**Provision of integrated urgent care services**

**across south west london**

**Invitation to confirm an Expression of Interest through Market Engagement**

**13th August 2021**

# Introduction

The South West London (SWL) Health and Care Partnership has formally been designated as an Integrated Care System (ICS), since April 2020, comprising the six boroughs – Croydon, Kingston, Merton, Richmond, Sutton and Wandsworth.

The SWL ICS (the Contracting Authority) wish to procure integrated urgent care services which will deliver on the ICS vision, which is that:

“Patients will receive a complete episode of care with an outcome: advice and self-care, a prescription, a face-to-face or virtual appointment for further assessment or treatment in a primary, urgent or emergency care setting.”

**Scope**

The IUC Clinical Service in SWL will consist of a single service with one specification and one contract for the whole of SWL (Croydon, Kingston, Merton, Richmond, Sutton and Wandsworth CCGs). The service will comprise of five parts:

i. LAS Call Service (not in scope, covering \* lines, dental, pharmacy, \*5 call-back and Cat 3 & 4 validation);

ii. NHS 111 Call Centre (with exclusions above);

iii. Clinical Assessment Service;

iv. Face to Face site visits; and

v. OOH home visits.

**Aims and Objectives for the Service**

The aim of the SWL IUC Service is to provide the entry point for patients needing urgent care support. It will mean patients will access unscheduled care through the NHS 111 telephony service, or NHS 111 Online, and, following appropriate clinical support over the telephone delivered by the CAS, they receive a complete episode of care concluding with either: advice, a prescription or an appointment for further assessment or treatment.

Where a patient needs face-to-face services during the OOH period, the IUC Clinical Service will book an appointment for the patient or schedule a visit to their home in line with agreed protocols and patient need.

Wherever possible, patients, who need further care not offered by the IUC Clinical Service, should have appointments made for them in services appropriate to their need.

**Pre-Procurement Market Engagement**

The SWL ICS is seeking to engage with potential suppliers of these services to understand market capability, readiness, and capacity to inform its procurement intentions. Due to the breadth of the IUC services being procured, it is anticipated that suppliers will need to work together (e.g. in lead provider/sub-contractor model, a consortium, a special purpose vehicle or other similar arrangement) in order to deliver the contract. One of the aims of this market engagement phase is to support collaborative networking between interested providers, including those likely to have local, primary care capability).

1. **Market Engagement QUESTIONNAIRE** - Interested providers are invited to complete and return this Market Engagement Questionnaire (MEQ) as soon as possible, but by **Friday 27th August 2021**
2. **Market Engagement WORKSHOP** – Interested providers are also invited to attend an online market engagement event on **Thursday 2nd September 2021** which will be an opportunity to understand more about the Contracting Authority’s requirements and to engage with other interested suppliers who may require service delivery partners. If you wish to attend this market engagement event please return your completed MEQ as outlined above (i.e by Friday 27th August 2021).

*\*Registration on EU-Supply requires an account which is FREE to set up. The EU-Supply portal will be used by the Contracting Authority to communicate with interested providers including sharing latest documents being developed by the CCG ahead of any procurement process. It will also be used to confirm to interested providers details and timing of the procurement process, if one is to take place. The Contracting Authority reserves the right to engage further with suppliers individually or collectively to explore solutions, and validate and refine its specification prior to any future procurement.*

# Disclaimers

Organisations considering whether to respond to this information request should note the following:

* This Market Engagement Questionnaire (MEQ), and any subsequent information provided in response to it, does not form an integral part of any potential future procurement exercise and should be considered as an attempt by the Commissioner to engage with the potential market for delivering a solution.
* The current phase of market engagement implies no commitment from the lead CCGs or any other CCG it acts on behalf of to commence a formal procurement process, including to publish a Contract Notice.
* This MEQ, accompanying draft documentation and any responses received arising from these are in no way legally binding on any party.
* Any responses will not be treated as commercially confidential and may be used by the Contracting Authority to develop final service specification, contract, and/or procurement documents and/or to influence the shape of the procurement in the future; however, no responses will be attributed to any organisation nor will any organisation be individually identified.
* Participation through this engagement exercise is not a mandatory requirement for participating in any potential future procurement however, responses received will assist to inform the Contracting Authority as to the level of interest from the market and may reasonably be used to evidence a decision as to whether or not to undertake a competitive procurement. CONFIRMATION OF YOUR EXPRESSION OF INTEREST IS THEREFORE IMPORTANT.

# Instructions for Responding to this MEQ

Thank you for your interest and time to respond through this market engagement.

Please read the supporting information provided before responding, including the draft current Specification of Requirements.

Please respond as fully, but succinctly as possible, limiting your overall response to a maximum equivalent of 6 sides of A4 paper.

Please respond by uploading your completed Market Engagement Questionnaire through EU-Supply via Procurement/Tender Reference 45585 (the provision of urgent care services on behalf of South West London Integrated Care System) **by Friday 27th August 2021**

# Market Engagement Questionnaire

|  |  |
| --- | --- |
| Intended service: | **Integrated Urgent Care Services across South West London** |
| Contract term: | **Possibly 3 years + option to extend by up to a further 2 years (potential 5 years)** |
| Contract value: | **Up to circa £15m per year. Potential of £75m over 5 years.** |
| Supporting documents supplied: | **Draft service specification** |

**Introducing your organisation:**

1. Please tell us very briefly about your organisation and why this service / contract is of interest to you.

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| --- |
| response: |
|  |

1. Do you have specific expertise and experience in developing and/or providing similar services? Succinct further details would be appreciated.

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| --- |
| response: |
|  |

1. Would you describe your level of interest as being High, Medium, or Low? Please explain why.

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| --- |
| response: |
|  |

1. If a procurement process were to be run, are you likely to bid and propose a solution as a sole provider, or would you collaborate with some other organisation(s)? If collaborating, would you like act as a Lead Bidder? Any details about this would be helpful.

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| --- |
| response: |
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**Thinking about the proposed service:**

1. After reviewing the supplied documents which describe the intended service, do you feel that the service specified is appropriate and optimal to address local need? Would you recommend any changes?

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| response: |
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1. Do you have comments about the proposed financial envelope at this early stage?

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| response: |
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1. If you were to be invited to provide the service, what reasonable mobilisation period should be planned to ensure an effective service commencement?

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| --- |
| response: |
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1. Do you foresee any real challenges or barriers to bring this service into a reality?

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| --- |
| response: |
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1. What do you think we might have missed?

e.g. are there opportunities, issues and/or developments that might have the potential to offer increased value and or benefit to patients and/or the NHS?

e.g. any other comments / feedback?

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| --- |
| response: |
|  |

**Follow-up engagement**

1. To facilitate collaborative networking in regard to potential collaborative solutions for this service, are you willing for your contact details to be shared with other providers which are expressing an interest in this opportunity?

|  |  |
| --- | --- |
| YES  | NO |
|[ ] [ ]

1. Please confirm your primary contact details.

|  |  |
| --- | --- |
| Contact name |  |
| Position in organisation |  |
| Organisation  |  |
| e-mail address |  |
| Contact phone number |  |
| company website |  |

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