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Tender

Personal Health Budget (PHB) Support Services Directory

NHS North Central London Integrated Care Board

F21: Social and other specific services – public contracts

Contract notice

Notice identifier: 2023/S 000-029600

Procurement identifier (OCID): ocids-h6vhtk-0408c3

Published 6 October 2023, 5:01pm

Section I: Contracting authority

I.1) Name and addresses

NHS North Central London Integrated Care Board

Laycock PDC, Laycock Street

LONDON

N1 1TH

Contact

Ahsan Haji

Email

hub.queries@nhs.net

Country

United Kingdom

Region code

UKI - London

NHS Organisation Data Service

ECCG

Internet address(es)

Main address

<https://nclhealthandcare.org.uk/icb/north-central-london-integrated-care-board/>

Buyer's address

<https://nclhealthandcare.org.uk/icb/north-central-london-integrated-care-board/>

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=91fc9ed1-0027-ee11-8123-005056b64545>

Additional information can be obtained from the above-mentioned address

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

Personal Health Budget (PHB) Support Services Directory

Reference number

PRJ1124

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 North Central London (NCL) Integrated Care Board (ICB) is seeking to develop a Personal Health Budget (PHB) Support Services Directory. The directory will be made up of trusted and vetted PHB support service Providers, who have successfully submitted a bid to feature on it.

The services will help NCL ICB to deliver its statutory duty to offer people who have been assessed as eligible to receive a PHB. This is in line with the National Health Service (Direct Payment) Regulations 2013 and 2014 and 2019 amendments. Eligible people will be encouraged by the ICB to use the Directory to choose Providers to work with, to receive and manage their one-off and/or on-going PHB.

NCL ICB is responsible for allocating NHS budget and commissioning services. ICBs are a key change in the Health and Care Act and have replaced Clinical Commissioning Groups 'CCGs'. These changes came into effect on 1 July 2022.

More information about NCL ICB can be found using the following link.

<https://nclhealthandcare.org.uk/icb/north-central-london-integrated-care-board/>

NCL ICB is a member of the NCL Integrated Care System (ICS). The ICS are partnerships of health and care organisations that come together to plan and deliver joined up services, and

to improve the health of people who live and work in the area which includes primary and secondary services, this is mandated by the NHS Long Term Plan .

NCL ICB has the ambition to achieve the outcomes set out by the NHSE national team for individuals with PHB. The outcomes are summarised below as:

- Individuals will have greater choice, control, and preference over which Provider to commission to work with to achieve health and wellbeing outcomes.
- Increase the proportion of people receiving a Direct Payment to 30-40%.
- A greater range of Providers delivering PHB Support Services.
- Have several Providers who can serve all ages and service groups.
- Develop the local economy and opportunities for smaller community and voluntary organisations to deliver PHB Support Services.
- Make it easier for service users to navigate PHB Support Service Providers to organise care and support.
- Case Managers will no longer need to complete complex Personalised Care and Support Planning (involving unusual ICB requests and employing Personal Assistants) with individuals.
- Support and upskill local people with Lived Experience and ICB service users to influence and shape ICB personalised care delivery and commissioning.
- Provides an opportunity for specialist Providers who can support families to think creatively about children and young people's budgets.
- Individuals feel empowered about taking responsibility for their care and needs rather than powerless in the face of a complex care system.

II.1.5) Estimated total value

Value excluding VAT: £5,961,600

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

Personalised Care and Support Planning and Brokerage Services. Lot 2 - Money Management Services

Lot No

1

II.2.2) Additional CPV code(s)

- 79000000 - Business services: law, marketing, consulting, recruitment, printing and security
- 80000000 - Education and training services
- 85000000 - Health and social work services

II.2.3) Place of performance

NUTS codes

- UKI - London

Main site or place of performance

NHS North Central London

II.2.4) Description of the procurement

Successful Providers who deliver Personalised Care and Support Planning and Brokerage Services are expected to work with the individual to co-develop a comprehensive, easy to use Personalised Care and Support Plan. This will ensure

that the person is in control of their day-to-day care and support in the community and can manage unplanned events and emergencies because of contingency planning. This approach is intended to ensure that an individual can sustain having a

Direct Payment/Third Party Budget long-term. This service will be for individuals who require one-off support.

The Personalised Care and Support Plan should focus on what matters to the individual and how they will use their strength-based resources and community assets along with their PHB money to achieve their health and wellbeing outcomes.

The user experience of working with Providers who deliver Personalised Care and Support Planning and Brokerage Services should be positive and empowering. Managing care and support independently in the community can be a daunting

experience for many individuals, children, young people, parents and carers. For this reason, the ICB is keen to attract Providers who demonstrate equality and flexibility in

their practice and approach, to respond to PHB Holder's needs, being mindful to those who have limited English language speaking, reading and maths literacy skills. The ICB wants to work with Providers who will respect the individual's preference

through positive risk assessments and Shared Decision Making practice. It is expected that Providers in this area will have a proven track record of working with individuals to receive a PHB and helping them to design their Personalised Care

and Support Plan. They will also be expected to organise, coordinate, and broker care and support services to meet the individual's health outcomes and can evidence this during the procurement exercise.

Providers should be innovative, creative and support the individual to think broadly about their care and support needs, budget, and how goods and services will be

used and paid for. Providers are encouraged to use third party advocates, audio, videos, and pictures where necessary to support the care and support planning process and PHB Holder's understanding. Providers should also be aware of the

NHS PHB, Personalisation and Shared Decision Making agendas.

II.2.6) Estimated value

Value excluding VAT: £2,649,600

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

Duration in months

48

II.2) Description

II.2.1) Title

Money Management Services

Lot No

2

II.2.2) Additional CPV code(s)

- 79000000 - Business services: law, marketing, consulting, recruitment, printing and security
- 80000000 - Education and training services
- 85000000 - Health and social work services

II.2.3) Place of performance

NUTS codes

- UKI - London

II.2.4) Description of the procurement

Successful Providers who deliver the Money Management Services will be expected to work with individuals who require one-off and/or on-going support. The Money Management Services are intended to help ensure that people remain in control of their finances to pay for their planned and unplanned care and support costs, enabling them to they can sustain their Direct Payment/Third Party Budget long-term. The ICB does not wish to exclusively commission Money Management Services IT

software or related infrastructure.

The individual's Personalised Care and Support Plan will be made available to the Providers of the Money Management Services. This will focus on what is important to the individual and how their Direct Payment/Third Party Budget has been worked out, to pay for each element of care and support, and employer liabilities where applicable.

The individual's experience of working Providers of the Money Management Services should be positive and empowering. Managing money can be a daunting experience

for many individuals, children, young people, parents, and carers. For this reason, the ICB is keen to attract Providers who demonstrate equality and flexibility in their practice and

approach to respond to PHB Holders' needs, being mindful to those who

have limited English language speaking, reading and math literacy skills. The ICB wants to work with Providers who will respect the individual's preference through Shared Decision Making practice.

It is expected that Providers in this area will have a proven track record of working with individuals to manage their PHB Direct Payment/Third Party Budget. They should be innovative, creative, and support the individual to think broadly about their budget and how and when goods and services are paid for. Providers are

encouraged to use third party advocates, audio, videos, and pictures where necessary to support their service delivery process and individual's understanding.

Providers should also be aware of the NHS PHB, Personalisation and Shared Decision Making agendas.

II.2.6) Estimated value

Value excluding VAT: £1,104,000

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

Duration in months

48

II.2) Description

II.2.1) Title

PHB Support Services

Lot No

3

II.2.2) Additional CPV code(s)

- 79000000 - Business services: law, marketing, consulting, recruitment, printing and security
- 80000000 - Education and training services

- 85000000 - Health and social work services

II.2.3) Place of performance

NUTS codes

- UKI - London

II.2.4) Description of the procurement

The ICB will support its eligible individuals to take-up a Direct Payment to achieve their health and wellbeing outcomes, and to develop the necessary confidence, skills, and knowledge to sustain it long-term. For this to happen, the ICB needs to have

Providers who can deliver a range of PHB Support Services for individuals who might require one-off and/or on-going support. The range of PHB Support Services are detailed below:

- Training Service for PHB Employers and Personal Assistants (one-off support).
- Advocacy Services (one-off support).
- Recruitment Support Services for PHB Employers (one-off support).
- Third Party Service with On-going Management Support (on-going support).
- Brokerage Support, Information and Guidance (one-off support).
- Employer Insurance Services (on-going support).

The Providers will support the ICB to build capacity, address gaps in the PHB delivery model, and support existing and new ICB PHB Holders to manage their PHBs and care and support needs and delivery. The ICB needs to attract Providers who demonstrate equality and flexibility in their practice and approach to respond to

PHB Holders' needs, being mindful to those who have limited English language speaking, reading and maths literacy skills. The ICB will work with Providers who will respect the individual's preferred preference through positive risk assessment and Shared Decision Making practice.

It is expected that Providers in this area, will have a proven track record of working with individuals to achieve good outcomes and can evidence this. They should be innovative, creative, and broadly support the individual's care and support needs,

using third party advocates, audio, videos, and pictures where necessary to support the

service delivery process and PHB Holder's understanding. Providers should also be aware of the NHS PHB, Personalisation and Shared Decision Making agendas.

II.2.6) Estimated value

Value excluding VAT: £2,208,000

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

Duration in months

48

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.4) Objective rules and criteria for participation

List and brief description of rules and criteria

This procurement will be divided into the following Lots:

- Lot 1 - Personalised Care and Support Planning and Brokerage Services.
- Lot 2 - Money Management Services.
- Lot 3 - PHB Support Services.

Within Lot 3, the range of PHB Support Services are divided further into sub Lots, as follows:

- (3.A) Service for PHB Employers and Personal Assistants.
- (3.B) Advocacy Services.
- (3.C) Recruitment Support Services for PHB Employers.
- (3.D) Third Party Service with On-going Management Support.
- (3.E) Brokerage Support, Information and Guidance.
- (3.F) Employer Insurance Services.

A Bidder can bid for any number of Lots and/or sub Lots in any combination.

e.g. Providers interested in Lot 3, can choose to bid for as many sub-Lot services from the above options as they want. This can be one, two, three .. or all of them.

The Authority intends to reopen the Directory to any new Bidders at some point next year.

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 tenders or requests to participate

Date

6 November 2023

Local time

1:00pm

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

English

Section VI. Complementary information

VI.3) Additional information

Annual 4 year value

Lot 1 662400 2649600

Lot 2 276000 1104000

Lot 3 552000 2208000

Total 1490400 5961600