**THE PROVISION OF TELEHEALTH TECHNOLOGY SERVICES ON BEHALF OF**

**NHS Liverpool Clinical Commissioning Group (LCCG)**

**(AS COMMISSIONER)**

**EU SUPPLY REF: 22926**

**Additional Information**

**Contract Value: Min = £2.4m, Max = £14.4m (Including VAT)**

Telehealth (often referred to as remote patient monitoring) - refers to the use of various point-of-care technologies to monitor a patient’s physiological status and health conditions remotely from home or while on the move. Readings and symptoms are transmitted to a central system where they are monitored against limits set by the individuals’ clinician. Evidence that vital signs are outside of 'normal' triggers an alert, allowing a clinician to intervene promptly, usually without the patient needing to attend a clinic.

Following initial engagement with potential service providers in February/March and again in July 2016, LCCG has refined its service specification and has confirmed its commissioning approach.

The patient recruitment/assessment, back-end clinical monitoring and clinical support elements of the overall Telehealth service will be retained as part of LCCG’s NHS Community Health Services provision, which is currently subject to a separate procurement exercise.

In this tender, LCCG will therefore be seeking to procure a Telehealth Technology Service Provider to deliver a flexible and innovative service to support the clinical provider.

The Telehealth Technology elements of the service are expected to include:

• Provision of patient equipment, hardware, software and also related support services including set up at the patients’ homes.

• Enabling Patient input of signs and symptoms, plus the recording of vital signs through equipment such as blood pressure monitors, pulse oximeters, etc.

• Provision of an electronic system to manage Telehealth patient records

• Built-in logic to analyse Patient data, alert clinicians to any concerns, and support them to triage and manage those alerts efficiently

• Delivery of educational content to Patients showing them how to use the equipment and how to manage their conditions

• Execution of individual patient surveys

• Interoperability and communication with GP record systems and PHR systems for on-going self-management.

• Offering flexible options to meet different levels of need and patient preference

• Accessibility options including the ability to cater for multiple languages

• Collaboration on service and software design to further improve the service provision.

It is LCCG’s intention to maximise the benefits and clinical outcomes by making the best use of available funding to offer appropriate support to as many patients as possible, and by refining the offerings as evidence and feedback become available.

**Contract Term and estimated Value**

The contract will be for an initial term of 3 years, with an option to extend for a further 2 years, and LCCG has a confirmed budget for this Telehealth Technology Service of c. £1.2m per annum, including VAT.

However, the potential value in Year 1 will be determined by a number of factors, in particular the speed of implementation of the new service and handover from the incumbent supplier. Based on the assumption of it taking 4 months from contract award to have a fully operational service, it is estimate that the value of the contract in the first year after contract award to a new supplier may only be half of the available budget, depending on the rate of recruitment.

Also, if the overall Telehealth Service proves extremely effective and the evidence justifies it, LCCG may wish to scale up the service beyond the currently approved budget. To cater for this eventuality, LCCG therefore needs to make potential bidders aware of the possibility of additional funds being made available, either directly from LCCG or through bids for external funding. The Telehealth Technology service will naturally play an important part in the success of the overall service, but potential bidders should also be aware that many factors outside of the Telehealth Technology Provider’s control will influence such future investment decisions or bid awards.

Hence it cannot be guaranteed, but LCCG believes it is feasible that they may wish to increase the Telehealth Technology budget during the course of the contract. Because of the ramp-up time needed to establish the system, plus the time delay in gathering evidence and getting business case approval, it is unlikely that any additional budget will be approved for the first year of operation. LCCG estimates that the maximum possible contract value is estimated at £14.4m (including VAT), comprising £1.2m for Year 1, £2.4m for Year 2, and £3.6m for Year 3 onwards.

LCCG will therefore wish to retain the option, at their sole discretion, to scale up the service and invest up to a maximum of £3.6m per annum.

**Local Context**

The city of Liverpool has one of the largest health technology deployments in Europe, with over 3,000 patients suffering from COPD, Heart Failure or Diabetes having benefited from the service so far. Statistical analysis has shown proven benefit to people at higher risk of hospital admissions, and self-reported benefits at all levels of risk.

As part of the new contract, LCCG wish to continue to build the evidence base around impact and to further refine and enhance the service to maximise benefits.

LCCG is seeking to procure a Telehealth Technology Service provider with the capability and capacity to upscale the current service and allow for the wider-scale implementation of health technology across the area.