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Contract

NHS Devon - High Intensity Use Service to Torbay and South Devon NHS Foundation Trust

NHS Devon Integrated Care Board

F03: Contract award notice

Notice identifier: 2024/S 000-026537

Procurement identifier (OCID): ocids-h6vhtk-042da0

Published 20 August 2024, 4:05pm

Section I: Contracting authority

I.1) Name and addresses

NHS Devon Integrated Care Board

Aperture House, Rydon Lane

Exeter

EX2 5AZ

Email

d-icb.contracting@nhs.net

Country

United Kingdom

Region code

UKK4 - Devon

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

<https://onedevon.org.uk>

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

NHS Devon - High Intensity Use Service to Torbay and South Devon NHS Foundation Trust

II.1.2) Main CPV code

- 85312300 - Guidance and counselling services

II.1.3) Type of contract

Services

II.1.4) Short description

NHS Devon Integrated Care Board (NHS Devon) sought the provision of a High Intensity Use service in Torbay and South Devon.

The focus of the work includes identification, early intervention and effective management of patients frequently attending the Emergency Department at Torbay and South Devon NHS Foundation Trust.

This procurement has been carried out by NHS South, Central and West Commissioning

Support Unit (SCW) on behalf of the Commissioners.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £464,982

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKK42 - Torbay

Main site or place of performance

Torbay and South Devon NHS Foundation Trust

II.2.4) Description of the procurement

NHS Devon Integrated Care Board (NHS Devon) sought the provision of a High Intensity Use service in Torbay and South Devon. The focus of the work includes identification, early intervention and effective management of patients frequently attending the Emergency Department at Torbay and South Devon NHS Foundation Trust.

Core principles of the NHSE HIU model procured are that it is an assertive outreach service and does not punish people for being in crisis; instead, it provides a de-medicalised view of support and offers a personable, human touch. The key service principles are:

- Identify
- Personalise
- De-escalate
- Discharge
- Manage relapses.
- Quality of intervention

The HIU service offers a robust way of supporting people who make high intensity use of Torbay and South Devon NHS Foundation Trust (TSDFT) urgent and emergency care services.

II.2.5) Award criteria

Quality criterion - Name: Service Model / Weighting: 30

Quality criterion - Name: Patient safety, quality, and safeguarding / Weighting: 10

Quality criterion - Name: Performance and service continuity / Weighting: 10

Quality criterion - Name: Mobilisation / Weighting: 20

Quality criterion - Name: Workforce / Weighting: 20

Quality criterion - Name: Social Value / Weighting: 10

Price - Weighting: Pass/Fail

II.2.11) Information about options

Options: Yes

Description of options

The total contract value is £310,000 excluding extensions. At the end of the initial contract term the Commissioners will have an extension option for a further 12 month period which will be awarded at their discretion, giving a maximum possible contract value of £464,982 exclusive of VAT, over 3 years if the full contract term is fulfilled.

II.2.14) Additional information

The services are services falling within Schedule 3 to the Public Contracts Regulations 2015 ("the Regulations") which are not subject to the full regime of the Regulations, but are instead governed by the "Light Touch Regime" contained within Chapter 3, Section 7 of the Regulations (Regulations 74 to 77).

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.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-001496](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

1 August 2024

V.2.2) Information about tenders

Number of tenders received: 4

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

British Red Cross

The British Red Cross Society,

London

Country

United Kingdom

NUTS code

- UKI - London

Charity Commission (England and Wales)

220949

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Initial estimated total value of the contract/lot: £465,000

Total value of the contract/lot: £464,982

Section VI. Complementary information

VI.3) Additional information

The services are healthcare services falling within Schedule 3 to the Public Contracts Regulations 2015 ("the Regulations") which are not subject to the full regime of the Regulations, but are instead governed by the "Light Touch Regime" contained within Chapter 3, Section 7 of the Regulations (Regulations 74 to 77).

The tendering process has been conducted in accordance with the requirements and flexibilities provided by Articles 74 to 76 of the Directive, and Regulations 74 to 76 of the Regulations. The Authority ran a transparent tender process, treating all Bidders equally. For the avoidance of doubt, the Authority will not be bound by the Regulations or the Treaty on the Functioning of the European Union or any other regulations or legislation except for the specific parts or circumstances that apply to the procurement of these Services.

Bidders were notified of a contract award decision and the Contracting Authority voluntarily observed the award decision notices provisions and held a 10-day standstill period in accordance with the Public Contracts Regulations 2015 ('Regulations'). At the start of the voluntary standstill period, a Contract award notification letter was sent to each Bidder in accordance with Regulation 86 of the Regulations.

The Regulations provide that aggrieved parties are to take action in the High Court (England and Wales).

VI.4) Procedures for review

VI.4.1) Review body

High Court London

London

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

As described in VI.3 above.