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Contract

East Surrey Adult Community Services

NHS Surrey Heartlands Integrated Care Board

F03: Contract award notice

Notice identifier: 2025/S 000-032359

Procurement identifier (OCID): ocds-h6vhtk-0548ba

Published 13 June 2025, 3:31pm

Section I: Contracting authority

I.1) Name and addresses

NHS Surrey Heartlands Integrated Care Board

Block C, 1st Floor, Dukes Court, Duke Street

Woking

GU21 5BH

Contact

Robert Kitt

Email

robert.kitt1@nhs.net

Telephone

+44 7823534547

Country

United Kingdom

Region code

UKJ2 - Surrey, East and West Sussex

NHS Organisation Data Service

QXU

Internet address(es)

Main address

www.surreyheartlands.org/

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

East Surrey Adult Community Services

II.1.2) Main CPV code

- 85323000 - Community health services

II.1.3) Type of contract

Services

II.1.4) Short description

NHS Adult Community Services are healthcare and support services provided in local communities to adults (typically aged 18 and over), aiming to help them manage long-term conditions, recover from illness or injury, avoid unnecessary hospital admissions, and maintain independence in their own homes or community settings.

Community services are a vital part of the health and care system, providing accessible, person-centred support to help individuals stay well and self sufficient.

The East Surrey Adult Community Services contract bridges primary, secondary, and social care, offering preventative, rehabilitative, and long-term support to patients. The service delivers a coordinated, multidisciplinary model via an integrated neighbourhood team, place based and specialist services model across 28 different service offerings.

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: £40,921,424

II.2) Description

II.2.2) Additional CPV code(s)

- 85323000 - Community health services

II.2.3) Place of performance

NUTS codes

- UKJ2 - Surrey, East and West Sussex

II.2.4) Description of the procurement

This notice details the intention to award a contract under the Provider Selection Regime (PSR) 2023 - Direct Award Process C.

The East Surrey Community Services contract plays a vital role within the Surrey Heartlands Health and care system, providing accessible, person-centred support that helps individuals stay well and independent in their own homes and communities. The contract provides for a neighbourhood teams' approach to service delivery reflecting Surrey Heartlands ICB's commitment to providing services in convenient personalised settings, wherever possible away from an Acute Hospital environment.

The service bridges primary, secondary, and social care, offering preventative, rehabilitative, and long-term support to patients. The service delivers a coordinated, multidisciplinary approach to care via a tiered delivery model providing the 28 services.

The Awarding Authority intends to award a contract to an existing provider following direct award process C for an 18 month term from 1st October 2025 - 31st March 2027. The value of the contract is £40,921,424, over the term inclusive of potential extension options.

This contract is being awarded under Direct Award Process C of the Provider Selection Regime (PSR) 2023 for the following reasons:

- the relevant authority is not required to follow direct award processes A or B
- the term of the existing contract is due to expire, and the relevant authority is proposing a new contract to replace that existing contract at the end of its term
- the proposed contracting arrangements are not changing considerably from the existing contract
- the relevant authority is of the view that the existing provider is satisfying the existing contract to a sufficient standard, according to the detail outlined in the contract, and also taking into account the key criteria and applying the basic selection criteria
- the relevant authority is of the view that the existing provider will likely satisfy the proposed contract to a sufficient standard taking into account the key criteria and applying the basic selection criteria

- the procurement is not to conclude a framework agreement or to award a contract based on a framework agreement.

The service evaluation was reviewed against the 5 key criteria and weighted accordingly:

Quality and Innovation 30%

Improving access, reducing health inequalities, and facilitating choice 25%

Integration, Collaboration & Service Sustainability 20%

Value 15%

Social Value 10%

This notice is a Provider Selection Regime (PSR) intention to award notice. The award 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 midnight of the 26th June 2025. This contract has not yet formally been awarded; this notice serves as an intention to award under the PSR.

Written representations should be sent to syheartlandsicb.contractsadmin@nhs.net

II.2.5) Award criteria

Quality criterion - Name: The existing provider is satisfying the original contract and will likely satisfy the proposed contract to a sufficient standard / Weighting: 100

Price - Weighting: 0

II.2.11) Information about options

Options: Yes

Description of options

Extension is feasible twice for up to 12 months on each occasion.

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 procurement falls under the Provider Selection Regime 2023 Direct Award Process C.

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

The procurement is covered by the Government Procurement Agreement: No

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

13 June 2025

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

First Community Health and Care CIC

Caterham Dene Hospital Church Road

Caterham

CR3 5RA

Country

United Kingdom

NUTS code

- UKJ2 - Surrey, East and West Sussex

Companies House

07711859

The contractor is an SME

No

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

Total value of the contract/lot: £40,921,424

Section VI. Complementary information

VI.3) Additional information

This contract has not yet formally been awarded; this notice serves as an intention to award under the PSR.

Decision maker: The award decision-makers were members of the following forums:

- Commissioning, Contracting and Commercial Committee
- Executive Team

(NHS Surrey Heartlands ICB).

No conflicts of interest were declared.

The service evaluation was reviewed against the 5 key criteria and weighted as follows:

Quality and Innovation 30% - Quality is foundational in providing healthcare services and the whole model of integrated neighbourhood teams, in a community environment and for a vulnerable cohort of people, demonstrates innovation in the delivery of joined

healthcare. Strong quality metrics, safety initiatives, clinical governance, and continual assessment and improvement ensures high quality standards and patient care, alongside a commitment to agile change and innovation as required. Quality is highly valued for this service alongside innovation to the degree that other Key Criteria are reduced in significance, particularly as poor care and an inability to adapt leads to poor outcomes.

Improving access, reducing health inequalities, and facilitating choice 25% - Ensuring services reach all patient populations and are accessible by them, especially vulnerable groups, is critical to NHS principles and the services under delivery. Addressing inequalities, providing wrap around care and supporting people holistically is the essence of this service and the model in which it operates, preventing gaps in the delivery of care and missed opportunities for preventative initiatives across diverse communities. Choice can be expressed and accommodated by the nature of the care coordination approach offered.

Integration, Collaboration & Service Sustainability 20% - Effective collaboration enhances service efficiency, ensures seamless patient care interactions and prevents duplication of efforts. The multi-agency coordination and workforce integration offered is a key tenet of the service, strengthening the overall healthcare system in East Surrey.

Value 15% - Financial sustainability is essential but should not compromise quality or access. Efficient use of workforce and other resources under the model applied to this service ensures long-term service viability while maintaining high standards. The model eliminates duplicate tests, multiple points of access and repetition, provides for upskilling and varied deployment opportunities for staff and reduces churn and the need for recruitment and training expenditure.

Social Value 10% - FCHC is an employee-owned social enterprise so extremely well placed to evidence commitment to and delivery of social value attributes in their operations. Social and environmental commitments form part of the organisation's published Strategic Approach. Workforce well-being, environmental sustainability, and community engagement contribute a long-term impact throughout the contract term but are secondary to direct patient care priorities. While important, social value initiatives depend on foundational aspects like quality and accessibility.

The existing provider was assessed against the key criteria which were weighted according to importance in terms of service delivery and scored satisfactorily against the assessed criteria.

VI.4) Procedures for review

VI.4.1) Review body

NHS Surrey Heartlands ICB

Block C, 1st Floor, Dukes Court, Duke Street

Woking

GU21 5BH

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

NHS England

Skipton House, 80 London Road

London

SE1 6LH

Country

United Kingdom