**To provide holistic integrated care that meets the needs of patients with Long-Term Conditions and Complex Needs in West London for North West London Integrated Care Board (reference C333498)**

**Request for Information (RFI)**

North West London Integrated Care Board seeks the views of Providers for this requirement and asks a number of set questions below. We expect you will find some questions more relevant to you and easier to respond to than others at the moment. Please try to respond to as many as you can because your views are valuable whether you have, or have not, come across all of the aspects covered.

This is a process designed to help North West London Integrated Care Board (ICB) form a view of the best way to commission the service; it is not the beginning of a tender exercise. A further tender advertisement will be issued at the appropriate time where required. The ICB reserves the right to amend or change all and any aspects discussed in this exercise if a decision to move to formal procurement is made. This early engagement exercise **does not** guarantee the tendering of any services taking place.

Your feedback at this point will not have a bearing on any future tender submissions you may wish to offer. You will not be disadvantaged if you choose not to respond to this RFI. It will be incredibly helpful to understand your views and insights at this early stage, so you are encouraged to respond as fully as you can as any feedback could inform the specification and any future tendering opportunity.

Please complete your response and return via our tendering portal, Atamis by **Friday, 14th February 2025.**

To access the documents and participate, please register and apply via Atamis e-sourcing portal:

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

North West London Procurement Services (NWLPS) is a Collaborative Procurement Organisation. The ICB and CLCH have instructed NWLPS to act as their procurement representative, therefore, any communications during this market engagement stage is on behalf of the ICB and CLCH. NWLPS is an agent of the ICB and CLCH, acting on their behalf solely to carry out the market engagement. All decisions will be made by the ICB and CLCH.

**Thank you for your time and participation.**

**BACKGROUND INFORMATION**

Following extensive co-design work in 2017 between patients, health and social care professionals and the voluntary sector, the local system co-produced an Integrated Community Team (ICT) which has been in operation in West London since 2018. The model aims to deliver more consistent care in patient’s own homes, in the GP practice and within two multi-functional Integrated Care Centres at St Charles and Violet Melchett. The model has been constantly evolving with the long-term aim being to provide holistic integrated care that meets the needs of patients with Long Term Conditions and complex needs in West London.

The aims of the ICT service are:

1. Primary Care Led.
2. Responsive to planned and unplanned needs.
3. Covers the adult patient population registered to GP practices in West London.
4. Provides a single point of contact for service users with complex needs.
5. Intervenes early to minimise deterioration, maintain health, optimising symptom management in line with patient lifestyle and choices.
6. Integrates care for service users so they don’t have to navigate a complex system.
7. Is compassionate, caring and treats people with dignity and respect.
8. Promotes prevention, wellbeing and self-care.

The key staff involved in delivering the Integrated Community Team include: General Practitioners, Practice Managers and Administrators, Senior Case Managers (SCMs), Case Managers (CMs) and Health and Social Prescribing Care Co-ordinators (HSPCs). HSPCs are experts in care coordination, prevention, and supporting patients to access the third sector and other voluntary organisations. HSPCs play a key role in supporting SCMs and CMs with more complex patients, allowing them to enhance their skill set, while also being expected to manage less complex patients (tiers 0 and 1), and working with SCMs and CMs to support with caseload management.

**SCOPE**

Within the ICT model, commissioning arrangements with the ICB allowed Central London Community Health NHS Trust (CLCH) to sub-contract a third sector organisation to be responsible for, manage and provide the function of HSPCs in West London on behalf of CLCH.

CLCH are now exploring the opportunity to re-procure this service for a 3-year period with a maximum annual budget of £1.4million.

The incumbent provider is a third sector organisation and this procurement is subject to TUPE arrangements for 40 HSPCs and 1.6WTE for Management costs. Please note that TUPE liability is currently underwritten by the ICB and it is anticipated that similar TUPE arrangements will be applied to the new contract, should demobilisation be required.

Tasks that HSPCs complete include but are not limited to the following:

* Conduct initial screenings and pre-assessments (over the phone or through a home visit)
* If qualified and trained to do so, carrying out blood tests, urinalysis and measure basic observations
* Participated in MCMW hub sessions
* Work with less complex patients to develop personalized care plans
* Review patient progress against goals
* Work in the MCMW hubs, providing support to GPs and CMs.
* Carry out new assessments were appropriate, such as Falls assessments.
* Be an expert for social prescribing at West London Integration Neighbourhood Team meetings.

Full information on the responsibilities of HSPCs can be found in the appended draft service specification (see Question 10 below).

**QUESTIONS**

No questions in this questionnaire are scored. There are no word counts for any of the responses. Responses to this questionnaire will not impact any evaluation of any future opportunity. Your input, effort and insights are very much sought and will be appreciated to aid and inform the ICB in developing the most appropriate strategy and approach.

A response to this questionnaire does not guarantee an automatic invitation to any subsequent formal process, which the ICB will consider in due course. The ICB and NHS North West London Procurement Services will not be liable for costs incurred by any interested party in participating in this exercise.

The responses to these questions could help to inform a possible market engagement event(s).

Thank you for your time and participation.

In order to process this questionnaire, we will ask you to provide some basic personal information, e.g., contact details. All information will be treated as **CONFIDENTIAL** and will only be shared amongst members of the Project Team. No details about your organisation, including names or contact details, will be shared outside of the Project Team without your express permission. The information will be destroyed following completion of this project. Further details on how we process personal information can be found on our [Privacy Notice](https://www.nwlondonicb.nhs.uk/application/files/7316/9643/4884/NWL-ICB-privacy-notice-v1.9_August_2023.pdf).

**PROVIDER/SUPPLIER DETAILS**

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| --- | --- |
| **Organisation Name:** |  |
| **Name of authorised representative:** |  |
| **Contact email address:** |  |
| **Contact telephone contact:** |  |
| **Website address (if available):** |  |
| **Main business address:** |  |

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| **Provider/Supplier Organisation Type**  **(Please place “X” in one box which applies)** | NHS Trust / Foundation Trust |  |
| Limited Liability Partnership |  |
| Social Enterprise |  |
| PRIVATE Limited Company |  |
| PUBLIC Limited Company |  |
| Other – please state: |  |

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| **What is your core business?** |  |

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| **Is your Organisation a small medium enterprise?**  (SME defined as employing fewer than 250 people and where annual turnover does not exceed circa £42m)  **Please state “Yes” or “No”** | **YES / NO** |

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| **If invited, would you be interested in attending market engagement events with the ICB regarding this RFI?**  **Please state “Yes” or “No”** | **YES / NO** |

**REQUESTED INFORMATION**

Please respond to each of the questions below in the unshaded response sections.

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| **1.** | **Service Model – local challenges**  What do you envisage to be the most significant local challenges in delivering the requirements? Are there any gaps in the provision? How should these be addressed?  Please explain why you consider the attributes detailed to be important. |
| **ATTRIBUTES** |
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| **WHY IMPORTANT?** |
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| **2.** | **Service Model - quality**  How do you propose the ICB monitors the services to ensure they remain effective, provide good user experience and are safe? |
| **RESPONSE** |
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| **3.** | **Service Model - flexibility**  The Provider is required to deliver the services across the Royal Borough of Kensington and Chelsea – and ensure that all residents benefit from the service. Do you foresee any issues with this and how would you mitigate these? |
| **RESPONSE** |
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| **4.** | **Social Value Act 2012**  How could the service be delivered differently to maximize the social value from the contract? | |
| **HOW** | **BENEFITS TO PATIENTS / OTHER SOCIAL VALUE BENEFITS** |
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| **5.** | **Mobilisation** |
| a) Do you consider 6 months to be a reasonable length of time to mobilise the service (If not, please state reasons for this)? |
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| b) Summarise the key risks to the mobilisation of the service and the main challenges that a Provider would face. |
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| c) Please describe the areas where you would require interaction from the ICB in mobilising the service. |
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| **6.** | **Draft Specification**  Please provide any comments you have on the scope, financial envelope and contract length (if not already detailed in other questions), including any areas that may be ambiguous or unclear. Do you consider the delivery of the specification achievable within the proposed financial envelope? |
| **RESPONSE** |
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| **7.** | **Draft Outcome Monitoring**  Please can you list and detail outcomes and/or metrics that you would want to see as part of the monitoring of delivery?  Do you believe these to be realistic and achievable? |
| **RESPONSE** |
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| **8.** | **Procurement Timescales**  The ICB anticipates that the procurement is estimated to run Spring 2025. Please indicate any potential barriers to your participation in the process. |
| **RESPONSE** |
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| **9.** | **Other Provider Feedback**  Use the space below to inform the ICB of any other points you feel would inform this process. We anticipate a high level of responses, so please can you be succinct in your feedback. |
| **RESPONSE** |
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