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Tender

## **NHS North West London Integrated Care Board - Provision of Wheelchair Services**

NHS North West London Integrated Care Board

F02: Contract notice

Notice identifier: 2023/S 000-030203

Procurement identifier (OCID): ocds-h6vhtk-040ba3

Published 13 October 2023, 10:25am

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

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

NHS North West London Integrated Care Board

15 Marylebone Rd,

London

NW1 5JD

#### **Contact**

Healthcare Team

#### **Email**

[clcht.nwlicsps-sourcing@nhs.net](mailto:clcht.nwlicsps-sourcing@nhs.net)

#### **Telephone**

+44 2088692956

**Country**

United Kingdom

**Region code**

UKI32 - Westminster

**Internet address(es)**

Main address

<https://www.nwlondonics.nhs.uk>

Buyer's address

<https://www.nwlondonics.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**

Other type

NHS North West London Integrated Care Board

## **I.5) Main activity**

Health

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

NHS North West London Integrated Care Board - Provision of Wheelchair Services

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

- 85100000 - Health services

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

Services

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

NHS North West London Integrated Care Board - Provision of Wheelchair Services

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

Value excluding VAT: £41,000,000

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.2) Description**

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

- 75200000 - Provision of services to the community

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

NUTS codes

- UKI32 - Westminster

Main site or place of performance

NWL Wheelchair Service will set out provisions for residents in the boroughs of Hillingdon, Harrow, Kensington & Chelsea, Westminster, Hammersmith and Fulham, Ealing and Brent.

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

NHS North West London Integrated Care Board (the "Authority") is issuing this invitation to tender ("ITT") in connection with the competitive procurement for the provision of Community Integrated Wheelchair Services as defined in the specification

The ICB envisages that the service will provide an integrated care model for wheelchair users, this is to ensure those with complex, long term conditions, are able to access the right wheelchair, quickly, and with appropriate information and support. The full service will cover:

- Assessment, prescription and supply of powered and manual wheelchairs and associated postural seating accessories (WCS)
- Rehabilitation Engineering facilities (RE)
- Service and Maintenance Packages (AR)

Locally defined Service vision

‘To commission an outstanding wheelchair service that is committed to delivering high quality, safe, efficient and effective integrated care to the communities we serve’.

The following set of guiding principles describe what a future-state service that delivers the vision statement would look like. These core principles outline a blueprint for wheelchair services and are summarised below:

- Wheelchair services will be designed around the specific needs of the users
- Access into wheelchair services is through a single point of contact with users being seen by the right people, at the right time and in the right place and receive the right equipment
- The wheelchair service workforce will be used effectively and flexibly to deliver safe, efficient and cost effective care
- Users are fully engaged in their treatment in a way that enables them to take responsibility for their own care whenever possible.
- The service will offer a holistic approach to avoid any unnecessary appointments for the User
- The service will promote a culture of self-help and safe handover.
- Information and communication systems will be used effectively to ensure relevant information on a user's care is available where and when it is needed for users and clinicians.
- Variation in core processes will be reduced in order to improve clinical and service quality

- Core support processes and services will be aligned to deliver care in ways which minimise avoidable delays and non-value adding activities.
- Clinical teams will be fully engaged in the management of the service and will use clear metrics to measure service delivery and improvement.
- Care will be delivered in appropriate environments that are accessible, comfortable and respect individual privacy.
- Advice should be readily available to stakeholders to avoid the need for unnecessary referral.
- Demand will have been identified, including anticipated growth and unmet need
- Wheelchairs services will be aligned to whole systems integrated care, intermediate care and planned care community provision

The above service vision is closely aligned to the Wheelchair Charter produced by the Wheelchair Leadership Alliance in July 2015. It also reflects feedback from service users who have contributed to the service re-design process.

The service will be expected to be delivered in line with the recommendations of CECOPS CIC, the independent standards body for disability equipment and wheelchair services. The Authority hereby invites suitably qualified service providers to submit their tender proposal.

### **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: £41,000,000

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

Start date

1 April 2024

End date

31 March 2031

This contract is subject to renewal

Yes

Description of renewals

Retender of services

### **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

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## **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.1.3) Technical and professional ability**

Selection criteria as stated in the procurement documents

### **III.2) Conditions related to the contract**

#### **III.2.3) Information about staff responsible for the performance of the contract**

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

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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: No

## **IV.2) Administrative information**

### **IV.2.2) Time limit for receipt of tenders or requests to participate**

Date

6 November 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

6 November 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.4) Procedures for review**

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

Central London Community Healthcare NHS Trust

Ground Floor, 15 Marylebone Road

London

NW1 5JD

Country

United Kingdom

Internet address

<https://www.clch.nhs.uk>

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

NHS North West London Integrated Care Board

15 Marylebone Rd,

London

NW1 5JD

Country

United Kingdom

Internet address

<https://www.nwlondonics.nhs.uk>