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Tender

High Intensity User Service

NHS Kernow Clinical Commissioning Group

F02: Contract notice

Notice identifier: 2021/S 000-025075

Procurement identifier (OCID): ocds-h6vhtk-02e961

Published 7 October 2021, 3:38pm

Section I: Contracting authority

I.1) Name and addresses

NHS Kernow Clinical Commissioning Group

Room 210, 39 Penwinnick Road

St Austell

PL25 5DR

Email

KCCG.Contracts@nhs.net

Country

United Kingdom

NUTS code

UKK30 - Cornwall and Isles of Scilly

National registration number

11N

Internet address(es)

Main address

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

I.3) Communication

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

<https://uk.eu-supply.com/login.asp?B=NHSKERNOW>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://uk.eu-supply.com/login.asp?B=NHSKERNOW>

Tenders or requests to participate must be submitted to the above-mentioned address

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

High Intensity User Service

Reference number

1123

II.1.2) Main CPV code

- 85323000 - Community health services

II.1.3) Type of contract

Services

II.1.4) Short description

NHS Kernow Clinical Commissioning Group are looking to commission the following:

Effectively manage, support, coordinate, and signpost high intensity users (HIU) of the South Western Ambulance Service NHS Foundation Trust (SWASFT), the integrated urgent care service (IUCS), Royal Cornwall Hospitals NHS Trust and University Hospitals Plymouth NHS Trust, frequent emergency department attenders and admissions within the NHS Kernow Clinical Commissioning Group (NHS Kernow) footprint.

II.1.5) Estimated total value

Value excluding VAT: £394,008

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

- UKK30 - Cornwall and Isles of Scilly

II.2.4) Description of the procurement

NHS Kernow Clinical Commissioning Group are looking to commission the following:

Effectively manage, support, coordinate, and signpost high intensity users (HIU) of the South Western Ambulance Service NHS Foundation Trust (SWASFT), the integrated urgent care service (IUCS), Royal Cornwall Hospitals NHS Trust and University Hospitals Plymouth NHS Trust, frequent emergency department attenders and admissions within the NHS Kernow Clinical Commissioning Group (NHS Kernow) footprint.

Establish, utilise, and coordinate multi-agency and existing professional services to reduce 999 frequent callers, in line with the demand management modelling and trajectory as set out in the HIU workstream. This will be achieved through integration and co-ordination with community and acute trusts, through participation in multi-disciplinary teams and cross organisational working with the voluntary and community sector as appropriate.

Demonstrate an increased capacity and productivity in workload on unscheduled care services and the wider health economy resulting from fewer 999 calls (which otherwise would have attended emergency department and resulted in an admission).

Safely manage and coordinate the vulnerable and demanding nature of the user group using multi-agency support and the volunteer sector.

Provide fertile commissioning intelligence across all providers and, in doing so, lower the stigma associated with HIUs.

Coordinate a replicable service which can be integrated and managed over the long term across other providers.

II.2.5) Award criteria

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

II.2.6) Estimated value

Value excluding VAT: £394,008

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Start date

1 March 2022

End date

29 February 2024

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: No

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 III. Legal, economic, financial and technical information

III.2) Conditions related to the contract

III.2.2) Contract performance conditions

Potential Providers who progress to view the advert and accompanying tender documents (whether they decide to propose a solution or not), at that point are agreeing to keep all tender information confidential and will not copy, reproduce, distribute or pass the information to any other person at any time.

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: Yes

IV.2) Administrative information

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

11 November 2021

Local time

12:00pm

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

English

IV.2.7) Conditions for opening of tenders

Date

11 November 2021

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.4) Procedures for review

VI.4.1) Review body

CEDR

100 St Paul's Churchyard

London

EC4M 8BU

Country

United Kingdom