Request For Information (RFI)  
Admission Avoidance Services

Please complete the below table:

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| --- | --- |
| Organisation name: |  |
| Contact name for enquiries about this RFI |  |
| Contact position (job title): |  |
| Contact address: |  |
| Telephone No.: |  |
| Email: |  |
| Website address: |  |
| Submission Date: |  |

Request For Information (RFI) for Admission Avoidance Services.

NHS Shared Business Services (NHS SBS) are consulting on a proposal to tender for the provision of Admission Avoidance Services to support NHS Organisations in the procurement of Admission Avoidance Services and Solutions.

To help define and develop our national procurement strategy and help in the development of our service specification to meet the needs of NHS Organisations and which may also be used by other UK Public Sector organisations, NHS SBS are engaging with potential Providers prior to the release of any official tender documents via Find a Tender Service (FTS).

Proposed elements of the services may include but not be limited to the following:

* Falls and Frailty Services
* Urgent Community Response (UCR) Services
* Adult and Paediatric Acute Respiratory Infection (ARI) Hubs
* Reablement Services

Providers wishing to be considered for this agreement and provide their input to the potential framework agreement should express their interest by completing this form and returning by email to [nsbs.health@nhs.net](mailto:nsbs.health@nhs.net) before 12:00 noon 04th Dec 2023 detailing which categories they wish to bid, which can be completed under potential category structure below.

The aim of this questionnaire is to notify the market of our future plans and to gauge interest in this opportunity with providers of Admission Avoidance Services.

About NHS Shared Business Services

NHS SBS was created in 2004 by the Department of Health and Social Care (DHSC) to deliver corporate services to the NHS. A unique joint venture with Sopra Steria, a European leader in digital services and software development, we make life easier for NHS employees, patients and suppliers, and deliver value for money to the taxpayer.

Proud members of the NHS family, we provide finance & accounting, procurement, and workforce services to more than half the NHS in England. Co-created with and for those who use them, our shared solutions are informed by big data and powered by cutting-edge technologies, delivering efficiency, effectiveness and resilience at levels unachievable for organisations working alone.

Our partnership approach to every project is underpinned by our teams’ expertise, in-depth understanding of the NHS, and commitment to service excellence. We share common values and unity of purpose with the rest of the NHS family, and our employees are empowered to question, test, and solve the challenges the NHS faces as it transforms to meet the needs of the 21st century. For more information, please visit [www.sbs.nhs.uk](http://www.sbs.nhs.uk)

With the objective of delivering maximum value to its customers, NHS SBS has instigated a number of changes in its operating model to work better with its customers to aggregate demand, commit volume and ultimately deliver stronger value adding Framework Agreements. The model also provides for greater pre-tender engagement with the supplier base as a means of supporting this activity and ensuring maximum value is obtained from the tender and resulting Framework Agreement.

Pre-Procurement Consultation Questionnaire

NHS SBS would like to hear about your organisation including any views, suggestions, and proposals as part of this early market engagement exercise. Responses should be answered within the text spaces below, within the word count, and must be returned as one single document alongside any other specified attachments. All submissions will be treated confidentially. Please note you are not required to respond to all questions.

Please advise which of the following services you provide, detailing if you provide off-the shelf, bespoke or both types of service:

**Potential Category Structure and Scope**

|  |  |  |  |
| --- | --- | --- | --- |
| Product/Service Area | Yes, I’m interested | Off the Shelf | Bespoke |
| Admission Avoidance Services | | | |
| Falls and Frailty Services |  |  |  |
| Urgent Community Response (UCR) Services |  |  |  |
| Adult and Paediatric Acute Respiratory Infection (ARI) Hubs |  |  |  |
| Reablement Services | ☐ |  |  |

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| Question Number | Question | Response | Word Limit |
| Q1 | **Approximately how many employees do you have? We would like to understand in advance the size of company we are potentially contracting with.** | **1-9**    **10 – 49**  **50 – 249**  **Over 250** | **N/A** |
| Q2 | **What would you consider the minimum level of accreditations needed to be awarded onto the framework agreement e.g., CQC? And what policies/standards do you follow e.g., Care Act, NICE guidelines. Please relate your answer to the areas listed above, i.e., ARI Hub** |  | **100 words** |
| Q3 | **What admission avoidance services do you offer and are there any gaps in the lots/scope we offer above?** |  | **100 words** |
| Q4 | **Are you currently on any other DPS/Framework Agreements for these services? If so, please confirm which ones.** |  | **100 words** |
| Q5 | **Are you aware of the upcoming Provider Selection Regime? If so, how do you believe this will affect behaviours and contracting in the future?** |  | **150 words** |
| Q6 | **Which areas of admission avoidance do you expect to see growth in over the coming years?** |  | **100 words** |
| Q7 | **Please provide an example of the pricing model(s) used to charge for your services to a Public Sector Organisation. You may either embed this into the space provided or attach as a separate document. This information will remain confidential and is purely aimed to help configure the tender so pricing can be evaluated appropriately.** |  | **100 words** |
| Q8 | **What do you think are the key deliverables and challenges in delivering Admission Avoidance Services to Health and Social Care customers? You can include any information on terms and conditions that may influence your decision to apply to join this Framework Agreement.** |  | **150 Words** |
| Q9 | **Within the next 12 months, do you have any upcoming admission avoidance projects within the NHS?** |  | **100 words** |
| Q10 | **Which geographical areas do you cover in the UK? Please check all that apply.** | **East Of England**  **London**  **Midlands**  **Northeast and Yorkshire**  **Northwest**  **Southeast**  **Southwest**  **Wales**  **Scotland**  **Northern Ireland** | **N/A** |
| Q11 | **Have you ever been awarded onto an NHS SBS Framework before?** |  | **YES/NO** |
| Q12 | **In general, what does your customer base look like e.g., ICB, NHS Trust and how many contracts do you currently own?** |  | **200 words** |
| Q13 | **How are your services commissioned/funded and how do you normally contract your services to your customers e.g., direct contract, call off from framework agreement? Can you give an estimate of a typical contract value?** |  | **200 words** |
| Q14 | **Please provide an overview of any social value & sustainability programs you have delivered or will deliver in accordance with the UK Social Value Act, to your customers in addition to your service offering that are most relevant for the scope of this Framework Agreement, covering any of the identified themes: Covid-19 recovery, tackling economic inequality, fighting climate change, equal opportunity, and wellbeing?”** |  | **200 words** |
| Q15 | **Can you please provide an estimate of the size of the market (£) you are in and what is your % share of this market?** |  | **200 Words** |
| Q16 | **NHS SBS standard contract suite (attached) has recently been refreshed and is derived from standard DHSC NHS T&C’s. We expect all awarded suppliers to accept these without modification. Please include in particular any information regarding Ts and Cs that may influence your decision to apply to join this framework agreement.** |  | **200 words** |
| Q17 | **Is there any further information you’d like to provide?** |  | **200 Words** |

PLEASE NOTE:

Any responses to this early market engagement exercise imply no commitment on Suppliers to engage in any subsequent procurement process, nor do they confer any advantaged status or guarantee of inclusion in any subsequent procurement process for those Suppliers who do respond. The questionnaire and all responses received are in no way legally binding on any party.

NHS SBS reserve the right to withdraw this notice at any time. NHS SBS is not bound to accept any proposals submitted by Suppliers and is not liable for any costs incurred as a result of Suppliers engaging with this process. This Early Market Engagement Exercise does not guarantee that procurement will take place and NHS SBS reserves the right to defer from any procurement entirely.

Please note, this is a request for information only and is not currently a tender opportunity - there are no tender documents to download at this stage.

Please return completed forms direct via e-mail to nsbs.health@nhs.net

Responses must be completed and received by NHS SBS **by 12:00 noon 04th Dec 2023**

We will be holding supplier meetings via Microsoft Teams between the dates of Dec – Feb 2024.

Please let us know your availability for a supplier meeting within the above period in the text box below:

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| --- |
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We cannot guarantee that we will be able to engage with all suppliers due to limited availability.