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Tender

Framework Agreement for Live-in Care (All-Ages), Complex Care (All-Ages) and Trusted Assessors for Spot Therapy and Clinical Psychology Provision (SEND) for NHS Devon Integrated Care Board

NHS DEVON INTEGRATED CARE BOARD

F02: Contract notice

Notice identifier: 2025/S 000-029662

Procurement identifier (OCID): ocds-h6vhtk-052bec

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Section I: Contracting authority

I.1) Name and addresses

NHS DEVON INTEGRATED CARE BOARD

Aperture House, Pynes Hill, Rydon Lane,

Exeter

EX25AZ

Email

scwcsu.scwprocurement.devon@nhs.net

Country

United Kingdom

Region code

UKK43 - Devon CC

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

<https://onedevon.org.uk/>

I.3) Communication

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

<https://atamis-1928.my.site.com/s/Welcome>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://atamis-1928.my.site.com/s/Welcome>

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

Framework Agreement for Live-in Care (All-Ages), Complex Care (All-Ages) and Trusted Assessors for Spot Therapy and Clinical Psychology Provision (SEND) for NHS Devon Integrated Care Board

Reference number

WA17661 / C357658

II.1.2) Main CPV code

- 85100000 - Health services

II.1.3) Type of contract

Services

II.1.4) Short description

NHS Devon Integrated Care Board (the Commissioner) is seeking to establish a Framework Agreement and appoint suitable providers who have the capability and capacity to deliver the following services:

LOT 1 - Live-in Care at Home for All-Ages

LOT 2 - Complex Care for All-Ages

LOT 3 - Trusted Assessors for Spot Therapy and Clinical Psychology Provision (SEND)

The geography covered is that of NHS Devon ICB.

4) The duration of the framework agreement is for a period of 4 years commencing on 1st December 2025.

5) The combined maximum value of the Framework Agreement is £61,297,064 for the 4-year period

LOT 1 - Live-in Care at Home for All-Ages - £2,757,224

LOT 2 - Complex Care for All-Ages - £56,091,840

LOT 3 - Trusted Assessors for Spot Therapy and Clinical Psychology Provision (SEND) - £2,448,000

This exercise is being carried out by NHS South, Central and West Commissioning Support Unit (SCW) on behalf of the Commissioner.

II.1.5) Estimated total value

Value excluding VAT: £61,297,064

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

Live-in Care at Home for All-Ages

Lot No

1

II.2.2) Additional CPV code(s)

- 85312500 - Rehabilitation services
- 85323000 - Community health services

II.2.3) Place of performance

NUTS codes

- UKK4 - Devon

II.2.4) Description of the procurement

NHS Devon (the Commissioner) is responsible for the direct contracting of support for those Individuals eligible for health funding to support an assessed health and social care need. This includes support for those Individuals who are in receipt of Continuing Healthcare funding, s.117 aftercare arrangements and a range of other local funding streams to support rehabilitation, specialist support and interventions, intermediate care, step down services and discharge to assess provision.

Commissioners offer of a range of service delivery models to enable Individuals to remain supported, living within their own homes. Therefore, Commissioners need to contract with Provider to deliver high quality personal care for Individuals receiving Health funding.

The Commissioners want to secure personalised, high-quality care and support, delivered when and where the Individual needs it and in a way that works for them. Their Care Plan should be designed with them and be outcome-focused, should enhance what they can

do for themselves and should foster independence.

The Commissioners recognise the challenges associated with supplying services to people with varying levels of complexity and intensity of care needs and in a large geographic county that includes hard to reach parts of Devon. We want to work with Providers who understand those challenges and are focused on ensuring that future service arrangements address this issue. Moreover, Quality Assurance must underpin all service provision.

The value for Lot 1 - Live-in Care at Home for All-Ages is £2,757,224 for the 4-year period.

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: £2,757,224

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

Duration in months

48

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) Description

II.2.1) Title

Complex Care for All-Ages

Lot No

2

II.2.2) Additional CPV code(s)

- 85312500 - Rehabilitation services
- 85323000 - Community health services

II.2.3) Place of performance

NUTS codes

- UKK4 - Devon

II.2.4) Description of the procurement

1. Adults

NHS Devon ICB commissioning team are responsible for the direct contracting of support for those Individuals eligible for health funding to support an assessed health and social care need. This includes support for those Individuals who are in receipt of Continuing Healthcare funding, S17 MHA leave funding, S117 MHA, aftercare funding, Transition funding and a range of other local funding streams to support rehabilitation, specialist support and interventions, intermediate care, step down services and discharge to assess provision.

As part of the Commissioned Care offer of a range of service delivery models to enable Individuals to remain supported living within their own homes the Commissioner needs to commission Providers to deliver high quality personal care to Individuals with complex health care needs. These Individuals require a registered nurse to undertake a clinical lead role and provide clinical oversight and management of the package of support. This may include the direct provision of registered nursing staff to deliver care, or care delivered by highly competent non-registered health care staff.

The most important consideration for people and carers is to have a core care team or an Individual Personal Assistant who is respectful, kind, honest and treats the person with dignity and respect. The Personal Assistant or core care team work with the person and their families (as appropriate) to enable their choices and maximise their independence as far as able. They also contribute to the person-centred Care Plan to ensure the care plan meets need.

It is key that commissioned care is personalised, high quality care and support, delivered when and where the person needs it and in a way that works for them. Their Care Plan should be designed with the person in mind and be outcome focused. It should enhance

what the Individual can do for themselves and should foster independence.

It is recognised that commissioned care has challenges associated with supplying services to people with varying levels of complexity and intensity of care needs, both in a complex health context and in a large geographic county, that includes hard to reach parts of Devon. NHS Devon ICB want to work with providers who understand these challenges and are focused on ensuring that future service arrangements futureproof these ongoing issues. Moreover, quality assurance must underpin all service provision.

2. Children and Young People

The Commissioner is responsible for the direct contracting of support for children and young people (0-18-year-old) eligible for health funding to support assessed health and eligible social care need. This includes support for those individuals who are in receipt of Children's Continuing care funding, s.117 aftercare arrangements, rapid response to EoL care, and a range of other local funding streams to support rehabilitation, specialist support and interventions, intermediate care, and step-down services as well as on an exceptional basis (e.g., recommendations from an NHS health professional where needs cannot be met by universally commissioned service) and are considered on an individual basis.

To enable children and young people to receive person centred care whilst living at home the Commissioner has a need to commission Providers to deliver high quality personal care to support the child, family, and carers.

These children and young people with complex health care needs require a paediatric nurse, or registered nurse with relevant up to date paediatric experience to undertake a clinical lead role and provide clinical oversight and management of the package of support, with the care delivered by highly competent non-registered health care staff but may require the direct provision of registered nursing staff to deliver care.

Caring for children with complex needs in a community setting is an area of specialised work focussed on the services and professionals that offer nursing / care support and interventions to children who have very different physiological and psychological needs to adults. Commissioners recognise that community children's services are fundamental to improving urgent care, through minimising unplanned hospital admissions and reducing the number of days that children and young people spend in hospital.

It's important to Children, Young People and Parents/Carers to have consistent care team, who treat them with kindness, dignity, and respect, and who arrive when expected; that they are involved in deciding the nature of their Provider Care Plan, that they know who to talk to if something is going wrong and that any concerns are quickly addressed.

The Commissioners want to secure personalised, high-quality care and support, delivered

when and where the child or young person needs it and in a way that works for them. Their Care Plan should be designed with them and be outcome-focused, enhancing what they can do for themselves and should foster independence wherever possible.

The value for Lot 2 - Complex Care for All-Ages is £56,091,840 for the 4-year period.

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: £56,091,840

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

Duration in months

48

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) Description

II.2.1) Title

Trusted Assessors for Spot Therapy and Clinical Psychology Provision (SEND)

Lot No

3

II.2.2) Additional CPV code(s)

- 85312500 - Rehabilitation services
- 85323000 - Community health services

II.2.3) Place of performance

NUTS codes

- UKK4 - Devon

II.2.4) Description of the procurement

NHS Devon Integrated Care Board (ICB) has a statutory duty to commission Speech and Language Therapy (SaLT), Occupational Therapy (OT), Physiotherapy (PT) and Clinical Psychology for Children and Young People (CYP) who are eligible, for whom they are responsible.

A "spot purchase" may need to be arranged to ensure statutory assessment and provision is provided to CYP from Devon, Plymouth and Torbay, for whom Devon ICB is the responsible commissioner when attending education settings both in and outside of the county (this may include home visits for those who are home educated).

The aim of the Service is to establish and meet the therapy need(s) and psychological needs of eligible children and young people by delivering timely evidenced-based, needs-led assessment and health interventions.

The objectives of the service are to:

Provide clinical assessment of children and young people's therapy needs and clinical psychology needs to inform the Education, Health & Care Needs Assessment (EHCNA), this may require a review of a previous assessment, and recommendations completed. It is anticipated that any recommendations forming part of an assessment show an appreciation of, and alignment with, local systems and interventions, noting that any intervention separate to assessment, which falls outside of the Devon system's graduated response will need to be separately considered and additionally commissioned.

Information gathered and reported needs to be in a format that can transfer and input to the SEND / Education Health and Care Plan (EHCP) process and required documentation.

Deliver timely therapy provision as detailed within children and young people's EHCPs,

Contribute to the EHCP Annual Review process by providing timely clinical advice and feedback on outcomes from interventions.

Demonstrate progress and outcomes of therapeutic/ psychology interventions which are goal based and time limited.

Support appropriate discharge from provision in line with children and young people's health needs. This might include end of intervention programme or transfer of care to an NHS commissioned provider.

The value for Lot 3 - Trusted Assessors for Spot Therapy and Clinical Psychology Provision (SEND) is £2,448,000 for the 4-year period

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: £2,448,000

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

Duration in months

48

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

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.5) Information about reserved contract

The contract is reserved to sheltered workshops and economic operators aiming at the social and professional integration of disabled or disadvantaged persons

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

1 July 2025

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

1 July 2025

Local time

1:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

Interested providers will be able to view this opportunity via the live opportunities list on the 'Health Family' e-procurement system, Atamis. Click on 'View our Live Opportunities' from the home page, available on the following link: <https://health-family.force.com/s/Welcome>.

Once you have found the opportunity (via the search function, using the title - Devon- Live-in Care (AA), Complex Care (AA) and Trusted Assessor (CYP) Framework , or reference number - C357658), to gain full access to the bid documentation (including questionnaires), you will need to click on 'Register interest' - this will take you to the log-in page.

If you are not already registered on the system, you will need to do so before gaining full access to the documentation and be able to submit a bid.

It is the Commissioners intention to hold a virtual Market Clarification Event on Thursday 12th June at 13:00, with all parties who have registered their interest. An invitation to this event is provided in the Invitation to Tender documentation.

This is a Provider Selection Regime (PSR) Contract Notice. The awarding of this contract is subject to the Health Care Services (Provider Selection Regime) Regulations 2023. For the avoidance of doubt, the provisions of the Public Contracts Regulations 2015 do not apply to this award.

The established Framework Agreement is for the use of NHS Devon Integrated Care Board and its successor, Torbay and South Devon NHS Foundation Trust, Devon Partnership NHS Trust, Devon County Council and Livewell Southwest.

VI.4) Procedures for review

VI.4.1) Review body

NHS Devon Integrated Care Board

Exeter

Country

United Kingdom