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Contract

C298925- Provision of Crisis House in Redbridge (Most Suitable Provider Process)

North East London NHS Foundation Trust

F03: Contract award notice

Notice identifier: 2024/S 000-031346

Procurement identifier (OCID): ocids-h6vhtk-04a48e

Published 1 October 2024, 12:59pm

Section I: Contracting authority

I.1) Name and addresses

North East London NHS Foundation Trust

THE WEST WING,CEME CENTRE, MARSH WAY

RAINHAM

RM138GQ

Contact

NELFT Procurement

Email

Procurement@nelft.nhs.uk

Country

United Kingdom

Region code

UKI52 - Barking & Dagenham and Havering

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

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

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

C298925- Provision of Crisis House in Redbridge (Most Suitable Provider Process)

Reference number

C298925

II.1.2) Main CPV code

- 85323000 - Community health services

II.1.3) Type of contract

Services

II.1.4) Short description

This is a notice to inform the market of the intention to commission a contract for a Crisis House in the Redbridge area via the Most Suitable Provider Process under the Provider

Selection Regime.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £2,642,302

II.2) Description

II.2.2) Additional CPV code(s)

- 79430000 - Crisis management services
- 85323000 - Community health services

II.2.3) Place of performance

NUTS codes

- UKI53 - Redbridge and Waltham Forest

Main site or place of performance

London Borough of Redbridge

II.2.4) Description of the procurement

The Health Care Services (Provider Selection Regime) Regulations 2023, Paragraph 10 - The

Most Suitable Provider Process is being used to commission this service. This notice will be

live for fourteen (14) days from the date of publication.

This is a notice to inform the market of the intention to commission a contract for a Crisis

House in the London Borough of Redbridge.

Crisis Houses offer an alternative to hospital for users of service to remain in a communitybased setting with 24/7 mental health support, where they are at the centre of their own

high-quality, rights-based care as citizens within their local community. Currently there are no such mental health crisis alternatives in Outer North East London.

NELFT proposes to commission a Crisis House within the London Borough of Redbridge.

Redbridge has a population of 306,000 and residents from an Asian background (52%) are

the largest ethnic group, followed by White British (23%). Residents with Bangladeshi and

Pakistani background also experience some of the worst health outcomes across the

borough. 12% of the Redbridge population is income deprived, which is lower than the

national average (12.9%). In Redbridge the levels of deprivation are concentrated in specific

areas. The South and Northeast of the borough have the highest rates of deprivation and the

highest levels are around Ilford. It also has a much higher rate of homelessness than the

other NELFT boroughs, which is of particular importance to the new service as those

affected can be up to 15 times more likely to suffer from Severe Mental Illness (SMI)

(Redbridge JSNA 2021).

The recent stakeholder engagement undertaken by PPL on behalf of NELFT in December

2023 identified key features of a service to support people in mental health crisis. One of the

comments from that engagement specifically stated:

"There is a need for a respite spot - somewhere where someone can be away from their family environment and does not necessarily need an inpatient admission but needs a place

to go and decompress and prevent things escalating to a place they do need an admission."

This brief crisis intervention will seek to reduce the need for acute, inpatient admission; support the private sector bed exit plan and contribute to the Trust's ambition of zero out of area placements. The Crisis House will be a collaboration between NELFT Redbridge community and crisis services and the Provider.

The key elements of the Crisis House are that it be voluntary sector delivered using a traumainformed, autism-informed and equity-focused approach; includes peer support in the interventions and links with the person's support network, local community assets and other key partner agencies. People accessing the Crisis House will be experiencing a period of mental health crisis and will access the service to be and feel safe. People will be able to take part in a choice of therapeutic support while in the Crisis House that will help towards crisis resolution. Redbridge mental health services from NELFT will provide clinical input to the service.

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The Provider will supply suitable accommodation in the London borough of Redbridge, which will accommodate between seven and nine users of service.

Each user of service will have a furnished bedroom and will also have access to private toilet and bathing facilities and kitchen and dining provision.

Users of service admitted will be allocated to their designated room with the Provider logging and tracking this information for reporting during their stay. Upon the completion of

their stay, the Provider will be expected to clean and prepare the room within shortest period

possible to ensure there is a sufficient turnaround with rooms for future users of service. The

coproduced House Charter will inform users of service the consequences where intentional

damage has been caused. It will not be the responsibility of NELFT to pay for any repair work.

The property shall be secure for all members of staff and users of service within the building

with effective security & emergency measures in place; this shall include but is not limited to

the following:

- fire alarms & fitted detection systems within the property
- emergency lighting
- fire extinguishers
- fire doors
- gas and electricity compliance
- appropriate insurance.

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: Yes

Description of options

Option to extend the contract for two further 12 month periods.

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Award of a contract without prior publication of a call for competition in the cases listed below

- The procurement falls outside the scope of application of the regulations

Explanation:

This is a Provider Selection Regime (PSR) intention to award 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 publication of this notice marks the start of the standstill period. Representations by providers must be made to decision makers by 14.10.2024. This contract has not yet formally been awarded; this notice serves as an intention to award under the PSR'.

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

1 October 2024

V.2.2) Information about tenders

Number of tenders received: 1

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Look ahead

London

N7 9BG

Country

United Kingdom

NUTS code

- UKI53 - Redbridge and Waltham Forest

Companies House

IP21004R

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Initial estimated total value of the contract/lot: £2,642,302

Total value of the contract/lot: £2,642,302

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

North East London NHS Foundation Trust

Ceme Centre, West Wing

Rainham

Rm13 8gq

Country

United Kingdom