider will build on the strengths and assets of our communities, such as support groups and wider third sector offers and is expected to connect with and make best use of assets already available within our communities, such as the CAB, Local Authority housing teams and Local Authority support services (support relating to benefits, applications and required documentation for example). A further breakdown of these partnerships are situated below. This service will work with community MH services, Places of Safety, acute emergency departments (through Mental Health Liaison Teams), mental health inpatient wards, Places of Calm and crisis houses to provide a short-term recovery focused period of stabilisation for people experiencing crisis.

There are no premises related to this Lot. Bidders should ensure that there are sufficient staff within the service to provide a flexible offer that is offered according to service user needs and wishes. This could be in their own home, over the phone or in other locations in the local area.

It is expected that TUPE will apply and information is available on request Further details are provided within the tender documentation.

The contract for this Lot will be for a period of 3 years with an optional 2 year extension. The contract will commence from 1st April 2025.

The total contract value is £377,154 per annum giving a total value of £1,131,462 over the initial 3 year term and £1,885,770 if the full extension is adopted. All values provided are inclusive of any non-recoverable VAT.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

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

Optional 2 year extension (24 months)

II.2) Description

II.2.1) Title

Primary Mental Health Services

Lot No

3

II.2.2) Additional CPV code(s)

- 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 Integrated Care Board (BSW) is seeking to secure a Prime Provider who has the capacity and capability to deliver Primary Mental Health Services across BSW region.

Our Primary Mental Health Service is the model for delivery of our new community mental health provision across BSW. Key features of this are:

- Access and intervention will be at neighbourhood/Primary Care Network level - through an integrated primary-secondary pathway that means it is easier to access help than through traditional models
- Care will be holistic, with a range of support services provided at Primary Care Network level, tailored for people with SMI that offer choice and flexibility
- The workforce will be multi-disciplinary, including a range of professionals.
- Outcomes will be collected through Patient Reported Outcome Measures

Our vision is that our Primary Mental Health Service will operate as a fully co-produced and integrated system of community support that meet the diverse and changing needs of our communities. This service will provide early help and support for people with serious mental illness. Achieving this will be reliant on providers working across organisational boundaries to enable fully inclusive networks of community support.

The Primary Mental Health Service will adhere to the values as outlined below:

- Deliver flexible, easy, and clear means of access
- Timely access - work to achieve a maximum 4-week referral to assessment
- Adopt a single assessor/trusted assessment approach
- Maximise continuity of care

- Remove cliff-edge pathways with seamless transitions of care.
- Work with people who have the most complex and debilitating longer-term care needs.
- Demonstrate a system approach which addresses social determinants of severe mental illnesses.
- Address non-clinical needs and connect people to wider social care support
- Be co-produced with primary care partners, people with lived experience and secondary mental health teams
- Address inequalities in access to mental health support across our health and care system
- Meets NICE guidance and pathways
- Have full system engagement and support.
- Is proactive in reducing the mortality of people with SMI through supporting people to access physical health checks - and following up on the metrics to demonstrate improvement and provide assurance of the service impact.
- Enables choice - supporting people to draw on the wide range of support that is available in their community and through this deliver personalised care

The provider will build on the strengths and assets of our communities, such as support groups, wider third sector offers. The provider will also be expected to connect with and make best use of assets already available within primary care, such as social prescribing. They will take a leading role in building greater tolerance, understanding and resilience to different expressions of emotional distress in our communities. Through their provision, they will create more accessible, flexible, and responsive options for those seeking support. The provider will operate as the community expert, bringing their extensive knowledge of and connection to the widest range of support to enable people to recover and live well in their communities.

The Primary Mental Health Service will operate within the 28 Primary Care Networks across BSW. The provider must work in close partnership with Primary Care colleagues, ensuring that the Primary Mental Health Service is connected with and supports access to wider primary care delivered services focusing on empowering self-care, prevention of illness and optimising health.

It is expected that TUPE will apply and information is available on request Further details are provided within the tender documentation.

The contract will be for a period of 3 years with an optional 2 year extension. The contract will commence from 1st April 2025.

The total contract value is £3,069,571 per annum giving a total value of £9,208,713 over the initial 3 year term and £15,347,855 if the full extension is adopted. All values provided are inclusive of any non-recoverable VAT.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

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

Optional 2 year extension (24 months)

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

Further details can be found in the tender documentation.

III.1.3) Technical and professional ability

List and brief description of selection criteria

Further details can be found in the tender documentation.

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

27 August 2024

Local time

12:00pm

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

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 12 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

27 August 2024

Local time

1:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

Bids must be successfully submitted by Bidders via the e-procurement portal and successfully received no later than the deadline specified (unless amendment to this date is communicated via the e-procurement system).

Contracts for each Lot will be awarded on the basis of the most advantageous tender, as further defined in Part C of the ITT.

Evaluation of Bids (including any subsequent clarifications) will be carried out in line with the evaluation methodology/scoring systems described in Part C of the ITT and in the SQ Bidder Guidance Annex.

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

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

Chippenham

Country

United Kingdom