

Report to the NHS Somerset Clinical Commissioning Group on 16 January 2020

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| Title: Voluntary, Community and Social Enterprise, (VCSE), procurement process for the delivery of expanded adult Community Mental Health Services in the County | Enclosure D |
| Version Number / Status: | |
| Executive Lead | David Freeman, Chief Operating Officer |
| Clinical Lead: | Dr Peter Bagshaw |
| Author: | Andrew Keefe (CCG) Carrie-Anne Hiscock (SPFT) |

Summary and Purpose of Paper

Attached is a summary report of the recent procurement process undertaken to date to appoint system partners for the delivery of VCSE mental health and emotional wellbeing services in the County.

The paper proposes that the Governing Body approves the contract award to the identified preferred bidder (subject to the endorsement of this view by the Finance and Performance who are scheduled to meet on 15 January 2020).

This new endeavour is funded from NHSE’s Transformation Fund with the Somerset system being given ‘Trailblazer’ status – the only STP in the South West – as part of the delivery of the NHS Long Term Plan.

This proposed new countywide service will expand support to people with mental health needs in community and or primary care settings who otherwise may not been able to access specialist mental health support.

The whole service takes a collaborative approach, both in relation to the commissioning of the service and its provision. The commissioning function is led strategically by the CCG, in partnership with the Local Authority (including both Public Health and Adult Social Care). The provision element will be led clinically by Somerset Partnership NHS Foundation Trust, who also led the procurement process for the selection of the preferred bidder – again in full collaboration with the strategic commissioners, as evidenced in the attached report.

The procurement was carried out in accordance with the Public Contracts Regulations 2015, adopting the Innovation Partnership procedure (as per Regulation 31 of the PCR 2015). This process was selected as it enhanced the ability to work with bidders to develop innovative ways of delivering new services and ways of working.

The report details the process of selection from the formal publication via OJEU through evaluation and recommendation to award the contract. At every stage of the procurement and evaluation process collaboration between the CCG, the Local Authority, (both Public Health and Adult Social Care) and Somerset Partnership was evident.

The preferred bidder is a consortium bid led by Rethink Mental Illness Ltd, in an alliance with nine partners, as follows:

- Rethink Mental Illness Ltd (Lead Bidder)
- Age UK
- Balsam Centre

- Chard Watch CIC
- Citizens Advice South Somerset
- Mind
- Second Step
- Somewhere House
- Spark Somerset
- SWEDA

Recommendation and Next Steps

Subject to the endorsement of this recommendation by the Finance and Performance Committee (F&P) on 15 January 2020, this report recommends that the CCG's Governing Body:

- Considers the attached summary report and endorsement of the F&P Committee
- Approves the Contract Award to the consortium led by Rethink Mental Illness Ltd as detailed in the attached report.

Impact Assessments – key issues identified

There will be numerous positive impacts as a result of the award of this contract, including: improved access to mental health support; services provided in less stigmatising settings; greater integration and collaboration across primary and secondary care, social care and health care, statutory and non-statutory provision; improved parity of provision between physical and mental health; improved targeted support for young adults, older adults, adults with eating disorders and people with historic traumatic experiences.

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|-----------------------------|--|------------|------------|----------|
| Equality | This service will enhance equity in provision by targeting resources to areas of greatest need closely aligned to both the Neighbourhoods and Primary Care Networks in the County | | | |
| Quality | This service will significantly enhance the quality of provision of community based mental health services, by intervening earlier, removing elements of silo working, and working in a more collaborative manner across agencies. | | | |
| Privacy | No negative impact. | | | |
| Engagement | The development of the new service has been co-produced at every level including the active input of people who have had experience of accessing mental health services. This engagement and collaboration will continue throughout the service's delivery. | | | |
| Financial / Resource | The service is funded from NHSE in support of the Long Term Plan, this is additional monies to the existing mental health spend and is ring-fenced solely for this initiative. | | | |
| Governance or Legal | The CCG remain the awarding authority. The contract will be monitored via the normal contract mechanisms and overseen via the Mental Health and Learning Disabilities Programme Board. | | | |
| Risk Description | The service is a 'trailblazer' and as such will be developing new ways of working and service models that will inform the national roll out of the Long Term Plan. The most significant risk therefore is potentially non-delivery of the expected outcomes, e.g., this contract not being awarded, insufficient culture change across the whole system of how services are commissioned and delivered, inability to recruit, breakdown in system relationships, etc. Whilst each of these risks has been identified the work to date provides a good basis to have a high level of confidence that these risks will be managed and mitigated, resulting in the successful delivery of this service. | | | |
| Risk Rating | Consequence | Likelihood | RAG Rating | GBAF Ref |
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CONTRACT AWARD RECOMMENDATION REPORT

Sub-contract for the Provision of Community Based Support for Mental Health Services

Contract Reference: SP/LOC/0468

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20 December 2019

**Somerset Partnership NHS Foundation Trust
Procurement Department**

RECOMMENDATION REPORT FOR AWARD OF CONTRACT

Contract Title: Provision of Community Based Support for Mental Health Services

Contract Type: Sub-contract

Contract Reference: SP/LOC/0468

OJEU Reference: 19-480826-001

Contract Period: 24 months, with an option to extend for a further 12 months

Commencement Date: 17 January 2020

Expiry Date: 16 January 2022

Author: Carrie-Anne Hiscock, Contracts Manager

Date report produced: 19 December 2019

Project Commencement: 27 August 2019

Date OJEU Notice issued: 3 October 2019

Date final tenders returned: 16 December 2019

Quantity of tenders returned: 1

Project Team

- Andrew Keefe, Somerset CCG
- Candy Worf, Somerset County Council
- Carrie-Anne Hiscock, Taunton & Somerset NHS Foundation Trust (**Procurement Lead**)
- Catherine Connor, NHSE
- Eelke Zoestbergen, Somerset CCG
- Grahame Paine, Somerset CCG (**Observer**)
- Jane Yeandle, Somerset Partnership
- Karen Prosser, Somerset Partnership (**Project Lead**)
- Kate Williams, Somerset CCG
- Louise Finnis, Somerset County Council
- Peter Bagshaw, Somerset CCG
- Simon Edwards, Somerset CCG
- Tim Baverstock, Somerset County Council

Recommendation for Award of Contract

It is the recommendation of this Project Team that the sub-contract for the Provision of Community Based Support for Mental Health Services be awarded to **Rethink Mental Illness Limited**. The sub-contract is to commence on 17 January 2020 and end on 16 January 2022, with an option to extend for a further 12 months until 16 January 2023.

The Contract Award notice will be issued by the Procurement Lead upon receipt of a completed and authorised Tender Acceptance Form (see Annex 5).

1. Background Information

As part of the Long Term Plan for Community Mental Health Services, NHS England issued an opportunity for STP's to submit proposals for the development and early adoption of stronger Community Mental Health services. Somerset STP brought together mental health service users, commissioners and providers across primary care, secondary care and the voluntary sector to co-produce a bold and radical redesign of a model of mental health care.

In March 2019, Somerset STP had agreed to fund an Emotional Wellbeing Support Service in primary care – this was part of the Rapid Improvement Proposals (RIPs). This initiative is a collaborative endeavour between Somerset Partnership NHS Foundation Trust and a Voluntary Community and Social Enterprise (VCSE) provider (i.e., Somerset Community Council – also known as the Village Agents) with clinical support being provided by the Trust and much of the face to face support provided by the VCSE agency. It is expected that this service will support the overall model developed across Somerset with the funding from 2020-2021 being moved to support the single model which will be developed. Bidders will be expected to work with Somerset Community Council to look at how this will operate both in 2019/20 and in the future.

As part of the bid for NHSE Transformation funding, Somerset CCG and Somerset County Council were identified as the strategic commissioners for this service, and Somerset Partnership NHS Foundation Trust was identified the Head Provider, who together with the commissioners will work with other partners including Primary Care and the Voluntary Sector to co-design and deliver the services. To achieve the objectives as set out by NHSE an Innovation Partner from the VCSE is required to help develop the services required to deliver the stated objectives of NHSE. This part of the service's delivery will be a subcontract held by Somerset Partnership with the selected partner.

2. Summary of Requirement

The specification stated that the services provided must meet the following outcomes:

- Support reductions in repeat referrals to Community Mental Health Teams, reduce 'bounce back' referrals, and reduce admissions and lengths of stay.
- Increase access for people who currently fall through the gaps between existing services.
- Ensure timely access and work towards meeting the 4 week waiting times.
- Address the racial disparities, social determinants of severe mental ill health.
- Minimise health inequalities for those with mental health issues.
- Provide individualised care, with those who need it knowing how to access it.
- Access to and development of community assets including the further development of the recovery college, (i.e., peer led educational support for people with mental health needs).
- Increased satisfaction of those going through the service including increased Patient Reported Outcome Measures (PROM scores).
- Support service users with their recovery as they step down from getting more support / risk management.
- Provide support in the recovery journey of service users including development and strengthening of self-management.
- Work with families and carers to support them as well.

Metrics to measure the above outcomes are already in development with the national team of NHSE to support the delivery of the NHS Long Term Plan.

The requirements for the service are divided into ‘core’ and ‘targeted’ offerings. The ‘core’ offering will provide support for all adults with mental health and emotional wellbeing needs in community settings. This core offering will support all adults and targeted support will be provided for young people aged 18-25 and for older adults (i.e., over 65) with functional mental health conditions (e.g. depression, anxiety and serious mental illnesses), as well as improving the physical health care needs of people with a mental health condition. The core offer equates to about 75% of the total funding in the bid. There are two other ‘targeted’ populations that commissioners will focus: on people with a personality disorder/historic trauma, and people with Eating Disorders.

3. Funding

Funding for the sub-contract is a fixed envelope.

| Funding stream | 2019/20, (000's) | 2020/21 (000's) | 2021/22 (000's) | Total over 3 years (000's) |
|---|---------------------|--------------------|--------------------|-------------------------------|
| RIP investment in Emotional Wellbeing Service | £ 310 | £ - | £ - | £ 310 |
| RIP investment reallocated to NHSE core bid | £ - | £ 310 | £ 310 | £ 620 |
| NHSE bid Core investment | £ 659 | £ 659 | £ 659 | £ 1,977 |
| Crisis Café | £ 55 | £ 110 | £ 110 | £ 275 |
| Total | £ 1,024 | £ 1,079 | £ 1,079 | £ 3,182 |

4. Procurement Route

The procurement has been carried out in accordance with the Public Contracts Regulations 2015 and Somerset Partnership NHS Foundation Trust’s Standing Financial Instructions. As this is a new service, the Innovation Partnership procedure was used for the procurement (as per Regulation 31 of the PCR 2015). Somerset Partnership NHS FT has managed the procurement process on behalf of the Strategic Commissioners (Somerset CCG, Somerset County Council and Social Care). This procedure consisted of 3 stages:

- Selection Questionnaire – used to select bidders who met the minimum requirements of the contract;
- Innovation Stage - dialogue/discussion with shortlisted bidders in order to develop the required service model and inform development of the Final Service Specification;
- Invitation to submit final tender – bidders who participated in the innovation stage were invited to submit a final tender based upon the detailed service specification issued by Procurement.

5. Project Timetable

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| OJEU Contract Notice Published (Selection Questionnaire) | 3 Oct |
| Deadline for submission of SQs | 4 Nov |
| Evaluation of SQs by Evaluation Panel | 5-11 Nov |
| Panel Consensus Marking Meeting | 12 Nov |
| Notification of Successful/Unsuccessful Bidders | 12 Nov |
| <hr/> | |
| Innovation Workshop(s) with successful Bidder(s) | 14 Nov |
| Innovation discussions | 14-25 Nov |
| Finalise service specification | by 26 Nov |
| <hr/> | |
| Issue Invitation to Submit Final Tenders (ISFT) | 27 Nov |
| Deadline for submission of Final Tenders | 16 Dec |
| Evaluation of Final Tenders by Evaluation Panel | 17-18 Dec |
| Panel Consensus Marking Meeting | 19 Dec |
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| Issue Standstill Notice to Bidder(s) (“Intention to Award”) | 20 Dec |
| Standstill period ends | 16 Jan |
| Final Contract Award | 17 Jan |
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6. Procurement Process

a. Selection Questionnaire

An OJEU Contract Notice was published on 3 October 2019, inviting bidders to submit a Selection Questionnaire (SQ) for the procurement. One compliant SQ response was received from Rethink Mental Illness Ltd on behalf of the consortium alliance, consisting of one lead bidder and 9 alliance partners as follows.

- Rethink Mental Illness Ltd (lead bidder)
- Age UK
- Balsam Centre
- Chard Watch CIC
- Citizens Advice South Somerset
- Mind
- Second Step
- Somewhere House
- Spark Somerset
- SWEDA

The SQ was evaluated by the Evaluation Panel on the basis of the below criteria and was found to meet the minimum requirements.

| SQ Section | Selection criteria | Weighting |
|--|--|-------------------|
| Part 1 | | |
| Section 1: Potential supplier information | For information only | N/A |
| Part 2 | | |
| Section 2: Grounds for mandatory exclusion | Pass or Fail | N/A |
| Section 3: Grounds for discretionary exclusion | Pass or Fail | N/A |
| Part 3 | | |
| Section 4 and 5: Economic and Financial Standing | Pass or Fail | N/A |
| Section 6: Technical and Professional Ability | Scored based on the following criteria: <ul style="list-style-type: none"> • Relevant previous experience; • Clear breadth of relevant professional expertise to bring to the contract; • Evidence of collaborative working experience. | 35% 35% 25% |
| Section 7: Modern Slavery Act 2015: Requirements under the Modern Slavery Act 2015 | Pass or Fail | N/A |
| Section 8.1: Insurance | Pass or Fail | N/A |
| Section 8.2: Skills and Apprentices | For information only | N/A |
| Section 8.3: Supplier's Past Performance | Scored based on the following criteria: <ul style="list-style-type: none"> • Sufficient information provided to give confidence in Supplier's past performance | 5% |

b. Innovation Stage

The remaining bidder, Rethink Mental Illness Ltd, was invited to attend an Innovation Workshop on 14 November 2019. Further innovation discussions took place between 14 and 25 November 2019.

c. Invitation to Submit Final Tender (ISFT)

The ISFT was issued on 27 November 2019 to the remaining bidder with a submission deadline of 16 December 2019.

d. Due Diligence

The lead bidder and all organisations within the alliance submitted a Commercial Questionnaire and Conflict of Interest Declaration. Due Diligence checks were carried out on all 10 organisations and no concerns were identified by Procurement.

All attendees at the Innovation Workshop were required to complete a Conflict of Interest and Confidentiality Declaration, as were all members of the Evaluation Panel for both the SQ and Final Tender stages.

e. Evaluation of Final Tender

Individual members of the Evaluation Panel (i.e. the Project Team identified on page 2) scored the final tender independently, using the criteria below, and submitted their scores to the Procurement Lead. A score moderation meeting was held on 19 December to explore variations in scoring and debate the reasons for these. The results generated by the moderation meeting resulted in a final consensus score (see below) which led to the Contract Award recommendation on page 2 of this report. The 'Consensus score' is the aggregate score of all the evaluators after moderation, presented as a percentage, and the 'Weighted Score' is the maximum score available for each domain weighted in terms of the relative importance as identified in the tender documentation.

| Evaluation Criteria | Consensus Score | Weighted Score |
|---|------------------------|-----------------------|
| Please outline in detail your proposed Service Delivery Model and specifically how this will meet the requirements stated in Section 4.2 of the Statement of Requirements | 35% | 40% |
| Please provide an Implementation Plan which gives a clear timeline for rollout of the proposed Service Delivery Model, as per Section 4.3 of the Statement of Requirements. | 8% | 10% |
| Please outline how you will work with the Authority to ensure delivery/co-ordination of the service, including sharing of information. | 10% | 15% |
| Please outline how will you ensure best use of the funding provided to ensure maximum benefit. | 13% | 15% |
| Please explain how you will measure the impact of the Service and provide regular updates to the Authority. | 9% | 10% |
| Please outline the proposed Governance Structure for the Service. | 8% | 10% |
| Total | 83% | |

f. Standstill Notice (Intention to Award)

A Standstill Notice was sent to Rethink Mental Illness Ltd on 20 December 2019, stating Somerset Partnership's intention to award the sub-contract to the alliance led by them, subject to a standstill period, as per Regulation 86 of the PCR 2015. The standstill period is due to end on 16 January 2020.

7. Ratification of Intention to Award

This Contract Award Recommendation Report will be presented to the CCG Governing Body for final ratification on 16 January 2020. If authorisation is received, contract award will take place on 17 January 2020.

As this contract will be a sub contract to Somerset Partnership NHS FT, a presentation was made to the Trust's Board on 2nd December 2019 to explain the process and confirm that subject to authorisation by the CCG Governing Body, that the Trust Board would approve the contract award. This approval was confirmed.

8. Contract Implementation

Subject to ratification of Contract Award as above, a Contract Implementation meeting is provisionally scheduled for 22nd January 2020 between the Commissioners, Somerset Partnership as the Lead Provider, and Rethink Mental Illness as the Lead Supplier in the alliance. This meeting will initiate the partnership working arrangements between the parties and form the basis of planning for implementation of the service.

Annex 1

Innovation Discussions Log

| Date of meeting/call | Name (s) of Authority Representative(s) Participating | Name(s) of Bidder Representative(s) Participating | Topic(s) discussed | Details of any information/resources shared |
|---------------------------------|---|--|--|---|
| 14.11.19 Innovation Workshop | Carrie-Anne Hiscock (Taunton and Somerset NHS Trust) Claire Hills (Taunton and Somerset NHS Trust) Louise Finnis (Somerset County Council) Dr Peter Bagshaw Jane Yeandle (Somerset Partnership) Karen Prosser (Somerset Partnership) Eelke Zoestbergen (Somerset CCG) Simon Edwards((Somerset CCG) Tim Baverstock (SCC) Kate Williams (Somerset CCG) Candy Worf (SCC) Claire Butler (Somerset Partnership) | Russ McGloin-Hooper, Rethink Mental Illness Katherine Nolan, Spark Aileen Edwards (AE) Second Step Mark Yates (MY) Rethink Mental Illness Andy Pritchard (AP) Mind in Somerset | Document available on request – potentially commercially sensitive | Commercially sensitive |
| 19.11.2019 | Nicola Boyland Sue Flynn Neil Jackson Victoria Welsh Tony Wolke Jane Yeandle | Paula Blight SWEDA Amie Dobinson Second Step Aileen Edwards Second Step Will Higham Rethink Mental Illness Katherine Nolan Spark Somerset Andy Pritchard Mind in Somerset | Details available on request – potentially commercially sensitive | Commercially sensitive |