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Contract

NHS England South East - Diabetic Eye Screening Programmes (DESP) across the South East

NHS England

F03: Contract award notice

Notice identifier: 2024/S 000-032257

Procurement identifier (OCID): ocids-h6vhtk-042d4e

Published 8 October 2024, 2:20pm

Section I: Contracting authority

I.1) Name and addresses

NHS England

Wellington House, 133-135 Waterloo Road

London

SE18UG

Email

scwcsu.procurement@nhs.net

Country

United Kingdom

Region code

UKI - London

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

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

Buyer's address

<https://health-family.force.com/s/Welcome>

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

NHS England South East - Diabetic Eye Screening Programmes (DESP) across the South East

Reference number

C253273

II.1.2) Main CPV code

- 85100000 - Health services

II.1.3) Type of contract

Services

II.1.4) Short description

NHS England South East (NHSE) sought to commission a Provider(s) which had the

capability and capacity to deliver Diabetic Eye Screening Programmes (DESP) across the South East region, in line with the specified requirements.

The procurement was divided into 5 lots within the South East as follows:

Lot 1: Kent and Medway (ICB footprint)

Lot 2: Surrey Heartlands (ICB footprint)

Lot 3: Hampshire and IOW (ICB footprint)

Lot 4: Berkshire (Local Authority) and Frimley (ICB footprint)

Lot 5: Oxfordshire and Buckinghamshire (Local Authority footprint)

Providers were able to bid for one or all Lots.

Contracts are for a term of 5 years, with the option to extend for up to a further 3 years. Services are planned to commence from 1st April 2025.

The eligible population includes patients over the age of 12 diagnosed with diabetes and registered with, or eligible to be registered with a GP, as well as individuals within prisons, secure units, and the armed forces.

The aim of the Diabetic Eye Screening Programme is to reduce the risk of sight loss amongst people with diabetes by the prompt identification and effective treatment, if necessary, of sight-threatening diabetic retinopathy.

This should be achieved by delivering an evidence-based service that:

- focuses on improving uptake, reducing inequalities, and improving outcomes
- is accessible across all service elements
- is engaging, and integrated, working effectively with service users and stakeholders to ensure seamless and high-quality care
- is safe, effective, and high quality, with robust processes along the pathway
- embed a culture of quality, improvement, and learning
- is well-led, managed, and staffed

There are three key elements of service delivery, namely:

- routine digital screening - from 2025 and 2026, all eligible patients are to be managed on 12- or 24-month intervals
- digital surveillance where more frequent screening of those individuals who may be at increased risk of developing diabetic retinopathy but have not reached the threshold to be referred into the Hospital Eye Services (HES), as required
- slit lamp bio-microscopy (SLB) for those individuals where normal photography is inappropriate (e.g., those having cataracts)

Optical Coherence Tomography (OCT) will be introduced into the programme across England in line with national guidance.

The total contract values for the 5 year initial term were advertised as follows:

Lot 1: Kent and Medway - £17,755,303

Lot 2: Surrey Heartlands - £8,084,825

Lot 3: Hampshire and IOW - £16,695,800

Lot 4: Berkshire and Frimley - £11,311,121

Lot 5: Oxfordshire and Buckinghamshire - £9,927,015

This notice serves as an intention to award a contract under the competitive process of the Provider Selection Regime (PSR).

This procurement has been carried out by NHS South, Central and West Commissioning Support Unit (SCW) on behalf of the Commissioners.

II.1.6) Information about lots

This contract is divided into lots: Yes

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

Value excluding VAT: £63,774,064

II.2) Description

II.2.1) Title

Kent and Medway

Lot No

1

II.2.2) Additional CPV code(s)

- 85100000 - Health services

II.2.3) Place of performance

NUTS codes

- UKJ4 - Kent

II.2.4) Description of the procurement

NHS England South East (NHSE) sought to commission a Provider(s) which have the capability and capacity to deliver Diabetic Eye Screening Programmes (DESP) across the South East region, in line with the specified requirements.

Lot 1 covers Kent and Medway and has an eligible population of around 124,000 people.

The eligible population includes patients over the age of 12 diagnosed with diabetes and registered with, or eligible to be registered with a GP, as well as individuals within prisons, secure units, and the armed forces.

The aim of the Diabetic Eye Screening Programme is to reduce the risk of sight loss amongst people with diabetes by the prompt identification and effective treatment, if necessary, of sight-threatening diabetic retinopathy.

This will be achieved by delivering an evidence-based service that:

- Identifies the eligible population and ensured effective delivery with maximum coverage
- Is safe, effective, high quality, externally and independently monitored, and quality assured
- Leads to earlier detection, appropriate referral, effective treatment, and improved outcomes
- Is delivered and supported by suitably trained, competent, and qualified clinical and non-clinical staff who, where relevant, participated in recognised ongoing continuing medical education (CME), continuous professional development (CPD), and quality assurance (QA) schemes

- Has audit embedded in the service
- Works effectively with other stakeholders to ensure the care pathway was smooth and efficient.

There are three key elements of service delivery, namely:

- Routine digital screening - from 2025 and 2026, all eligible patients are managed on 12- or 24-month intervals for routine diabetic eye screening.
- Digital surveillance, where more frequent screening of those individuals who may be at increased risk of developing diabetic retinopathy but have not reached the threshold to be referred into the Hospital Eye Services (HES), as required.
- Slit lamp bio-microscopy (SLB) for those individuals where normal photography are inappropriate (e.g., those having cataracts).

The Contract is planned to commence on 1st April 2025, for an initial term of 5 years, with the option to extend for a further 3 years.

II.2.5) Award criteria

Quality criterion - Name: Quality and Innovation / Weighting: 38.00%

Quality criterion - Name: Integration, Collaboration and Service Sustainability / Weighting: 19.00%

Quality criterion - Name: Improving access and facilitating choice / Weighting: 15.00%

Quality criterion - Name: Social Value / Weighting: 13.00%

Quality criterion - Name: Staffing and Mobilisation / Weighting: 10.00%

Quality criterion - Name: Value / Weighting: 5.00%

Cost criterion - Name: Financial Model Template (FMT) / Weighting: Pass/ Fail

II.2.11) Information about options

Options: Yes

Description of options

The Contract can be extended for up to a further 3 years.

II.2) Description

II.2.1) Title

Surrey Heartlands

Lot No

2

II.2.2) Additional CPV code(s)

- 85100000 - Health services

II.2.3) Place of performance

NUTS codes

- UKJ2 - Surrey, East and West Sussex

II.2.4) Description of the procurement

NHS England South East (NHSE SE) sought to commission a Provider(s) which have the capability and capacity to deliver Diabetic Eye Screening Programmes (DESP) across the South East region, in line with the specified requirements.

Lot 2 covers Surrey Heartlands and has an eligible population of around 56,000 people.

The eligible population includes patients over the age of 12 diagnosed with diabetes and registered with, or eligible to be registered with a GP, as well as individuals within prisons, secure units, and the armed forces.

The aim of the Diabetic Eye Screening Programme is to reduce the risk of sight loss amongst people with diabetes by the prompt identification and effective treatment, if necessary, of sight-threatening diabetic retinopathy.

This will be achieved by delivering an evidence-based service that:

- Identifies the eligible population and ensured effective delivery with maximum coverage
- Is safe, effective, high quality, externally and independently monitored, and quality assured
- Leads to earlier detection, appropriate referral, effective treatment, and improved outcomes

- Is delivered and supported by suitably trained, competent, and qualified clinical and non-clinical staff who, where relevant, participated in recognised ongoing continuing medical education (CME), continuous professional development (CPD), and quality assurance (QA) schemes
- Has audit embedded in the service
- Works effectively with other stakeholders to ensure the care pathway was smooth and efficient.

There are three key elements of service delivery, namely:

- Routine digital screening - from 2025 and 2026, all eligible patients are managed on 12- or 24-month intervals for routine diabetic eye screening.
- Digital surveillance, where more frequent screening of those individuals who may be at increased risk of developing diabetic retinopathy but have not reached the threshold to be referred into the Hospital Eye Services (HES), as required.
- Slit lamp bio-microscopy (SLB) for those individuals where normal photography are inappropriate (e.g., those having cataracts).

The Contract is planned to commence on 1st April 2025, for an initial term of 5 years, with the option to extend for a further 3 years.

II.2.5) Award criteria

Quality criterion - Name: Quality and Innovation / Weighting: 38.00%

Quality criterion - Name: Integration, Collaboration and Service Sustainability / Weighting: 19.00%

Quality criterion - Name: Improving access and facilitating choice / Weighting: 15.00%

Quality criterion - Name: Social Value / Weighting: 13.00%

Quality criterion - Name: Staffing and Mobilisation / Weighting: 10.00%

Quality criterion - Name: Finance / Weighting: 5.00%

Cost criterion - Name: FMT / Weighting: Pass/ Fail

II.2.11) Information about options

Options: Yes

Description of options

The Contract can be extended for up to a further 3 years.

II.2) Description

II.2.1) Title

Hampshire and Isle of Wight

Lot No

3

II.2.2) Additional CPV code(s)

- 85100000 - Health services

II.2.3) Place of performance

NUTS codes

- UKJ3 - Hampshire and Isle of Wight

II.2.4) Description of the procurement

NHS England South East (NHSE) sought to commission a Provider(s) which have the capability and capacity to deliver Diabetic Eye Screening Programmes (DESP) across the South East region, in line with the specified requirements.

Lot 3 covers the Hampshire and Isle of Wight ICB area and has an eligible population of around 117,000 people.

The eligible population includes patients over the age of 12 diagnosed with diabetes and registered with, or eligible to be registered with a GP, as well as individuals within prisons, secure units, and the armed forces.

The aim of the Diabetic Eye Screening Programme is to reduce the risk of sight loss amongst people with diabetes by the prompt identification and effective treatment, if necessary, of sight-threatening diabetic retinopathy.

This will be achieved by delivering an evidence-based service that:

- Identifies the eligible population and ensured effective delivery with maximum coverage
- Is safe, effective, high quality, externally and independently monitored, and quality assured
- Leads to earlier detection, appropriate referral, effective treatment, and improved outcomes
- Is delivered and supported by suitably trained, competent, and qualified clinical and non-clinical staff who, where relevant, participated in recognised ongoing continuing medical education (CME), continuous professional development (CPD), and quality assurance (QA) schemes
- Has audit embedded in the service
- Works effectively with other stakeholders to ensure the care pathway was smooth and efficient.

There are three key elements of service delivery, namely:

- Routine digital screening - from 2025 and 2026, all eligible patients are managed on 12- or 24-month intervals for routine diabetic eye screening.
- Digital surveillance, where more frequent screening of those individuals who may be at increased risk of developing diabetic retinopathy but have not reached the threshold to be referred into the Hospital Eye Services (HES), as required.
- Slit lamp bio-microscopy (SLB) for those individuals where normal photography are inappropriate (e.g., those having cataracts).

The Contract is planned to commence on 1st April 2025, for an initial term of 5 years, with the option to extend for a further 3 years.

II.2.5) Award criteria

Quality criterion - Name: Quality and Innovation / Weighting: 38.00%

Quality criterion - Name: Integration, Collaboration and Service Sustainability / Weighting: 19.00%

Quality criterion - Name: Improving access and facilitating choice / Weighting: 15.00%

Quality criterion - Name: Social Value / Weighting: 13.00%

Quality criterion - Name: Staffing and Mobilisation / Weighting: 10.00%

Quality criterion - Name: Value / Weighting: 5.00%

Cost criterion - Name: Financial Model Template (FMT) / Weighting: Pass/ Fail

II.2.11) Information about options

Options: Yes

Description of options

The Contract can be extended for up to a further 3 years.

II.2) Description

II.2.1) Title

Berkshire & Frimley

Lot No

4

II.2.2) Additional CPV code(s)

- 85100000 - Health services

II.2.3) Place of performance

NUTS codes

- UKJ4 - Kent

II.2.4) Description of the procurement

NHS England South East (NHSE) sought to commission a Provider(s) which have the capability and capacity to deliver Diabetic Eye Screening Programmes (DESP) across the South East region, in line with the specified requirements.

Lot 4 covers all of Berkshire and the Frimley ICB area and has an eligible population of around 79,000.

The eligible population includes patients over the age of 12 diagnosed with diabetes and registered with, or eligible to be registered with a GP, as well as individuals within prisons, secure units, and the armed forces.

The aim of the Diabetic Eye Screening Programme is to reduce the risk of sight loss amongst people with diabetes by the prompt identification and effective treatment, if necessary, of sight-threatening diabetic retinopathy.

This will be achieved by delivering an evidence-based service that:

- Identifies the eligible population and ensured effective delivery with maximum coverage
- Is safe, effective, high quality, externally and independently monitored, and quality assured
- Leads to earlier detection, appropriate referral, effective treatment, and improved outcomes
- Is delivered and supported by suitably trained, competent, and qualified clinical and non-clinical staff who, where relevant, participated in recognised ongoing continuing medical education (CME), continuous professional development (CPD), and quality assurance (QA) schemes
- Has audit embedded in the service
- Works effectively with other stakeholders to ensure the care pathway was smooth and efficient.

There are three key elements of service delivery, namely:

- Routine digital screening - from 2025 and 2026, all eligible patients are managed on 12- or 24-month intervals for routine diabetic eye screening.
- Digital surveillance, where more frequent screening of those individuals who may be at increased risk of developing diabetic retinopathy but have not reached the threshold to be referred into the Hospital Eye Services (HES), as required.
- Slit lamp bio-microscopy (SLB) for those individuals where normal photography are inappropriate (e.g., those having cataracts).

The Contract is planned to commence on 1st April 2025, for an initial term of 5 years, with the option to extend for a further 3 years.

II.2.5) Award criteria

Quality criterion - Name: Quality and Innovation / Weighting: 38.00%

Quality criterion - Name: Integration, Collaboration and Service Sustainability / Weighting:

19.00%

Quality criterion - Name: Improving access and facilitating choice / Weighting: 15.00%

Quality criterion - Name: Social Value / Weighting: 13.00%

Quality criterion - Name: Staffing and Mobilisation / Weighting: 10.00%

Quality criterion - Name: Value / Weighting: 5.00%

Cost criterion - Name: Financial Model Template (FMT) / Weighting: Pass/ Fail

II.2.11) Information about options

Options: Yes

Description of options

The Contract can be extended for up to a further 3 years.

II.2) Description

II.2.1) Title

Oxfordshire and Buckinghamshire

Lot No

5

II.2.2) Additional CPV code(s)

- 85100000 - Health services

II.2.3) Place of performance

NUTS codes

- UKJ1 - Berkshire, Buckinghamshire and Oxfordshire

II.2.4) Description of the procurement

NHS England South East (NHSE) sought to commission a Provider(s) which have the capability and capacity to deliver Diabetic Eye Screening Programmes (DESP) across the South East region, in line with the specified requirements.

Lot 5 covers the whole of Buckinghamshire and Oxfordshire and has an eligible population of around 69,000 people.

The eligible population includes patients over the age of 12 diagnosed with diabetes and registered with, or eligible to be registered with a GP, as well as individuals within prisons, secure units, and the armed forces.

The aim of the Diabetic Eye Screening Programme is to reduce the risk of sight loss amongst people with diabetes by the prompt identification and effective treatment, if necessary, of sight-threatening diabetic retinopathy.

This will be achieved by delivering an evidence-based service that:

- Identifies the eligible population and ensured effective delivery with maximum coverage
- Is safe, effective, high quality, externally and independently monitored, and quality assured
- Leads to earlier detection, appropriate referral, effective treatment, and improved outcomes
- Is delivered and supported by suitably trained, competent, and qualified clinical and non-clinical staff who, where relevant, participated in recognised ongoing continuing medical education (CME), continuous professional development (CPD), and quality assurance (QA) schemes
- Has audit embedded in the service
- Works effectively with other stakeholders to ensure the care pathway was smooth and efficient.

There are three key elements of service delivery, namely:

- Routine digital screening - from 2025 and 2026, all eligible patients are managed on 12- or 24-month intervals for routine diabetic eye screening.
- Digital surveillance, where more frequent screening of those individuals who may be at increased risk of developing diabetic retinopathy but have not reached the threshold to be referred into the Hospital Eye Services (HES), as required.
- Slit lamp bio-microscopy (SLB) for those individuals where normal photography are inappropriate (e.g., those having cataracts).

The Contract is planned to commence on 1st April 2025, for an initial term of 5 years, with

the option to extend for a further 3 years.

II.2.5) Award criteria

Quality criterion - Name: Quality and Innovation / Weighting: 38.00%

Quality criterion - Name: Integration, Collaboration and Service Sustainability / Weighting: 19.00%

Quality criterion - Name: Improving access and facilitating choice / Weighting: 15.00%

Quality criterion - Name: Social Value / Weighting: 13.00%

Quality criterion - Name: Staffing and Mobilisation / Weighting: 10.00%

Quality criterion - Name: Value / Weighting: 5.00%

Cost criterion - Name: Financial Model Template (FMT) / Weighting: Pass/ Fail

II.2.11) Information about options

Options: Yes

Description of options

The contract can be extended for up to a further 3 years.

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: [2024/S 000-012101](#)

Section V. Award of contract

Contract No

1

Lot No

1

Title

Kent and Medway

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

23 September 2024

V.2.2) Information about tenders

Number of tenders received: 3

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

V.2.3) Name and address of the contractor

InHealth Intelligence Limited

Beechwood Hall Kingsmead Road

High Wycombe

HP11 1JL

Country

United Kingdom

NUTS code

- UKJ1 - Berkshire, Buckinghamshire and Oxfordshire

Companies House

03257228

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: £17,755,303

Total value of the contract/lot: £16,815,307

Section V. Award of contract

Contract No

2

Lot No

2

Title

Surrey Heartlands

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

23 September 2024

V.2.2) Information about tenders

Number of tenders received: 3

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

V.2.3) Name and address of the contractor

InHealth Intelligence Limited

Beechwood Hall, Kingsmead Road

High Wycombe

HP11 1JL

Country

United Kingdom

NUTS code

- UKJ1 - Berkshire, Buckinghamshire and Oxfordshire

Companies House

03257228

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: £8,084,825

Total value of the contract/lot: £7,656,783

Section V. Award of contract

Contract No

3

Lot No

3

Title

Hampshire and Isle of Wight

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

23 September 2024

V.2.2) Information about tenders

Number of tenders received: 3

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

V.2.3) Name and address of the contractor

InHealth Intelligence Limited

Beechwood Hall. Kingsmead Road

High Wycombe

HP11 1JL

Country

United Kingdom

NUTS code

- UKJ1 - Berkshire, Buckinghamshire and Oxfordshire

Companies House

03257228

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: £16,695,800

Total value of the contract/lot: £15,811,901

Section V. Award of contract

Contract No

4

Lot No

4

Title

Berkshire

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

23 September 2024

V.2.2) Information about tenders

Number of tenders received: 3

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

V.2.3) Name and address of the contractor

InHealth Intelligence Limited

Beechwood Hall, Kingsmead Road

High Wycombe

HP11 1JL

Country

United Kingdom

NUTS code

- UKJ1 - Berkshire, Buckinghamshire and Oxfordshire

Companies House

03257228

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: £11,311,121

Total value of the contract/lot: £10,712,264

Section V. Award of contract

Contract No

5

Lot No

5

Title

Oxfordshire and Buckinghamshire

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

23 September 2024

V.2.2) Information about tenders

Number of tenders received: 3

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

V.2.3) Name and address of the contractor

InHealth Intelligence Limited

Beechwood Hall, Kingsmead Road

High Wycombe

HP11 1JL

Country

United Kingdom

NUTS code

- UKJ1 - Berkshire, Buckinghamshire and Oxfordshire

Companies House

03257228

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: £9,927,015

Total value of the contract/lot: £9,401,519

Section VI. Complementary information

VI.3) Additional information

The decision to award this contract in line with the Competitive Process was based on evaluation against the basic selection criteria (in the form of a Selection Questionnaire), which was assessed on a pass/fail basis, the PSR 5 key criteria, plus staffing and mobilisation, which were assessed on a 0-4 scale, with the below weightings.

Several tender questions were asked under each of the key criteria.

- Quality and Innovation: 38%
- Value: 5%
- Integration, Collaboration and Service Sustainability: 19%
- Improving Access, Reducing Health Inequalities, and Facilitating Choice: 15%
- Social Value: 13%
- Staffing and mobilisation: 10%

The provider(s) selected for award have been chosen as they passed the basic selection criteria and were the highest scoring bidder overall, against the key criteria.

After conducting a thorough Competitive Process, taking into account the key criteria and applying the basic selection criteria, NHS England South East is content that the provider's bids sufficiently met the key criteria and thus can proceed to contract award under the Health Care Services (Provider Selection Regime) Regulations 2023.

The evaluation panel consisted of representatives from NHS England South East, including Commissioning, Screening & Immunisations, Finance, Human Resources, and Nursing & Quality.

Award decisions have been recommended by the Head of Public Health Commissioning for Hampshire & Thames Valley (NHSE SE), and the Senior Public Health Commissioning Manager (NHSE SE).

Award decisions have been made by key members of the South East Regional Executive Team (SERET), namely, the South East Regional Director (also Chair) and the Regional Director of Commissioning for the South East.

There were two potential declarations of conflict of interest made via the conflict of interest process and recorded accordingly; these were not decision makers. Conflicts were appropriately managed, with one personnel being removed from the process. The other conflict recorded, upon review, was not deemed as an actual (or perceived conflict).

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 the relevant authority by midnight Monday 21st October. This contract has not yet formally been awarded; this notice serves as an intention to award a contract under the competitive process of the PSR.

This procurement has been carried out by NHS South, Central and West Commissioning Support Unit (SCW) on behalf of the Commissioners.

Written representations should be sent to scwcsu.procurement@nhs.net

VI.4) Procedures for review

VI.4.1) Review body

NHS England

London

Country

United Kingdom