



HERTFORDSHIRE COUNTY COUNCIL

PRE - PROCUREMENT MARKET ENGAGEMENT DOCUMENT

**Re: Adult Mental Health Intensive Enablement
Accommodation**

Contents	Page
1. Introduction	3
2. Project Background	3
3. Current Position and Scope	3
4. Current Project Brief	4
5. Service principles.....	4
6. Wider Strategic Perspective.....	5
7. Market Engagement	6
Purpose	6
Process	6
Outputs.....	7
8. Timescales.....	8
9. Queries	8
10. Disclaimer	8
11. Supplier Questionnaire Instructions	9

Appendix A – Supplier Questionnaire (separate MS Word document)

1. Introduction

- 1.1 Hertfordshire is a large shire county in the south-east of England with a population of 1.2 million. Hertfordshire County Council (the “Council” or “HCC”) is a two-tier authority with 10 district and borough councils providing complementary local services to residents.
- 1.2 The Council provides social care for adults and children, schools and education, public libraries, public health (from April 2013), highway and road maintenance, environmental services, trading standards and household waste sites as well as a fire and rescue service.
- 1.3 The Council, together with East and North Herts Clinical Commissioning Group, and Herts Valleys Clinical Commissioning Group, jointly funds an Integrated Health and Care Commissioning Team (IHCCT) to procure and manage health and social care services on behalf of the three organisations, for people with learning disabilities and adults and children with mental health needs. Some of the social care commissioning activities for adults with mental health are delegated to Hertfordshire Partnership University NHS Foundation Trust (HPFT) through a section 75 agreement.

2. Project Background

- 2.1 The County Council supports Hertfordshire residents to live healthy, long lives and to live safely in their communities. Promoting recovery from, and supporting people to live independently with, mental health problems is an important way of doing this. Transitional rehabilitation housing for people leaving inpatient or other community settings, which supports people with mental health problems to live independently, is a key part of the strategy and vision of all the partners listed in 1.3.

3. Current Position and Scope

- 3.1 In November 2019, the service contract for the 14 bed rehabilitation housing service in Higgins Walk, Stevenage, will come to an end. This is an opportunity to review and design how this and similar services will be provided to ensure the provision is suitable for the coming years.
- 3.2 The draft service specification outlines the strategic role that rehabilitation housing plays within the mental health services landscape. It is a key enabler for ensuring people can be discharged from inpatient settings, for supporting people to learn or re-learn daily living skills enabling them to move on to other models of supported and general housing, and for preventing further loss of independence for people at risk of going into crisis.
- 3.3 In addition to the provision of intensive enablement support to promote independence in daily life, the provider(s) will provide a full housing management service for the site(s), including buildings and grounds maintenance, repairs, rent collection, health and safety compliance and other functions normally discharged by a housing provider. This will be funded from housing benefit received for the residents.
- 3.4 Rehabilitation housing services can improve service users’ quality of life, support them to participate in their community, ease the pressure on

community mental health and primary care services, and free up inpatient services so that they can respond better when people need them.

- 3.5 Hertfordshire Partnership University NHS Foundation Trust and Hertfordshire County Council (HCC) are working together to explore options for continuing and growing this provision in Hertfordshire, so that it better meets both the volume and geographic spread of demand.
- 3.6 Demand analysis suggests that in addition to the 14 bed service in Stevenage, a further 14-20 beds in Hertfordshire are required in order to meet demand over the coming 5-10 year period.
- 3.7 Initial mapping suggests these additional beds may be provided in one large service to the west of the county (to complement the Higgins Walk scheme in the North), or in two smaller services, one in the west and one in the east.
- 3.8 A number of beds will be used as short-stay crisis beds and as step-up/step-down provision for people coming out of hospital, and those at risk of going in to hospital.
- 3.9 A focus for the service is likely to be on supporting people who have been in residential care for a long time to re-learn independent living skills and enable them to live independently again in the community.
- 3.10 We also wish to explore with providers opportunities for using intensive enablement housing as part of discharge to assess models, in which people being discharged from hospital can stay for a short time and their needs be assessed fully before decisions are made as to where they would best be supported in the longer term.

4. Current Project Brief

- 4.1 This brief is being used as an outline to engage with the market so the Council can hear the views of potentially interested organisations.
- 4.2 It is anticipated that the selected provider(s) would be required to work collaboratively with HCC and HPFT to shape the final size and number of services and to inform the design of any built environments.

5. Service Principles

Recovery focused: the principles adopted by HCC and HPFT should underpin provision. The service will focus on enabling people to acquire/regain their daily living independence, and will focus on supporting pathways to independence for people in Hertfordshire. It is not a residential care or inpatient service.

Person-centred: Provide a range of high quality activities and support opportunities appropriate to people at different stages of the condition and at

different ages. Ensure services are designed around the needs of an individual, and are therefore simple to access and use. Involve family members where appropriate in care planning.

Innovative, flexible model: Delivered in an innovative, flexible way that maximises capacity, reach and impact; involves partners and volunteers; makes best use of community assets; and includes plans to develop the sustainability of the service, helping groups to become self-sustaining, supporting the involvement of volunteers and seeking additional sources of funding.

Fully integrated: Provider(s) will be expected to work in an integrated way with a range of partners including statutory health and social care agencies, GPs and other community organisations/groups to ensure that services are joined up and coordinated with other services in the community and that community capacity is maximised – for example, sharing community assets, working with existing groups, and working in a way that supports the HCC Connected Lives approach to social care

Empowering: Enable and support service users to actively contribute to the delivery of services through co-production, rather than being passive recipients of support; and promote people’s continued connections with their families, friends and local communities

Promote access: enable access to community support services, particularly for people who are socially isolated; and proactively address stigma

6. Wider Strategic Perspective

6.1 This brief is being used as an outline to engage with the market so HCC and HPFT can discuss the opportunity with potentially interested organisations.

6.2 The specification (extract currently in draft form is attached) for the new service will focus on achieving outcomes and will not be prescriptive about exactly what or how the support should be delivered. Tenderers will be encouraged to submit innovative proposals that meet key outcomes and address the issues identified.

6.3 It is anticipated that the procurement process will result in services that:

- Ensures equality of access, including making services accessible to people with protected characteristics and those who live alone
- Gathers improved data and intelligence to ensure that services are accessible to all who need them, and able to demonstrate outcomes clearly
- Delivers in an innovative, more sustainable way
- Targets resources smartly in relation to user need, making the most of community capacity
- Involves a wider range of partners and providers in supporting people on their recovery journey

6.4 The current anticipated annual budget for this service is not yet established. HCC and HPFT would like to use the market engagement process to scope how much providers think it will cost to setup and deliver this service in Hertfordshire.

6.5 HCC and HPFT anticipate awarding a 3 year contract(s) with the possibility of a 2 year extension for the services.

7. Market Engagement

Purpose

7.1 The purpose of the Council's pre-procurement market engagement process is to allow and enable, potentially interested organisations with appropriate expertise and relevant experience to:-

- Outline and generate initial views/ideas around the outcomes, scope and the potential procurement strategy (i.e. with no commitment to themselves or the Council).
- Engage with the Council to understand its challenges, intentions and desired outcomes.
- Provide informal input to help refine the Council's technical requirements.
- Inform the Council of current market developments.
- Enable the Council to understand how the Current Requirements could be shaped and delivered
- Explain the options available to the Council.

7.2 This stage of the project allows the Council to understand the strengths and weaknesses of the options to revise the range of services available to deliver its outcomes. Furthermore, this process enables organisations to effectively plan for any potential forthcoming procurement.

7.3 The Council will consider the input and responses received as part of this pre-procurement market engagement to help inform the Council's options and further decision making.

Process

7.4 The pre-procurement market engagement will comprise:-

- Submission of the Supplier Questionnaire (please see Appendix A – separate MS Word document) following the instructions in Section 11. Supplier Questionnaires must be received by **Monday 17th December 2018 at 12 noon.**

7.5 For the avoidance of doubt, this stage of the project is **not** part of a formal procurement process and the Council is **not** committing, at this stage to carrying out such a process.

7.6 Participation or non-participation in this pre-procurement market engagement shall not prevent any provider participating in a potential procurement process

nor is it intended that any information supplied shall place any provider at an advantage in any forthcoming procurement process.

Outputs

- 7.7 HPFT and HCC are looking for further capacity to deliver the additional beds. At present, the commissioners don't have vacant properties from which to run the additional services, and therefore HCC and HPFT are running this PPME exercise to establish the appetite to deliver the additional services and to identify whether providers have access to suitable buildings from which to run the service.
- 7.8 HPFT and HCC want to ascertain the number of available properties within Hertfordshire which service providers are able to develop / secure to deliver the required service from.
- 7.9 In addition, should HCC and/or HPFT be able to source suitable accommodation, HCC and HPFT want to know which providers would be interested in participating in the development stages of the identified site (s) and then delivering the required services (intensive enablement including housing management) in them.
- 7.10 HCC and HPFT have identified the following outputs for this project:-

Output 1

To procure a partner to deliver the rehabilitation accommodation service at the Higgins Walk site from December 1st 2019 for an anticipated period of three years with a two-year extension.

Output 2

To engage a provider to procure and / or develop either one or two new (additional to the Higgins Walk site) intensive enablement accommodation sites in Hertfordshire, with at least one in the west (Herts Valleys CCG area) of the county, and to provide intensive enablement accommodation services at the site(s) from December 1st 2019 for an anticipated period of three years with a two year extension. This provider may or may not be the same provider that delivers output 1.

Output 3

In the event that suitable proposals under output 2 for additional sites are not forthcoming from the market, or in the event that the parties listed in 1.3 otherwise decide to develop their own sites for the additional services, to procure a partner to deliver the intensive enablement accommodation service at the additional site(s) when they go operationally live, and to participate in the development and fit-out stages of the project(s) in order to help ensure that the resulting built environment(s) are optimum for the services to be provided within them from December 1st 2019. This provider may or may not be the same provider that delivers output 1.

8. Timescales – Please note these are indicative and are subject to change

- 8.1 The procurement process will be adjusted depending on whether the sites for the additional services are sourced by providers, or by HCC/HPFT. The additional site(s) are intended to be operational by November 2019.
- 8.2 December 10th – Deadline for queries regarding Pre-procurement market engagement questionnaire
December 17th – Pre-procurement market engagement questionnaire deadline
January 2019 – Potential further engagement with market
January 31st 2019 – Decision on source of and location of additional site(s), decision on whether to procure one or more partners for Higgins Walk and the additional service(s)
February 2019 – Commence formal procurement process shaped by market feedback.
December 1st 2019 – Contracts for Higgins Walk site and additional site(s) commence

9. Queries

- 9.1 The Council's eTendering system, In-Tend, enables questions and answers to be exchanged via the email facility.
- 9.2 Any queries regarding this process must be submitted via the In-Tend system by the deadline stated in above. Although the source of any questions will be kept confidential, both the query itself and the Council's response may be shared with the other interested parties at its sole discretion.
- 9.3 The Council will seek to respond within 3 working days via the In-Tend system but gives no guarantee that it will respond at all.

10. Disclaimer

- 10.1 The information in this document and the related appendix is solely for the purpose of the Council's pre-procurement market engagement and no representation, warranty, or undertaking is given by the Council as to its accuracy or completeness, and the Council accepts no liability in relation to this.
- 10.2 No information contained in the documents or in any communication made between the Council and any provider in connection with its pre-procurement market engagement shall be relied upon as constituting a contract, agreement or representation that any contract shall be awarded.
- 10.3 The Council reserves the right, at its discretion to:-
- 1) Change this document and/or the procedure for the pre-procurement market engagement; and
 - 2) Proceed, or not, with a subsequent procurement.
- 10.4 The Council will not treat as confidential, any information submitted in response to this process, and respondents should note that the Council is subject to the requirements under the Freedom of Information Act 2000 and the Environmental Information Regulations 2004 and may be obliged to disclose responses.

- 10.5 Participation in the pre-procurement market engagement will be at each provider own cost. No expense in responding to this process will be reimbursed by the Council.

11. Supplier Questionnaire Instructions

Completing the Supplier Questionnaire

- 11.1 Please answer all questions fully as possible i.e. within each response area provided. Please limit your response to each question to a maximum of **750 words**. Any questions which you feel are not relevant; please enter "Not Applicable". **Company brochures or other general marketing information should not be attached in addition to this.**
- 11.2 If you have any queries regarding the Supplier Questionnaire or any of aspects of the pre-procurement market engagement please send your enquiry using the Council's In-Tend system. Please note that all queries must be submitted by 10th December 2018.

Uploading Your Completed Supplier Questionnaire

- 11.3 To participate in this pre-procurement market engagement, organisations must submit their completed Supplier Questionnaire, together with any supporting documents, through the In-Tend system by the return deadline of **12.00 Noon on 17th December 2018**. Supplier Questionnaires cannot be uploaded after the closing date/time.
- 11.4 Please make sure that you have submitted your Supplier Questionnaire following the instructions above. The Council will not be held accountable for any errors made by an organisation in submitting their Supplier Questionnaire. Any clarifications regarding this opportunity must be raised through the Correspondence area in the In-Tend system.
- 11.5 If you are experiencing problems, In-Tend offer a help section which includes a dedicated UK Support Desk which can be contacted via email support@in-tend.com or telephone +44 (0)114 407 0065 for any website / technical questions (Monday to Friday 8:30am – 5:30pm).