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Tender

PRJ-1139-NHS SEL ICB - Urgent Treatment Service and Out of Hours Home Visiting Service – for the Royal Borough of Greenwich

NHS South East London Integrated Care Board

F21: Social and other specific services – public contracts

Prior information notice with call for competition

Notice identifier: 2022/S 000-028477

Procurement identifier (OCID): ocids-h6vhtk-036618

Published 10 October 2022, 6:48pm

Section I: Contracting authority

I.1) Name and addresses

NHS South East London Integrated Care Board

160 Tooley Street London

London

SE1 2TZ

Contact

Mr Tim Odejobi

Email

t.odejobi@nhs.net

Country

United Kingdom

Region code

UKI6 - Outer London – South

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/ProjectManagement/ProjectDashboard?projectId=9c5361bc-c22d-ed11-8119-005056b64545>

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/Login>.

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-1139-NHS SEL ICB - Urgent Treatment Service and Out of Hours Home Visiting Service – for the Royal Borough of Greenwich

Reference number

DN631597

II.1.2) Main CPV code

- 85100000 - Health services

II.1.3) Type of contract

Services

II.1.4) Short description

South-East London Integrated Care Board (SEL ICB) wish to commission the following

- an Urgent Treatment Service (UTC) that includes an out-of-hours service
- a GP Out of Hours Home Visiting Service

The intention is to commission the two services in separate lots. The tenders may be submitted for one or for both services. Services will be commissioned under two contracts, unless the successful bidder is the same for both lots, whereby a single contract will be awarded combining both services.

Greenwich UTC – Lot 1

The borough of Greenwich has one UTC which is co-located within the Emergency Department (ED) at the Queen Elizabeth Hospital (QEH Woolwich). It will be open 24 hours a day seven days a week.

Out-of-Hours Home Visiting – Lot 2

The service will be expected to treat and care for people with an urgent care need in their own home, thereby reducing the number of ambulance call outs and reducing the need for hospital admission.

The provider will be expected to work closely with the NHS 111-CAS provider, who will be the source of referrals into the service.

This service will provide urgent home visits when GP surgeries are typically closed, from 6.30pm to 8am weekdays, all day at weekends and all day on Bank Holidays.

The ITT reference for this tender is PRJ1139. All completed bids must be submitted by 17.00 on Monday 21st November 2022.

Further information on the procurement can access via this web link:

<https://procontract.due-north.com/ProjectManagement/ProjectDashboard?projectId=9c5361bc-c22d-ed11-8119-005056b64545>

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

- UKI6 - Outer London – South

II.2.4) Description of the procurement

South-East London Integrated Care Board (SEL ICB) wish to commission the following

- an Urgent Treatment Service (UTC) that includes an out-of-hours service
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Greenwich UTC – Lot 1

The borough of Greenwich has one UTC which is co-located within the Emergency

Department (ED) at the Queen Elizabeth Hospital (QEH Woolwich). It will be open 24 hours a day seven days a week.

SEL ICB are looking for an urgent care provider who will be innovative in their ways of working to meet the increasing and changing demand for urgent care, as the population needs evolve over the lifetime of the contract, including peak demand periods such as during the winter months.

The overall vision for the UTC is that patients should expect the same standard of care & service delivery whatever the time of day and at whichever UTC location across the UK, in line with the National UTC Principles & Standards. The successful provider will be expected to comply with these principles by embedding internal protocols to maintain consistency in terms of staffing, service provision & operational processes.

The service will be GP-led but with a multi-disciplinary workforce. This workforce will work with system partners to ensure that patients are seen in the right place at the right time , according to their clinical and wellbeing needs.

The UTC provider will be expected to develop close working relationships with other providers within the Urgent and Emergency Care (UEC) system, as well as other local Greenwich stakeholders and patients' groups. As integration builds over the course of the contract, the UTC provider might be expected to join an NHS Alliance agreement with other interdependent services as well as develop an outcomes-based approach.

The scope of the UTC will include same day urgent primary care, minor illness, and minor injuries. There will be no restrictions on age groups for patients accessing UTC services.

Out-of-Hours Home Visiting – Lot 2

The service will be expected to treat and care for people with an urgent care need in their own home, thereby reducing the number of ambulance call outs and reducing the need for hospital admission.

The provider will be expected to work closely with the NHS 111-CAS provider, who will be the source of referrals into the service.

This service will provide urgent home visits when GP surgeries are typically closed, from 6.30pm to 8am weekdays, all day at weekends and all day on Bank Holidays.

Greenwich covers geographical areas with high deprivation and significant population diversity.

The provider will need to ensure its workforce are suitably skilled, have local knowledge regarding local services and are supported and adept to meet and manage these

challenges.

The successful bidder can phase the mobilisation of the services during circa February and July 2023 – but all services under the new contract must be operational by the 1st of July 2023.

The maximum contract term of 7 years (3yrs with optional extensions for further + 2yrs + 2yrs).

We anticipate that the maximum value over a 7-year contract period is (£40.6 Million) for the UTC, and for the OOH HV (£2.1Million).

The SEL ICB is seeking expressions of interest from suitably qualified and experienced healthcare providers who can provide demonstrable evidence of a record of accomplishment in delivering high quality and effective urgent treatment services and/or Out-of-Hours Home Visiting services, as set in the ITT documentation

Further Information

Any expenditure, work or effort undertaken prior to contract award is accordingly a matter solely for the commercial judgment of potential service providers. In such circumstances, and in any event, the ICB or its advisors shall not be liable for any costs or loss of expenses whatsoever incurred by the respondent and company, agent, subsidiary or organisation may have contributed to any response submitted to this notice.

The ITT reference for this tender is PRJ1139. All completed bids must be submitted by 17.00 on Monday 21st November 2022.

The Procurement process is facilitated entirely online via the stated e-procurement portal 'ProContract' (the Portal). Interested Bidders must access the ITT documentation via the link provided and submit an ITT response via the online questionnaires on the e-Tendering portal 'ProContract' before the submission deadline.

See the procurement documentation for more details. The ITT can be found at <https://procontract.due-north.com/Login>.

Further information on the procurement can access via this web link: <https://procontract.due-north.com/ProjectManagement/ProjectDashboard?projectId=9c5361bc-c22d-ed11-8119-005056b64545>

The services in the scope of this procurement 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 is instead governed by the "Light Touch Regime" contained within Chapter 3, Section 7 of the Regulations (Regulations 74 to 77).

SEL ICB will adopt the Open procedure as a template for this procurement. The tendering process will be conducted in accordance with the requirements and flexibilities provided by Regulations 74 to 76 of the Regulations. Neither the use of the Open Procedure as a template, nor the use of any language terms found in the Regulations, nor the description of the procedure voluntarily adopted by The Authority nor any other indication, shall be taken to mean that SEL ICB intends to hold itself bound by the Regulations, save those applicable to services coming within the scope of such as this.

This procurement process is being managed by Procurement and Contracting Hub (PCH), hosted by NEL ICB on behalf of the Authority. PCH is conducting this procurement exercise for an on behalf of the

Authority, with whom the successful Bidder will ultimately enter contract for the supply of Services.

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.2.1) Previous publication concerning this procedure

Notice number: [2022/S 000-024909](#)

IV.2.2) Time limit for receipt of expressions of interest

Date

21 November 2022

Local time

5:00pm

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

English