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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): ocds-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

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

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:

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- 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

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