

**United Kingdom-West Bromwich: Health services**

OJ S 94/2018 18/05/2018

Contract notice

Services

**Legal Basis:**

Directive 2014/24/EU

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: NHS Sandwell and West Birmingham Clinical Commissioning Group

Postal address: Kingston House, 438-450 High Street

Town: West Bromwich

NUTS code: UKG37 Sandwell

Postal code: B70 9LD

Country: United Kingdom

E-mail: [michael.barlow1@nhs.net](mailto:michael.barlow1@nhs.net)**Internet address(es):**Main address: <https://sandwellandwestbhamccg.nhs.uk/>Address of the buyer profile: <https://ardengemcsu.bravosolution.co.uk/web/login.html>**I.3. Communication**The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://ardengemcsu.bravosolution.co.uk/web/login.html>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://ardengemcsu.bravosolution.co.uk/web/login.html>

Tenders or requests to participate must be submitted to the abovementioned address

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

Body governed by public law

**I.5. Main activity**

Health

**Section II: Object**

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**II.1. Scope of the procurement****II.1.1. Title**

High Intensity Users Service

**II.1.2. Main CPV code**

85100000 Health services

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

The High Intensity User service is designed to target individuals who are at greatest risk of 999 calls, A&E attendance and non-elective admissions with the aim of empowering patients to self-manage and decrease their dependency on unscheduled care services.

It is anticipated that the contract will be let for a period of two years with the option to extend, at the sole discretion of the Commissioner, for a further 1 year.

#### **II.1.5. Estimated total value**

Value excluding VAT: 717 945,00 GBP

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

This contract is divided into lots: no

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

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

NUTS code: UKG37 Sandwell

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

The Service(s) will be required to meet the following needs:

- Identify those at greatest risk of 999 calls, A&E attendance and non-elective admissions.
- Proactively manage a rolling cohort of high intensity users using a truly personalised approach.
- Act as a conduit to negotiate and de-escalate issues before a crisis occurs; a situation which has historically led to a destabilisation of their condition and resulting in a 999 call.
- Empower patients to self-manage, to enable discharge from the project and to switch them from unplanned to planned negative to positive contributors of society.
- Form robust networks of services around individual patients to ensure they can access the care and support they need, when they need it.
- Improving communication and partnership working between those involved in patient care 24/7.
- To provide training and support to other providers to ensure patients are empowered to take ownership of their health and well-being whilst decreasing their dependency upon unscheduled care services.
- Assist other providers to identify patterns and 'causal factors' which trigger relapse behaviours in former High Intensity Users in order to shape future commissioning of service and/or demand/capacity planning.

#### **II.2.5. Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

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

#### **II.2.7. Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months: 36

This contract is subject to renewal: yes

Description of renewals:

The proposed contract length is for 2 years with the option to extend for a further 1 year at the sole discretion of the Commissioner.

#### **II.2.10. Information about variants**

Variants will be accepted: no

#### **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

### **II.2.14. Additional information**

## **Section III: Legal, economic, financial and technical information**

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### **III.1. Conditions for participation**

#### **III.1.2. Economic and financial standing**

Selection criteria as stated in the procurement documents

#### **III.1.3. Technical and professional ability**

Selection criteria as stated in the procurement documents

## **Section IV: Procedure**

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### **IV.1. Description**

#### **IV.1.1. Type of procedure**

Open procedure

#### **IV.1.3. Information about a framework agreement or a dynamic purchasing system**

#### **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.2.2. Time limit for receipt of tenders or requests to participate**

Date: 19/06/2018 Local time: 17:00

#### **IV.2.3. Estimated date of dispatch of invitations to tender or to participate to selected candidates**

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

English

#### **IV.2.6. Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 6 (from the date stated for receipt of tender)

#### **IV.2.7. Conditions for opening of tenders**

Date: 20/06/2018 Local time: 09:00

## **Section VI: Complementary information**

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### **VI.1. Information about recurrence**

This is a recurrent procurement: no

### **VI.3. Additional information**

This services being procured are Schedule 3 — Social and Other Specific Services and Arden and Greater East Midlands CSU and the Commissioner(s) are bound only by those parts of the Regulations applying to schedule 3 services. As such, the process being used will mirror an open process as per the Light Touch Regime. Full details of the process used is defined in the tender documents.

Economic operators should ensure that they register their interest in writing via <https://ardengemcsu.bravosolution.co.uk/web/login.html>. Technical support with this process can be sought via the BravoSolution helpdesk on 0800 368 4850 or by e-mail [help@bravosolution.co.uk](mailto:help@bravosolution.co.uk).

#### **VI.4. Procedures for review**

##### **VI.4.1. Review body**

Official name: NHS Arden And Greater East Midlands Commissioning Support Unit

Postal address: Kingston House, 438-450 High Street

Town: West Bromwich

Postal code: B70 9LD

Country: United Kingdom

##### **VI.5. Date of dispatch of this notice**

16/05/2018