

**Description**

The Tower Hamlets vision is for a healthy and well population able to care for itself where possible, with joined up services that work together, provided around the whole person and focused on early intervention and prevention.

Improving health and care outcomes for the homeless population is a key priority of Tower Hamlets CCG and the London Borough of Tower Hamlets, and both are committed to addressing the health inequalities experienced by homeless people by transforming the way in which homeless health and care is delivered locally.

The current contracts for NHS Tower Hamlets Clinical Commissioning Groups (The CCG) homeless services expire in March 2019. The services (**Health E1 Homeless Medical Centre, 9-11 Brick Lane, London, E1 6PU and Royal London Hospital**) are being redesigned and procured to facilitate transition to a new service model, effective from April 2019.

The new service is for a single, integrated, proactive and accessible homeless model of care for homeless people. It will include an APMS Primary Care Service, along with in hospital and community services, designed to cater for the needs of homeless people. The new service will be patient centred, deliver a consistently high quality service and deliver good value for money.

In order to support the new model the specification has been coproduced and includes responsibility to collaborate and to promote better integration of services, particularly other homeless health and social care services.

**The service will be outcomes-based with a focus on the following:**

* Improved identification of homeless patients in primary care and acute services
* Increased use of planned health care
* Reduction in the inappropriate use of secondary care
* Delivery of effective preventative health services
* Provision of safe environments that promote physical and psychological well being
* Facilitation of service users to take increasing responsibility for their own health and well-being
* Integration of care delivery across health, social care and homeless services through strongly managed co-ordination of services and partnership working
* Support for people to access and maintain suitable accommodation, linking with existing local services including local General Practice
* Reduction in Delayed Discharge
* Improvement of patient experience
* Reduction of readmission to hospital within 7 and 28 days
* Increased ability to manage mental health and wellbeing.

The CCG (The Authority) is therefore seeking to identify a suitable provider to undertake this contract. The tender process is being managed by North East London Commissioning Support Unit (NELCSU) on behalf of the Contracting Authority in connection with a competitive procurement exercise that is being conducted in accordance with a process based on the Open Procedure under the Public Contract Regulations 2015 ("the Regulations" (as amended)).

The Agreement will be for an initial term of 5 years followed by an optional extension of 5 years. Therefore the contract will have a maximum (extended) term of 10 years (120 months). The expected contract start date is 1 April 2019. The indicative annual value is £994,256 (Ex VAT, per annum).

Further information on the proposed structure of the contract is provided in the Memorandum of Information (MOI) documentation made available online to interested parties on the e-tendering portal.

**The deadline for the tender to be received is 21st November 2018 at 12:00 noon**

Bidders should respond to this ITT opportunity by completing the online questionnaire published on the Authority’s e-procurement portal (the "Portal") - ProContract (hosted by Proactis). All clarification requests and correspondence pertaining to this ITT opportunity must be directed through the Portal.

Bidders are required to register on the Portal prior to accessing the ITT documentation. Guidance on the registration process is available via the link provided in the links section below.

A timetable for the procurement and supplementary information relating to the opportunity is also available on the Portal.

Bidders are also to note that information relating to this procurement is provided in good faith, and may be subject to amendment by the Authority.

The Authority reserves the right not to award the contract.