

## **Adult Community Health Services Procurement Information for CCG staff**

This information provides an update and some advice for CCG staff about the current work to re-procure adult community health services. It explains why the CCG is doing this, which services are involved, the procurement process and timescales and also what you need to consider in your day-to-day contacts with current adult community health services staff and other providers.

There is also some further information about the procurement on our website that supplements the information below. [Use this link to go to the relevant information under the Your Care, Your Future section of our website.](#)

### **Why is the CCG re-procuring adult community health services?**

In 2017, after a review of adult community health services provided in west Hertfordshire, the CCG's board decided to develop and commission a new model for these services. Future provision will be delivered under a new five year contract that will cover most adult community health services. The CCG has now gone out to the open market to invite bids from suitable organisations to deliver services under the new contract.

### **What services are included the procurement?**

Services that are part of the procurement for adult community health services are:

- Access and coordination hub that will provide a single route into services for patients, carers and other health and social care staff
- Enhanced and Core Integrated Community Nursing and Therapy Services
- Community Care Beds
- Community Stroke/Neuro Rehabilitation Beds
- Stroke Early Supported Discharge Service
- Community Neuro-rehabilitation Service
- Bladder and Bowel Service
- Adult Speech and Language Service
- Primary and Secondary Lymphoedema Service
- Cardiac Rehabilitation Service (Level 2 and 3)
- Heart Failure Service
- Leg Ulcer Service
- Tissue Viability Service
- Specialist Palliative Care Service
- Domiciliary Phlebotomy
- End of Life Care
- \*Podiatry (excluding Diabetes)

\* Podiatry for people with Diabetes will be provided by the Integrated Diabetes Service.

### **How is the new specification different to existing adult community health services?**

The new specification covers the same range of adult community health services that we commission at the moment but we want those services to be organised and delivered differently in the future.

Up until now we have commissioned services in a reactive and fragmented way. In the future we will pay and measure providers not according to activity (eg. carrying out home visits) but rather on their effectiveness in delivering good health outcomes for patients and in areas such as prevention, supporting hospital discharges and maximising independence.

These expectations reflect national and local priorities, including *Your Care, Your Future* and those of the Hertfordshire and West Essex Sustainable Transformation Partnership (STP). Our specification for the new service also states that in the future adult community health services should increasingly work in a more unified way with primary care (especially GPs), mental health, secondary care and social care services. Community health will also work with the wider range of local voluntary services.

### **What is the procurement process?**

The process is designed so that we start by carefully scrutinising all potential bidders and satisfy ourselves that they are able to manage a contract of this size. Any that do not meet these requirements are ruled out of the process at the first stage.

Subsequent stages will see the CCG entering into a dialogue or exchange of ideas with interested providers. This will allow the CCG to benefit from providers' ideas and expertise rather than taking too rigid an approach, so that we end up with the best service possible.

### **What are the timescales?**

The procurement launched at the end of May and all providers had to submit initial documentation by 18 June.

Between now and mid-January the CCG is working through various stages of evaluation and dialogue meetings and interviews with providers who remain part of the process. During January and March the CCG will follow an internal review and decision-making process, leading to us identifying a preferred provider in March. Once all bidders have been notified of the outcome, there will then be a regulatory standstill period before the preferred provider can be announced. This should happen by the end of April.

Mobilisation of the new service will start in May 2019 and the new service will start in October 2019.

More information about the timescale is on our website.

### **What steps are being taken to make sure the process follows correct procedures**

The procurement is being run on behalf of Herts Valleys CCG by Arden and Greater East Midlands commissioning support unit (AGCSU) who are experts in managing procurements like this. We are also receiving external legal support and advice to make sure that the process and documentation fulfils all legal requirements.

The CSU is coordinating the process including publishing tender documents and dealing with enquiries from bidders who remain part of the process so that everything filters through one place and all bidders receive the same information.

### **Can you provide details of who is bidding for the contract?**

We do not want to compromise the process or put staff in a compromising position by sharing this information.

### **How will this affect my dealings with current providers?**

While it is important to be aware of sensitivities around the procurement, our dealings with Hertfordshire Community Trust, Bucks Integrated Care Organisation and Central London Community Healthcare as the current principal providers (and with all other providers who may have an interest in this procurement) should be business as usual.

You should continue to work with and engage with all providers and their staff in the same way that you normally do. However, it is always wise to stay mindful of the current circumstances and avoid being drawn into conversations where think that the person you are talking to could try to seek out additional information that could potentially support a bid.

### **What if I get a direct question from a provider?**

At certain stages of the procurement additional information provided by the CCG may prompt clarification questions from bidders. As explained above AGCSU is dealing with all such enquiries.

Bidders have been given clear instructions by AGCSU that **any** queries relating to the procurement should be raised through the Bravo procurement portal. This is so that all queries and responses can be responded to in a consistent manner and published for all bidders to see. Note: access to the messaging system on Bravo is restricted to those bidders who remain part of the process.

Despite this clear steer, it is possible that bidders may directly approach people from the CCG with queries or information requests. If you get asked a question that you think may be linked to this procurement (including questions raised as part of a conversation or meeting), please signpost the enquirer to the Bravo procurement system.

### **What if I get an enquiry from a service user?**

At this stage it is important to reassure service users that services will continue to operate in exactly the same way until October 2019 when the new contract starts. We will keep people informed about plans for future services but in the meantime people will continue to receive the same care and treatment as they do now.

If people have more specific enquiries please ask them to email these to [enquiries.hvccg@nhs.net](mailto:enquiries.hvccg@nhs.net)

### **Can I see a copy of the full specification?**

In line with the need to tightly manage this procurement will not be making the specification widely available to staff, as this will be subject to clarification and refinement at various points. We need to avoid having what could be dated versions of the documentation circulating around the organisation (which may then be shared more widely) as this could potentially undermine the process.

If you or any member your team have a question about any particular aspect of the specification or procurement process, please contact one of the leading members of the procurement team as shown below.

### **Which teams are supporting the procurement?**

The procurement involves staff from teams across the CCG with expertise in areas such as nursing and quality, commissioning, contracting, HR, Finance, IMT and Estates. It also involves representatives from Hertfordshire County Council, Public Health, Hertfordshire HealthWatch and NHS Estates as well as patient and carer representatives and independent GPs.

### **What steps are being taken to manage conflicts of interest?**

Everyone involved in the procurement is required to sign 'conflict of interest forms' and to declare any new conflicts at the start of meetings. In this way we can be aware of any particular conflicts and can manage these appropriately.

Given the position of GPs as providers of services, the CCG has taken the view that to avoid any potential conflict we should not involve any Herts Valleys GPs in any part of the evaluation process. However, it is important to seek advice and feedback from GPs and so we are bringing in external GPs to support the evaluation.

### **What if I have any further questions?**

If you or any member your team have a question about any particular aspect of the specification or procurement process or about how to respond to or deal with a particular situation, please forward these to [communications.hvccg@nhs.net](mailto:communications.hvccg@nhs.net) and we will sort out a response.