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Contract

High Intensity User Service

NHS Kernow Clinical Commissioning Group

F03: Contract award notice

Notice identifier: 2021/S 000-032202

Procurement identifier (OCID): ocds-h6vhtk-02e961

Published 23 December 2021, 12:06pm

Section I: Contracting authority

I.1) Name and addresses

NHS Kernow Clinical Commissioning Group

Room 210, 39 Penwinnick Road

St Austell

PL25 5DR

Email

KCCG.Contracts@nhs.net

Country

United Kingdom

NUTS code

UKK30 - Cornwall and Isles of Scilly

National registration number

11N

Internet address(es)

Main address

<https://www.kernowccg.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

High Intensity User Service

Reference number

1123

II.1.2) Main CPV code

- 85323000 - Community health services

II.1.3) Type of contract

Services

II.1.4) Short description

NHS Kernow Clinical Commissioning Group are looking to commission the following:

Effectively manage, support, coordinate, and signpost high intensity users (HIU) of the South Western Ambulance Service NHS Foundation Trust (SWASFT), the integrated urgent care service (IUCS), Royal Cornwall Hospitals NHS Trust and University Hospitals Plymouth NHS Trust, frequent emergency department attenders and admissions within

the NHS Kernow Clinical Commissioning Group (NHS Kernow) footprint.

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: £394,008

II.2) Description

II.2.2) Additional CPV code(s)

- 85100000 - Health services

II.2.3) Place of performance

NUTS codes

- UKK30 - Cornwall and Isles of Scilly

II.2.4) Description of the procurement

NHS Kernow Clinical Commissioning Group are looking to commission the following:

Effectively manage, support, coordinate, and signpost high intensity users (HIU) of the South Western Ambulance Service NHS Foundation Trust (SWASFT), the integrated urgent care service (IUCS), Royal Cornwall Hospitals NHS Trust and University Hospitals Plymouth NHS Trust, frequent emergency department attenders and admissions within the NHS Kernow Clinical Commissioning Group (NHS Kernow) footprint.

Establish, utilise, and coordinate multi-agency and existing professional services to reduce 999 frequent callers, in line with the demand management modelling and trajectory as set out in the HIU workstream. This will be achieved through integration and co-ordination with community and acute trusts, through participation in multi-disciplinary teams and cross organisational working with the voluntary and community sector as appropriate.

Demonstrate an increased capacity and productivity in workload on unscheduled care services and the wider health economy resulting from fewer 999 calls (which otherwise would have attended emergency department and resulted in an admission).

Safely manage and coordinate the vulnerable and demanding nature of the user group using multi-agency support and the volunteer sector.

Provide fertile commissioning intelligence across all providers and, in doing so, lower the stigma associated with HIUs.

Coordinate a replicable service which can be integrated and managed over the long term across other providers.

II.2.5) Award criteria

Quality criterion - Name: Service Delivery Model / Weighting: 38

Quality criterion - Name: Workforce / Weighting: 8

Quality criterion - Name: Service Governance / Weighting: 10

Quality criterion - Name: IM&T / Weighting: 8

Quality criterion - Name: Contract Management, Mobilisation and Implementation / Weighting: 16

Cost criterion - Name: Finance / Weighting: 20

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

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.2.1) Previous publication concerning this procedure

Notice number: [2021/S 000-025075](#)

Section V. Award of contract

Contract No

1

Title

High Intensity User Service

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

23 December 2021

V.2.2) Information about tenders

Number of tenders received: 1

Number of tenders received from SMEs: 0

Number of tenders received from tenderers from other EU Member States: 1

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 1

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

V.2.3) Name and address of the contractor

Volunteer Cornwall

Volunteer Cornwall, Acorn House

TRURO

TR1 2XN

Email

andyb@volunteercornwall.org.uk

Country

United Kingdom

NUTS code

- UKK30 - Cornwall and Isles of Scilly

National registration number

3562830

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: £394,008

Total value of the contract/lot: £394,008

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

CEDR

100 St Paul's Churchyard

London

EC4M 8BU

Country

United Kingdom