

CONTRACT AWARD REPORT

Community Equipment Services - Part I



PLYMOUTH COMMUNITY EQUIPMENT SERVICES -PEO21018

I. INTRODUCTION

This contract award report is in relation to the procurement of Plymouth Community Equipment Services (CES) for the period between 2023 and 2026. The current contract has been in place since 1st April 2015 and between 16,000 and 18,000 people are supported by the service every year.

There were a number of strategic and operational drivers to review the community equipment service, including the increase in demand on services with Devon's growing and aging population and the increase in number of young people with complex disabilities reaching adulthood and living in the community. In the future more people with increasingly complex needs are likely to need to be enabled to live in their own homes for a longer period of time.

This review allowed an opportunity to:

- Analyse the activity undertaken;
- Consider different ways of working;
- Scrutinise the current provision to see what is no longer required and start to align products, practice and quality requirements across Plymouth and Torbay Councils;
- Review the funding arrangements and mechanisms to manage spend against the contract;
- Further develop and shape the market;
- Ensure sustainability of provision;
- Work with providers to support innovation in the manufacture and supply of equipment;

The preferred option was a joint procurement by Plymouth City Council and Torbay Council in partnership with NHS Devon CCG, to procure Community Equipment Services within each local authority area. The opportunity was split into two Lots with a separate contract to be awarded for each local authority area. The procurement did not preclude awarding both contracts to the same provider:

- Lot 1 - Community Equipment Service for Plymouth City Council
- Lot 2 – Community Equipment Service for Torbay Council

Tenderers were invited to bid for either Lot or both of the Lots above in separate bids. The benefits of a shared procurement with 2 Lots were identified as:

- Alignment of core service specification plus tailored requirements for each Lot;
- Alignment of method statements (apart from one specific question for each Lot) and evaluation criteria;
- Shared resource and expertise for project management, financial modelling, clinical expertise and tender evaluations;

- Single streamlined procurement process may encourage providers to bid for both opportunities rather than choosing one over the other;
- Reduced duplication for providers by using a single evaluation of Supplier Questionnaires where tenderers bidding for both Lots and preparation of ITT documents;
- Alignment of standards and performance measures.

This contract award report describes the process and contract award recommendation for Lot 1 – Plymouth. The contract is proposed for three years, with the option to extend by a further three years on the basis of 1 + 1 + 1. The proposal is to award the contract to NRS as the highest scoring bidder.

2. BACKGROUND

Plymouth requires a Community Equipment Service (CES) for adults and children within the Plymouth City Council area or those on the outskirts if registered with a GP in Plymouth.

This service provides equipment relating to a prescribed, clinical need to support a person in their own home. This includes equipment such as beds, mattresses and mobility aids. Equipment may be provided to support someone with a short term need, while they recover from illness, or longer term or permanent ill health. Referrals to the service are made by prescribing organisations such as Livewell Southwest, University Hospitals Plymouth NHS Trust, St Luke's Hospice and Practice Plus Group Hospitals. The contract for Plymouth includes the delivery of equipment and cleaning of returned equipment and deals with a large volume of equipment, as shown below:

Table 1 – Number of Service Users

Period	Number of Service Users	Number of items delivered	*Number of items collected	Average recycle rate for the year
2017/2018	17,330	48,186	18,475	80%
2018/2019	17,429	49,392	18,281	83%
2019/2020	16,691	46,318	17,011	84%
2020/2021	15,212	40,155	17,650	81%
2021/2022	17,589	40,089	16,218	86%

*Not necessarily pertaining to the same financial year

CES includes the provision of a range of Core Stock equipment which is most frequently used, more specialist Non-Stock equipment ordered on an ad-hoc basis and Minor Adaptations. It is a requirement that the service is supported by a comprehensive web based IT platform for the provider and those referring to the service.

The key service objectives of CES are:

- To provide services that are safe, sustainable, cost efficient and effective for the benefit of all Service Users.
- To contribute to the prevention of inappropriate hospital admission, reduce the use of domiciliary care, care home placement, residential children's placement through provision of timely and safe Community Equipment and Minor Adaptations.
- To support safe and timely hospital discharge.

- To reduce the number of separate visits to individual service users' homes by offering a co-ordinated holistic Service delivered by a multi-skilled workforce.
- To support Carers and prevent Carer breakdown.
- To support end of life care, within the individual's chosen environment.
- The service shall be provided in a manner that meets the principles of best value, including but not limited to value for money, service quality, service performance, high levels of service user care and communications.
- Equipment issued following assessment of need by clinician will be loaned to the service user for the duration of their clinical need.

In addition to the above, the key objectives of the Service specific to Children are:

- To deliver community equipment appropriate to children and young people living in and accessing the community, enabling them to carry out daily living tasks, access their home and community environments as safely and appropriately as possible.
- Provide a vital gateway to growth, development, independence, dignity and well-being for children and young people living in the community.

3. PROCUREMENT PROCESS

A background paper titled "Contract Award Technical Report Community Equipment Services – Part 2" details the procurement and evaluation process used to select a successful provider for Plymouth (Lot 1). Four bids were received for the tender, all from providers experienced in delivering these types of services.

The tender was weighted as 55% for quality, 40% for price and 5% for Social Value.

4. FINANCIAL IMPLICATIONS

The financial implications for the procurement and contract award are described in the Part 2 paper.

5. TIMETABLE

The contract award decision is subject to approval by both Plymouth City Council Cabinet and NHS Devon ICB, as joint funders of the contract.

The current timetable from contract award to contract implementation is set out below, but is subject to change to support a smooth transition of service.

Key actions	Start Date	End Date
CABINET Decision (Plymouth)	11/08/2022	11/08/2022
NHS Devon ICB Decision	17/08/2022	17/08/2022
Call in	12/08/2022	21/08/2022
Implement decision - notify tenderers & provide feedback to unsuccessful tenderers	12/09/2022	12/09/2022
PCR 2015 Mandatory Standstill	13/09/2022	22/09/2022
Request policies and procedures from top tenderer	12/09/2022	13/09/2022

Evaluate policies and procedures	13/09/2022	22/09/2022
Award contract to successful tenderers	26/09/2022	26/09/2022
Submit OJEU Contract Award notice	26/09/2022	26/10/2022
Close Technical Equivalent Equipment verification	31/10/2022	03/11/2022
Lead - in / transition	27/09/2022	28/02/2023
Contract Start	01/03/2023	01/03/2023

Torbay Council will consider their contract award decision on the 30th August.

The successful provider submitted a comprehensive implementation plan as part of their response to Method Statement 10: Transition Arrangements. This included how mobilisation would be managed such as property, stock management, communication and engagement, operational management and TUPE of staff.

6. APPROVAL

Authorisation of Contract Award Report

Author (Responsible Officer / Project Lead)			
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Additional Comments (Optional):			
Signature:		Date:	22 June 2022
Head of Service / Service Director [Signature provides authorisation to this award report and award of Contract]			
Name:	Anna Coles		
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Additional Comments (Optional):			
Signature:		Date:	22 June 2022