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Tender

## **PRJ1327 Lewisham High Intensity User Service**

NHS South East London ICB

F21: Social and other specific services – public contracts

Prior information notice with call for competition

Notice identifier: 2023/S 000-031447

Procurement identifier (OCID): ocids-h6vhtk-040ec8

Published 25 October 2023, 11:42am

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

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

NHS South East London ICB

160 Tooley Street

London

SE1 2TZ

#### **Contact**

Mr Kieran Paterson

#### **Email**

[kieran.james-paterson@nhs.net](mailto:kieran.james-paterson@nhs.net)

#### **Country**

United Kingdom

#### **Region code**

UK - United Kingdom

**Internet address(es)**

Main address

<https://www.selondonics.org/icb>

Buyer's address

<https://londoncommercialhub.nhs.uk/>

**I.2) Information about joint procurement**

The contract is awarded by a central purchasing body

**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=81a80ead-e06c-ee11-8124-005056b64545>

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/Advert?advertId=81a80ead-e06c-ee11-8124-005056b64545>

**I.4) Type of the contracting authority**

Body governed by public law

**I.5) Main activity**

Health

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## **Section II: Object**

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

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

PRJ1327 Lewisham High Intensity User Service

Reference number

DN695095

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

- 85000000 - Health and social work services

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

Services

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

SEL ICB wish to commission a HIU service to work with people to understand any underlying social or emotional reasons for increased health care contacts and to provide emotional/psychosocial support as opposed to a clinical or medical model with an aim to improve patients health and social well being whilst reducing demand on urgent and emergency care services.

Service Aims include:

- Effectively manage, co-ordinate and signpost frequent attenders at A&E to local health, social and voluntary services to help support their identified needs.
- Reduce frequent attenders' activity on A&E department and calls made to London Ambulance Service (LAS).
- To explore the underlying reason for frequent attendances to A&E, appropriately signpost and make referrals to health and well-being agencies in primary care and the community that can support individual needs.
- To engage/reengage people with local community services.
- Effectively manage and co-ordinate the chaotic and demanding nature of the patient group through the use of multi-agency support and the voluntary sector.

- To provide support to identified patients linking to end of life pathways where appropriate.

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

This contract is divided into lots: No

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

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

- 85000000 - Health and social work services

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

NUTS codes

- UK - United Kingdom

Main site or place of performance

Lewisham, London, UK

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

SEL ICB wish to commission a HIU service to work with people to understand any underlying social or emotional reasons for increased health care contacts and to provide emotional/psychosocial support as opposed to a clinical or medical model with an aim to improve patients health and social well being whilst reducing demand on urgent and emergency care services.

Service Aims include:

- Effectively manage, co-ordinate and signpost frequent attenders at A&E to local health, social and voluntary services to help support their identified needs.
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- To explore the underlying reason for frequent attendances to A&E, appropriately signpost and make referrals to health and well-being agencies in primary care and the community that can support individual needs.
- To engage/reengage people with local community services.
- Effectively manage and co-ordinate the chaotic and demanding nature of the patient

group through the use of multi-agency support and the voluntary sector

- To provide support to identified patients linking to end of life pathways where appropriate.

#### **II.2.6) Estimated value**

Value excluding VAT: £850,000

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

Duration in months

57

#### **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 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 expressions of interest**

Date

6 December 2023

Local time

12:00pm

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

English