**Communication Support Services (Reference 16.289)**

**Request for Information (RFI)**

**NHS Brighton and Hove Clinical Commissioning Group (B&H CCG)**

**Brighton and Sussex University Hospitals NHS Trust (BSUH)**

**Sussex Community NHS Foundation Trust (SCT)**

**Sussex Partnership NHS Foundation Trust (SPFT)**

**(the Contracting Authorities)**

The Contracting Authorities seek your views for this requirement and asks a number of 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 as your views are valuable whether or not you have come across all of the aspects covered.

This is a process designed to help the Contracting Authorities form a view of the best way to commission the service and is not the beginning of a Tender exercise. A tender advertisement will be issued at the appropriate time where required. Your feedback at this point will not have a bearing on any future Tender submissions you may wish to offer at a later date. You will not be disadvantaged if you choose not to respond to this RFI but it will be helpful to understand your views at this early stage, so you are encouraged to respond as fully as you can.

**Complete your response and return to christopher.mccarthy@soeprocurement.nhs.uk by Tuesday 2nd May 2017.**

Thank you for your participation – the Contracting Authorities appreciate your time and effort in completing this RFI.

**Please provide your company details:**

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| **Organisation Name** |  |
| **Name of Respondent** |  |
| **Respondent Email** |  |
| **Respondent telephone contact** |  |

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

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| **Is the 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”** |  |

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| **Please briefly describe the operations of your organisation and relevance to this service.** | **Maximum 500 words**  |

**NB: This is not an Expression of Interest for any Tender at this time**

**Communication Support Services – Information for Suppliers**

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| 1. **Background**
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| Brighton and Hove CCG (BHCCG), Brighton and Sussex University Hospitals NHS Trust (BSUHT), and Sussex Community NHS Foundation Trust (SCFT), have worked as a collaborative to commission local communication support services for the local populations accessing services overseen or provided by these organisations; the current contract has run from 2014 and will end March 2018. In addition, for ongoing work, Sussex Partnership NHS Foundation Trust (SPFT) will be a partner in the recommission as outlined below. The above organisations agree that there is added value in developing locally responsive services, that are able to respond to the needs of the demographic of the patients accessing primary care in Brighton and Hove, and the services of BSUH, SCFT and SPFT across the geographic areas they serve. The Authorities envisage recommissioning communication support services will be for a three year contract, from April 2018 to March 2021 and the Authorities will have an option to extend by a period of up to a further 24 months .

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| Service | Estimated Value (2015/16)Please note that all spends are approximate. Future spend may vary. |
| Face to face (CCG, BSUH, SCFT, SPFT ) | £675, 000 |
| British Sign Language  (CCG, BSUH,SCFT, SPFT) | £ 189,000 |
| Video Relay Interpreting  |  n/a |
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| 1. **Geographical area**
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| 1. The CCG oversees Primary Care services within the boundaries of Brighton and Hove.
2. SCFT cover Community Services across Brighton and Hove, West Sussex and the High Weald Lewes Havens area of East Sussex.
3. BSUH covers primarily the Brighton and Hove and mid Sussex (Haywards Heath) areas, with some services sited in other areas of East Sussex.
4. SPFT covers services in Brighton & Hove, West Sussex, East Sussex, Kent and Medway and North East Hampshire. For the purposes of this procurement, the services to be covered include Brighton & Hove, East and West Sussex, and one service is the Hampshire County Council area.

Brighton and Hove:Primary Care services (GPs, pharmacists, opticians and dentists)Hospital Care: Royal Sussex County Hospital, Sussex Eye Hospital, Royal Alexandra Children’s Hospital Community services : clinic based and within patients’ homes Mental Health Services: inpatients, community settingsMid Sussex: Hospital Care: Princess Royal Hospital , Sussex Orthopaedic Treatment Centre Mental Health services: inpatient and community settingsEast Sussex: Mental health services: inpatient and community services; Prison setting- HMP Lewes Some hospital services (satellite clinics)West Sussex:Community Services : clinic based and within patients’ homes Mental health services : inpatient and community settings; Prison setting- HMP FordHampshire County Council area;Child and Adolescent Mental Health Services  |
| 1. **Description of service**
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| The collaborative wish to commission Communication Support Services for patients using services detailed above. Face to face overseas language interpreting :Interpreting for consultations and care. Key overseas languages (2015-16) in Brighton and Hove\*:  * Source: Sussex Interpreting Services Annual Report 2015-16, service provided to CCG, BSUH. SCFT
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| 1. **Aims and objectives**
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| * To ensure that patients using the Primary Care services within Brighton and Hove, and the services of SCFT, BSUH and SPFT are able to access high quality, responsive and effective communication support services as needed
* That the above patients are able to maximise the benefit of their care in the relevant settings through the support of high quality, responsive and effective communication support services.
* The Authorities have recognised and highlighted the negative impact on patients when interpreters are scheduled to attend but do not arrive when expected. The Authorities wish to commission a reliable service with a high level of service fulfilment where occurrences of interpreters failing to attend is extremely rare.
* That the added value of ensuring that relevant lots are locally responsive is identified and built on.
* That the communication support services are provided in the most cost efficient manner
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| 1. **Activity/spend**
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| NB: Face to face overseas language interpreting : per hour session  BSL interpreting: per two hour session BHCCG: 2015/16: Face to face overseas interpreting: 3,893 sessions 2015/16: Face to face BSL interpreting : 538 sessions BSUH:2015/16: Face to face overseas interpreting: 5,156 sessions 2015/16: Face to face BSL interpreting: 680 sessions  2015/16: Written translation jobs: SCFT: 2015/16: Face to face overseas interpreting: 1,849 sessions 2015/16: Face to face BSL interpreting: 210 sessions SPFT 2015/16: Face to face overseas interpreting: 1,7502015/16: Face to face BSL interpreting: 138 (nb it is expected that the BSL sessions will increase to approx. +20 % over the contract life Video relay interpreting: only run as a pilot for BSUH during part of 2016/17. |
| 1. **Service lines**
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| Lot 1: Face to face overseas language interpreting Lot 2: Face to Face British Sign Language interpreting Lot 3: Video/relay British Sign Language interpreting  |
| 1. **Challenges**
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| * There are challenges associated with face to face communication support provision across both urban and rural areas, with the latter posing issues related to transport.
* There are challenges for overseas face to face interpreting relating to changing need as the BME populations alter. We would require services to be able to identify and respond to this need.
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| 1. **Expected, potential or anticipated changes**
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| The NHS organisations commissioning this work are part of a Sustainability and Transformation plan footprint that spans Sussex and East Surrey. As more detail on the STP emerges, there may be resultant changes in the communications support contracts. The development of different care models - Accountable Care Organisations/Multispecialty Community Providers- in Brighton and Hove, West Susses and East Sussex, may have implications for patterns of working within these contracts.The Authorities will be looking for organisations that respond effectively to increasing need, developing innovative solutions to ensure that services are cost effective and make good use of new technologies, where appropriate.  |

**Suppliers are requested to provide the following Information**

Please respond to each of the questions below in the unshaded response section as indicated

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| **1** | **Service Model**What do you consider to be the key attributes of these services, appropriate for the delivery of the Contracting Authorities aims & objectives for this requirement?What do you envisage to be the most significant local challenges in delivering the requirement as set out in the draft Specification - are there any gaps in the provision? How should these be addressed?Please explain why you consider the attributes detailed to be important. |
| **ATTRIBUTES** | **WHY IMPORTANT?** |
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| **2** | **Patient Experience**Are there aspects and / or innovations that you feel can be introduced that will improve patient experience? Please explain what you think these could be and in what way patients will benefit. |
| **IMPROVEMENT ASPECTS / INNOVATIONS** | **WHY WILL THESE BENEFIT PATIENTS?** |
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| **3** | **Geography**Please indicate issues and risks you consider to be relevant to the provision of the service. |
| **ISSUES / RISKS** | **WAYS TO MITIGATE ISSUES / RISKS AND INPROVE PATIENT EXPERIENCE** |
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| **4** | **Risk to the Services Provider**Please indicate the areas you consider to be of potential risk for a Supplier. Is there any information that the Contracting Authorities can provide to reduce this risk – please detail? |
| **SERVICES PROVIDER RISKS** | **MITIGATION / COMMISSIONER INFORMATION** |
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| **5** | **Risk to the Contracting Authorities**Please indicate the areas you consider to be of potential risk for the Contracting Authorities. |
| **CONTRACTING AUTHORITIES RISKS** | **MITIGATION / SERVICES PROVIDER INFORMATION** |
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| **6** | **Social Value Act 2012**How could the service be delivered differently to maximise the social value from the contract?  |
| **HOW** | **BENEFITS TO PATIENTS** |
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| **7** | **Service Contract Approach**Please indicate which contractual approach you would think be best to adopt for the optimum delivery of the services:1. Single Provider and contract holder for full service model;
2. Strategic lead with subcontracting arrangements – include details of the elements that would require sub-contracting;
3. Other collaborative arrangement (please provide details);
4. Other not listed above (please provide details).
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| **RESPONSE** |
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| **8** | **Division Into Lots**The Contracting Authorities may consider approaching a future service as separate Lots that may result in different suppliers undertaking each lot. Please let us have your views about potential division into Lots as follows:1. Lot 1 - Telephone and video interpreting, Lot 2 – Face to face physical presence.
2. Lot 1 – Brighton and Hove CCG, Lot 2 – BSUH, Lot 3 – SCT
3. A combination of the above
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| **RESPONSE** |
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| **9** | **Mobilisation** |
| **a) Do you consider 3 months following notification of tender award 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 Preferred Bidder would face** |
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| **c) Please describe the areas where you would require support from the Commissioners in mobilising the service?** |
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| **10** | **The Information we have provided to you**Please provide any general comments you have about the information we have provided to you at this stage of the service requirement. |
| **RESPONSE** |
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| **11** | **Other Supplier Feedback**Use the space below to inform Commissioners of any other points you feel will inform this process. |
| **RESPONSE** |
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**There is an optional information exchange facility for main / sub contractors on the following page. If you wish to submit your details, please complete the form below and return it with the rest of the document.**

**Thank you for completing this Request for Information form. Please return it to us using the information provided on page 1.**

**Main/Sub Contractors (optional)**

Commissioners’ may consider using competitive tendering as a potential route to commission the service and wish to offer suppliers the opportunity to:

1. submit their contact details for inclusion in a list headed “Wish to be a Sub Contractor and contacted by potential Main Contractors”; and/or
2. submit their contact details for inclusion in a list headed “Wish to be a Main Contractor and contacted by potential Sub Contractors”.

Suppliers wishing to appear on either or both lists should complete the table below. Both lists will be circulated to all Suppliers responding to this Request for Information document.

**Contact details**

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| --- | --- |
| **Supplier Name:** |  |
| **Point of Contact:** |  |
| **Point of Contact Email:** |  |
| **The list that details are to appear on** (place “X” in box as appropriate) | To be a Main Contractor : | **Yes** |  | **No** |  |
| To be a Sub- Contractor: | **Yes** |  | **No** |  |

**Important notice about using this Main/Sub Contractor information exchange opportunity**

The Contracting Authorities give no endorsement or take any responsibility for the suitability of Suppliers appearing on either of the lists. It is the responsibility of Suppliers to undertake their own investigations and draw their own conclusions about the suitability of other Suppliers when entering into a business relationship. This procedure is only intended to allow the exchange of contact information between Suppliers.

Providers should use their judgment about whether they wish to contact potential main/sub contractors appearing on the lists.

Suppliers are under no obligation to use this opportunity and will not be disadvantaged if they choose not to do so. If in the future the Contracting Authorities choose to compete this requirement, Suppliers who do not use this opportunity may still chose to submit an offer submission containing a main or subcontractor relationship, or other form of bidder entity at either Pre-Qualifying or Invitation to Tender stage.