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Tender

PRJ 1252 Lewisham High Intensity User Service

NHS South East London Integrated Care Board

F21: Social and other specific services – public contracts

Prior information notice with call for competition

Notice identifier: 2023/S 000-022982

Procurement identifier (OCID): ocds-h6vhtk-03edb6

Published 7 August 2023, 4:58pm

Section I: Contracting authority

I.1) Name and addresses

NHS South East London Integrated Care Board

1 60 Tooley Street London

London

SE1 2TZ

Contact

Ms Sara O'Donnell

Email

sara.o'donnell@nhs.net

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

<https://www.selondonics.org/icb>

Buyer's address

<https://www.selondonics.org/icb>

I.3) Communication

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

<https://procontract.due-north.com/Advert?advertId=e1004adf-7430-ee11-8124-005056b64545>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://procontract.due-north.com/Advert?advertId=e1004adf-7430-ee11-8124-005056b64545>

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

PRJ 1252 Lewisham High Intensity User Service

Reference number

DN679319

II.1.2) Main CPV code

- 85000000 - Health and social work services

II.1.3) Type of contract

Services

II.1.4) Short description

NHS SEL ICB wish to commission a HIU service to work with people to understand any underlying social or emotional reasons for increased health care contacts and to provide emotional/psychosocial support as opposed to a clinical or medical model with an aim to improve patients health and social well being whilst reducing demand on urgent and emergency care services.

Service Aims include:

Effectively manage, co-ordinate and signpost frequent attenders at A&E to local health, social and voluntary services to help support their identified needs.

- Reduce frequent attenders' activity on A&E department and calls made to London Ambulance Service (LAS).

- To explore the underlying reason for frequent attendances to A&E, appropriately signpost and make referrals to health and well-being agencies in primary care and the community that can support individual needs.
- To engage/reengage people with local community services.
- Effectively manage and co-ordinate the chaotic and demanding nature of the patient group through the use of multi-agency support and the voluntary sector
- To provide support to identified patients linking to end of life pathways

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

Lewisham

II.2.4) Description of the procurement

SEL ICB wish to commission a HIU service to work with people to understand any underlying social or emotional reasons for increased health care contacts and to

provide emotional/psychosocial support as opposed to a clinical or medical model with an aim to improve patients health and social well being whilst reducing demand on urgent and emergency care services.

Service Aims include:

Effectively manage, co-ordinate and signpost frequent attenders at A&E to local health, social and voluntary services to help support their identified needs.

- Reduce frequent attenders' activity on A&E department and calls made to London Ambulance Service (LAS).
- To explore the underlying reason for frequent attendances to A&E, appropriately signpost and make referrals to health and well-being agencies in primary care and the community that can support individual needs.
- To engage/reengage people with local community services.
- Effectively manage and co-ordinate the chaotic and demanding nature of the patient group through the use of multi-agency support and the voluntary sector
- To provide support to identified patients linking to end of life pathways

The estimated total contract value is £850,000.00. The Contract will be for 3 years with the possibility of an extension for a further 2 years at the discretion of the ICB. The service is expected to commence in April 2024.

Please refer to the service specification document for further information on the service.

Interested organisation must express an interest via Pro-contract e-tendering portal. Bidders needs to register on Pro-contract if they are not registered already. This can be done by

clicking the link below.

<https://procontract.due-north.com/Register>

Once registered, you can express an interest in this project and submit your bid via the e-tendering portal by clicking the following link to this specific project:

<https://procontract.due-north.com/Advert?advertId=e1004adf-7430-ee11-8124-005056b64545>

Please note that bids submitted by any other means will not be considered.

II.2.6) Estimated value

Value excluding VAT: £850,000

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

Duration in months

60

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

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 expressions of interest

Date

18 September 2023

Local time

12:00pm

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

English