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Tender

## **Crisis Houses & Safe Havens**

NHS Kent and Medway Integrated Care Board

F02: Contract notice

Notice identifier: 2023/S 000-027767

Procurement identifier (OCID): ocids-h6vhtk-04024b

Published 20 September 2023, 12:11pm

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

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

NHS Kent and Medway Integrated Care Board

2nd floor Gail House Lower Stone Street

Maidstone

ME15 6NB

#### **Contact**

William Clark

#### **Email**

[william.clark7@nhs.net](mailto:william.clark7@nhs.net)

#### **Country**

United Kingdom

#### **Region code**

UKJ41 - Medway

**Internet address(es)**

Main address

<https://www.kentandmedway.icb.nhs.uk/>

Buyer's address

<https://www.kentandmedway.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

Tenders or requests to participate must be submitted electronically via

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

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

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

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

**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**

Crisis Houses & Safe Havens

Reference number

C207113

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

- 85100000 - Health services

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

Services

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

NHS Kent and Medway Integrated Care Board are undertaking a procurement process and are inviting suitably qualified and experienced providers to bid for a Crisis Houses (Lot 1) and Safe Havens (Lot2) Service.

The anticipated contract duration will be for an initial period of 3 years with an option to extend for up to a further 2 years as required.

The service is a Schedule 3 Service and is being procured under the Light Touch Regime(LTR) of the Public Contract Regulations 2015.

#### **II.1.5) Estimated total value**

Value excluding VAT: £22,649,355

#### **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**

## Lot 1 Crisis Houses

Lot No

1

### **II.2.2) Additional CPV code(s)**

- 85100000 - Health services

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

NUTS codes

- UKJ4 - Kent

Main site or place of performance

Kent & Medway

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

This service is for the provision of a Crisis Houses service.

The objectives of this project are to commission two Adult Mental Health Crisis Houses in Kent and Medway. These crisis houses will be for when someone is experiencing a period of acute psychological distress, associated with a mental health problem (which may or may not have been given a formal diagnosis). The crisis may be a sudden deterioration of an existing mental health difficulty or they may be experiencing mental health difficulties for the first time. They need immediate treatment and/or care and/or support in order to prevent further deterioration in their mental or physical wellbeing and to help avoid hospital admission.

The rationale for the development of this service centres around how it can:

- 1) Provide positive outcomes for people in Psychological or Mental Health Crisis who require urgent and intensive support.
- 2) Provide an alternative to an Acute Psychiatric Inpatient Admission
- 3) Reduce impact on the wider Mental Health Urgent and Emergency Care services (Liaison Psychiatry, Rapid Response, Home Treatment, Section 136 Health Based Place of Safety, Inpatient Services)

Delivered by the VCSE a Crisis House is a service that offers short-term residential mental health crisis interventions and support for a duration of up to 7 days, for individuals who are experiencing mental health crisis. Analysis of local NHS Mental Health inpatient admissions evidences a cohort of inpatients whose needs could be met in a Crisis House

as an alternative to inpatient admission which will offer significant benefits to service users. Crisis Houses can prevent possible hospital admission and ensure only those who are acutely unwell or at very high risk of suicide are admitted to hospital. Crisis Houses are embedded within a number of ICSs, with a number of positive outcomes including high service user satisfaction and decreased reliance upon acute inpatient admission. Underpinning the philosophy of Crisis House provision is social inclusion and linking with the wider VCSE service provision.

#### **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: £4,000,000

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

Duration in months

60

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

#### **II.2.14) Additional information**

To access the eProcurement portal to access relevant documentation relating to this opportunity, please follow the instructions below:

1) Go to <https://health-family.force.com/s/Welcome> and click the link to register (if your

organisation has not registered previously)

2. Once registered, login to the system and look for "Quote/tender C207113 - Crisis Houses & Safe Havens - Kent & Medway"

## **II.2) Description**

### **II.2.1) Title**

Lot 2 Safe Havens

Lot No

2

### **II.2.2) Additional CPV code(s)**

- 85100000 - Health services

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

NUTS codes

- UKJ4 - Kent

Main site or place of performance

Kent & Medway

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

The service is for the provision of Safe Havens across Kent & Medway

The objective of this project is to commission 9 Safe Havens across K&M, 2 of which will be open 24/7 and co-located within a General Acute Hospital site. Individuals can stay up to 24hrs in the 2 co-located Safe Havens. This will enable 24/7 provision across the County. Psychiatric Liaison Mental Health Triage Nurses can redirect individuals attending Emergency Departments (ED) with primary mental health problems who do not require a physical health intervention.

The 7 community based safe havens will be open 7 days a week from 18.00 – 23.00 providing out of hours support for people in a self-defined crisis who are likely to have called 999 or 111 and been conveyed or directed to or self-presented at A&E for mental health assessment.

The service specification has developed as part of the Kent and Medway Provider Collaborative partnership with agencies and services across the Kent and Medway

System, including: -

- VCSE Organisations
- Acute Hospital Trusts, EKHUFT, MTW, DVH and MFT
- Mental Health Provider Trust
- Kent Police
- South East Coast Ambulance Services
- Placed Based Health Care Partnerships

The rationale for the development of this service centres around how it can:

- 1) Provide positive outcomes for people in Psychological or Mental Health distress who require urgent emotional support.
- 2) Provide an alternative to attending A&E
- 3) Reduce impact on the wider Mental Health Urgent and Emergency Care services (Liaison Psychiatry, Rapid Response, Home Treatment, Section 136 Health Based Place of Safety, Inpatient Services)
- 4) Reduce impact on 'Blue Light' services, specifically calls to 111 and 999 and ambulance conveyance

The service is in line with NHS England's Long-Term Plan and will involve the development of partnership agreements, Escalation Policies and procedures, service standards, Standard Operating Procedures and pathways to ensure that people experiencing urgent mental health needs in K&M can access a range of crisis alternatives and a safe place to receive a supportive offer in the community.

This service has been designed taking into account learning from Safe Haven Providers and Service Users across the Country, along with engagement of people with lived experience and professionals who have fed in their views to help shape this draft specification and emerging model.

The service will be resourced by a suitable experienced Provider who has demonstrated that they can meet the contract requirements and deliver good outcomes for local people. The service will be supported with clinical in reach from statutory services – this model will be co-produced by local partners to agree on what this looks like and reviewed on an on-going basis

#### **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: £18,649,355

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

Duration in months

60

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

#### **II.2.14) Additional information**

To access the eProcurement portal to access relevant documentation relating to this opportunity, please follow the instructions below:

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## **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

20 October 2023

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: 6 (from the date stated for receipt of tender)

#### **IV.2.7) Conditions for opening of tenders**

Date

20 October 2023

Local time

12:00pm

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

### **VI.3) Additional information**

To access the eProcurement portal to access relevant documentation relating to this opportunity, please follow the instructions below:

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### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

The High Court

The Strand

London

WC2A 2LL

Country

United Kingdom

Internet address

<https://www.judiciary.uk/courts-and-tribunals/high-court/>

#### **VI.4.2) Body responsible for mediation procedures**

The High Court

The Strand

London

WC2A 2LL

Country

United Kingdom

Internet address

<https://www.judiciary.uk/courts-and-tribunals/high-court/>