



Medway Clinical Commissioning Group

Medway Integrated Community Equipment Service

Memorandum of Information
July 2018

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1.0 THE PURPOSE OF THE MEMORANDUM OF INFORMATION

1.1 Purpose

Medway Council and NHS Medway Clinical Commissioning Group (the contracting authorities) are jointly re-procuring the Community Equipment Service in Medway and are therefore providing the market with information through this Memorandum of Information (MOI) about the Medway Integrated Community Equipment Service (MICES) procurement process (hereafter referred to as the service procurement) as well as the scope of the new service. This document also sets out the vision of the contracting authorities for a new outcomes based service.

The contracting authorities seek to positively engage and consult with suitably qualified and experienced healthcare providers who have experience of providing community based equipment services. Commissioners would like to hear from potential providers with the necessary capacity and capability to provide the range of integrated services in a safe and effective manner to meet the critical success factors detailed in this MOI.

1.2 Next Step for Interested Parties

The contracting authorities are holding a supplier event at Medway Council on Tuesday 4th September 2018 from 2pm – 6pm.

Interested parties wishing to attend the supplier engagement event are requested to email the events team at researchandinfo@medway.gov.uk with details of attendees. Deadline for registration is Tuesday 28th August 2018.

Providers not previously registered on the Kent Business Portal are encouraged to register at www.kentbusinessportal.org.uk as all related procurement information including tender documents will be accessible on the portal.

Address for Event

Civic Room

Medway Council

Gun Wharf

Dock Road

Chatham

Kent

ME4 4TR

How to get to Medway Council

By car: Use the postcode above for navigation. There is limited on-street parking on Dock Road.

There are a number of 'pay and display' carpark near the council offices. The closest is the Riverside carpark at the Chatham Community Hub.

By Train: The closest railway station is Chatham, approximately 10 minute walk away via Railway Street, Military Road and Dock Road. Visit the National Rail website for more information.

By Bus: Most buses stop at Chatham's waterfront bus station, a 5 minute walk or stop directly outside Gun Wharf.

2.0 INTRODUCTION AND OVERVIEW

2.1 Introduction

Medway Council and NHS Medway CCG are looking for a provider who can deliver a fully integrated service that is safe, effective, personalised and fair to all service users in health and social care. The service will provide an integrated equipment contract that includes Minor Adaptations and Minor Building Works to cover health and social care in the community. The service is jointly commissioned and funded as part of the Better Care Fund (BCF), between Medway Council and NHS Medway CCG. It is provided in accordance with the statutory responsibilities of the Council and CCG and managed as part of Section 75 Partnership Agreement between the Council and NHS Medway CCG. The service does not include Technology Enable Care Services (TECS) because it is contracted to another provider in Medway.

2.2 Aims of the Service

The goal of the service is to enable independence through the provision of an integrated equipment service on loan or purchase to people living in the community. This is expected to facilitate timely discharges from hospitals.

The equipment and support provided by the service is aimed at enabling users and their carers participate in community activities and undertake tasks they would otherwise be unable to carry out.

The equipment service covers a broad range of provision such as single to multiple, simple to complex and low cost to high cost as determined by the changing needs of the service users.

The flexibility of the service will enable people to live either independently or with the support of carers, community services, NHS Health and Social Care assistance. The service is aligned to the prevention agenda which promotes independence, dignity and wellbeing for the people of Medway.

2.3 Social Care Overview and General Health in Medway

Medway's population is approximately 278,000 and is estimated to grow to approximately 330,000 by 2035. While Medway has a relatively young population, the number of older people is set to increase - those aged over 70 will rise by 20% in the next 5 years. Older people have a higher usage of health and care services compared to other age groups, particularly hospital admissions and use of community services.

Medway has a lower than average life expectancy for both males and females. For males, the average life expectancy is 78.4 compared with an England average of 79.5. For females, the average life expectancy is 82 years compared with an England average of 83.1. Healthy life expectancy is also below average. For males, the average healthy life expectancy is 61.8 compared with an average of 63.4. For females, the average healthy life expectancy is 59.7 years, compared with an England average of 64.1.

In Medway, 16.4% of adults (all ages) have a long term condition or disability that limits their day-to-day activities. Whilst this is lower than the England average (17.6%), it equates to over 40,000 people. In some parts of Medway this percentage increases to almost 40%. This is based on adults of all ages,

with the prevalence of long term conditions increasing in older population groups, with many people also having more than one long term condition. There are approximately 12,000 people in Medway who have three or more long term conditions.

The MICES service is integrated with the Medway Model, which is an interpretation of the Kent and Medway Sustainability and Transformation Plan (KMSTP). The model supports the NHS Five Year Forward View (FYFV), the General Practice Forward View (GPFV) and KMSTP. The GPFV covers 6 Primary Care Locality Teams (PCLTs) in Rainham, Gillingham, Chatham Central, Lordwood, Rochester and Strood. These PCLTs are responsible for the health of local populations of around 30,000 to 50,000. The service also supports the Medway Council 3 Conversations' approach which focuses on making better use of people's strengths, families and communities before considering the use of traditional health and social care services. The elements of the approach are:

Conversation 1 - How can we help you to help yourself?

Conversation 2 - How can we provide the most appropriate help when you need it?

Conversation 3 - What is the most appropriate on-going support we can provide for those who need it?

The 3 Conversations approach delivers a more people centred care and support that reduces escalation to long term care packages. It shifts expenditure from traditional services, such as care homes to services delivered in people's own homes and in the community.

2.4 Strategic Context - National and Local Policy

The Provider will ensure that community equipment service in Medway operates in line with national and local policy and strategy, including, but not limited to the following:

National

- The NHS Five Year Forward View (FYFV)
- General Practice Forward View (GPFV)
- Kent and Medway Sustainability and Transformation Plan (KMSTP)
- Better Care Fund (BCF)
- National Assistance Act 1948
- Chronically Sick and Disabled Persons Act 1970
- NHS and Community Care Act 1990
- National Health Service Act 1977
- Health and Social Care Act 2006
- Care Act 2014
- Health and Safety at Work Act 1974 and guidance from the Health & Safety Executive
- Prevention and Management of Pressure Ulcers 2016
- Protection of Vulnerable Adults scheme (POVA) 2000
- Integrating Community Equipment Services, DH 2001 and Integrated Care & Support: Our Shared Commitment May 2013
- Putting People First 2007
- Aiming High for Disabled Children 2007

- Healthy Lives, Healthy People 2010

Local

- The Medway Model
- Medway Local Care Sustainability and Transformation Programme
- Medway End of Life Strategy
- Urgent Care Re-design
- Medway Health and Wellbeing Strategy
- Medway Local Estates Strategy
- Medway Digital Strategy
- Medway Carer's Strategy
- Medway Health and Well-being Strategy
- Kent and Medway Stroke Review
- Adults Social Care Strategy
- Transforming Community Equipment Services 2006 and 2011 Transforming Community Guides
- NHS Medway and Kent Infection Prevention in the Community Guidelines 2008

2.5 Proposed Service Outcomes

The Provider must ensure that community equipment service work alongside and interface with the whole system (but not confined to) strategies listed in 2.4). The following core principles shall apply to community equipment service delivery in Medway

Operational Service Outcomes

- The promotion of independence, choice, personalisation, dignity, privacy, respect and participation of service users and their carers
- To acknowledge and respect gender, sexual orientation, age, physical or mental health ability, race, religion, culture, social background and lifestyle
- To maximise the independence of service users and maintain total control over their own lives and the service provided
- To support patients, families and health professional by providing equipment to support wound healing treatments
- To enable self care with individuals and groups
- To recognise the rights and responsibilities of service users
- To plan and provide an integrated service in partnership with prescribers, service users, carers, families, friends or lay advocates, support workers, and other independent and statutory agencies
- To ensure that the service responds sensitively and flexibly to individual needs, whilst at the same time reducing the number of interventions for service users
- To work in a collaborative and coordinated approach with other providers (statutory, voluntary and independent) delivering social care, health and welfare services

Access and Performance Outcomes

- Ability to demonstrate reasonable access for all Medway residents to the Community Equipment service
- High patient and service user satisfaction
- Equipment delivered within agreed timescales
- Responsive equipment delivery to facilitate hospital discharge
- Efficient and responsive maintenance and repairs
- Effective management of the equipment service
- Ensuring community equipment is fit for purpose
- Achieving best value on equipment in the community

Quality of Patients and Service User Care Outcomes

- Improved independence of service users within health and social care settings
- Increased patient and service user choice
- High patient and service user satisfaction
- Excellent customer service
- Increased quality of life

Pathway of Care Outcomes

- To support pathways of care that direct the patient to the right setting
- The provision of the right equipment, at the right place, right time and as quickly as possible at the first time
- A pathway that minimises the time spent in hospital or institutional settings

2.6 Scope of the Service

The service will achieve all outcomes as outlined in 2.5 (but not confined to) and will be easily accessible to patients and service users.

The service provider shall be required to:

- Source, procure, store, supply, recycle and install equipment as specified in the service stocklist and / or as requested by prescribers (i.e. non stock equipment / bespoke equipment) to the standards and guidance as set by the Medical and Healthcare products Regulatory Agency (MHRA) and identified within the NHS Controls Assurance standards
- Provide on-site technical advice, work with clinicians, attend joint visits and advise clinicians on aspects of minor adaptations and technicalities around equipment
- Deliver/collect, demonstrate, assemble, adjust and install / fit equipment, and (unless otherwise instructed by a Prescriber) maintain, refurbish, recycle and dispose of specified equipment requisitioned by prescribers authorised to do so by the Council and CCG, for the benefit of the individual residents in Medway who are registered with a Medway GP
- Help and support clinicians / prescribers to facilitate and to reduce the number of individuals admitted to hospitals and residential and nursing homes by providing equipment to individuals through timely intervention and enabling them to live as independently for as long as possible

- To source wound healing and preventative equipment used in primary/secondary care settings
- Establish close working links with clinicians and prescribers in acute, primary, secondary, community teams and other health care establishments
- Ensure stocks at peripheral stores are constantly stocked with the right equipment and regularly monitored to allow staff access to equipment - including out of hours
- Administer, over-see and quality check any minor modifications/adaptations undertaken including those carried out by any sub-contractors
- Have in place systems, including IT infrastructure, in order to effectively provide the service and enable robust quality assurance and performance reporting
- Maintain an up to date electronic service-wide catalogue of services and goods supplied that is also available to Prescribers and Service Provider Staff for their use
- Ensure that all aspects of service provision meet the requirements of the specification, including those elements of the service which may be perceived as low volume or slightly peripheral, as critical in the judgment of service success
- Make every effort to ensure that a partnership relationship is established, developed and supported with Medway Council & Medway CCG and the provider(s)
- Ensure that all aspects of this service are within the control or responsibility of the said service provider and are 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 customer care and communications and best and appropriate use of all available resource) as indicated throughout the service documentation
- Provide equipment to support Tissue Viability Service (TVS)
- Have in place a robust and effective management structure which fully meets the requirements of the service. The service provider is to maintain a dedicated representative in support of the contract at all times
- Establish effective, efficient and regular communication with the contracting authorities to assist in the facilitation of the contract and to liaise with the service provider and prescribers on operational, financial and performance matters

2.7 Activity Data

For illustrative purposes the figures below relate to 2016/17 financial year activity of the existing equipment contract:

Standard Equipment	Quantity
Number of orders	12,874
Number of delivery attempts	14,224
Number of loaned items	31,747
Number of collections	5,189
Number of collected items	17,779
Number of scrapped items	2,806
Number of recycled items	14,973
Recycling ratio	84%

Detailed activity data will be made available in the service specification to be issued with the tender documents

2.8 Critical Success Factors (CSFs)

Specific evaluation criteria will be included in the tender document however Medway Council and Medway CCG have determined the following critical success factors for the new service:

- **Quality:** The service must be delivered in high quality, safe and effective manner, in an environment that provides a positive patient experience, ensuring compliance with all relevant policies and procedures clinical, administrative and regulatory.
- **Access:** The service procured must be provided in locations and facilities that are accessible and local to prescribers, service users and patients.
- **Patient Centered:** The service must be patient focused and be flexible to meet the needs of all patients, particularly vulnerable people with learning and physical difficulties and mental health needs.
- **Integration:** Providers will be expected to integrate with, and positively contribute to, the local healthcare community including the development of a close working relationship with all prescribers.
- **Demonstrable value for money:** The procured service must be affordable and provide value for money.
- **Service Mobilisation Plan:** Providers must detail their plan for the new equipment service.
- **Assessment & Treatment:** There must be demonstrable efficient provision of skilled assessment, treatment and advice to Medway's local populations.
- **Governance:** The provider must demonstrate robust governance, clinical leadership, continuous learning and self- improvement in its processes.
- **Guidance and Legislation:** The provider must demonstrate implementation of all appropriate guidance and legislation e.g. NAEP standards, NICE and NSFs, Care Quality Commission.
- **Reporting:** The provider must provide timely, accurate, and comprehensive reports/data in line with Medway Council and Medway CCG guidelines.
- **Patient Satisfaction:** A high level of patient satisfaction with the service.
- **Business Continuity Plan (BCP):** The provider must demonstrate and have a BCP as appropriate to the service. This must include provider disaster plan in case of unexpected disaster or emergency.

3.0 COMMISSIONING BODIES

The commissioning bodies are Medway Council and Medway NHS CCG represented by the Partnership Commissioning team. The lead officer is the Programme Lead for Community Based Services in Medway Council.

4.0 THE PROCUREMENT PROCESS

4.1 Indicative Procurement Timeline

The timeline for MICES procurement is set out in the table below:

Procurement Activity (Milestones)	Timeline
Supplier Engagement	To be confirmed
Publication of Advert & Invitation to Tender	October 2018
Contract Award	March 2019

Mobilisation Period	April – June 2019
Service Commencement	01 July 2019

4.2 Invitation to Tender

All procurement information including tender documents will be published on Contracts Finder and the Kent Business Portal as per the indicative timelines.

Providers not previously registered on the Kent Business Portal are encouraged to register at www.kentbusinessportal.org.uk to access the tender documents when they are published. Registration is free.

4.3 Contract Award

Commissioners expect to complete the tender process and internal governance in March 2019 after which the contract will be awarded to the successful provider.

4.4 Service Commencement

The contracting authorities will employ a competitive EU procedure which includes a tender stage, to select the most suitably qualified Provider to deliver the community equipment in Medway.

Following contract award, Medway Council and NHS Medway CCG will work with the successful provider to mobilise the new service expected to commence in July 2019.

5.0 COMMERCIAL CONSIDERATION

5.1 Contract Value & Duration

The estimated Contract value for the Medway Community Equipment Service is between £2M and £2.2M.

The proposed Contract is expected to have an initial term of (3) years with an option to extend by a further two (2) years, unless otherwise terminated in line with the conditions of Contract.

5.2 Workforce Policies and Strategies

Bidders will be required to provide evidence that all proposed workforce policies, strategies, processes and practices comply with all relevant employment legislation applicable in the UK.

5.3 Pensions

Potential bidders who are non-NHS organisations should assume that their staff will not be able to participate in NHS pension and injury benefit arrangements.

5.4 TUPE Implications

Staff transfers from the existing provider to new provider may occur under TUPE regulations. Medway Council and the CCG anticipate that if TUPE were to apply, it is for the Bidders to establish to their own satisfaction whether TUPE applies or not. TUPE information provided by the current providers will be made available at a later stage. Medway Council and the CCG give no guarantee as to the accuracy of any information provided.

5.5 Estate & Information Technology

Further details regarding the treatment and potential availability of premises, facilities management and equipment will be provided in the service specification.

The provider will be required to use a range of information systems and technology that integrate with existing and proposed systems operated by Medway Council and the CCG. The Council and the CCG will ensure that all communication from and to the service provider(s) is via a secure email network and the Kent portal.

Further details regarding information management and the technology aspects relating to this service will be provided in the service specification to be issued at tender stage.

5.6 Insurance

A comprehensive and appropriate schedule of insurances that the provider will be required to hold in respect of the service procurement will be set out in the tender document. This will typically include employers' liability, public liability, corporate medical and malpractice and certain property cover. The insurance requirements will also require providers to ensure that:

- The Council and NHS Medway CCG's interests are fully protected
- Members of the public using the service are fully protected under the providers public liability insurance
- All insurance policies meet at least the minimum statutory requirements. Providers will be required to indemnify Medway Council and NHS Medway CCG against any claims that may be made against them arising from the provision of the service
- The appropriate levels of insurance have been obtained with supporting certificates including clinical negligence insurance covering all staff and operational risk in the facilities from which the provider's services are being provided

6.0 GOVERNANCE AND ADMINISTRATION

6.1 Procurement Cost

Each bidder will be responsible for its own costs incurred throughout each stage of the procurement process. Medway Council and Medway CCG will not be responsible for any costs incurred by any bidder or any other person through this process and has no liability.

6.2 Consultation

Medway Council and CCG will lead on all local stakeholder engagement issues. All Council and CCG projects are subject to ongoing patient and public consultation under the Health and Social Care Act 2001 (now contained in the NHS Act 2006).

6.3 Freedom of Information

Medway Council and NHS Medway CCG are committed to open government and meeting their legal responsibilities under the Freedom of Information Act (FOIA). Accordingly, any information created by or submitted to Medway Council and NHS Medway CCG (including, but not limited to, the information contained in the MOI, and submissions, bids and clarification questions/responses at tender stage may need to be disclosed by Medway Council and NHS Medway CCG in response to a request for information.

In making a submission or bid or corresponding with Commissioners and any member of the project team at any stage of the service procurement, potential bidders and relevant organisations acknowledge and accept that Medway Council and NHS Medway CCG may be obliged under the FOIA to disclose any information provided to it.

6.4 Disclaimer

The information contained in this MOI is presented in good faith and is intended only as a preliminary background explanation of Medway Council and NHS Medway CCG activities and plans and is not intended to form the basis of any decision or the terms upon which they will enter into any contractual relationship. Medway Council and NHS Medway CCG reserve the right to change the basis of, or the procedures (including the timetable) relating to the service procurement.

7.0 GLOSSARY OF TERMS

Term	Description
BCF	Better Care Fund
Bidder	An organisation or individual making a formal offer for a contract opportunity
Bidder Guarantor	An organisation providing a guarantee, indemnity or other undertaking in respect of a Bidder's or a Bidder Member's obligations
Bidder Member	A shareholder or member or proposed shareholder or member in, or controlling entity of, the Bidder and / or that shareholder's or member's or proposed shareholder's or member's ultimate holding company or controlling entity
Clinical Services Supplier	All suppliers providing clinical services which are the subject of the Contract including, but not limited to, primary medical care services
Contract	A form of contract, as detailed further in section 5.1, to be entered into between Medway Council AND NHS Medway CCG and the successful bidder for the provision of the equipment service
DH	Department of Health
EOI	Expression of Interest
FOIA	Freedom of Information Act The Freedom of Information Act 2000 and any subordinate legislation made under that Act from time to time,

	together with any guidance and/or codes of practice issued by the Information Commissioner, the Department of Constitutional Affairs, the Office of Government Commerce and the NHS in relation to such legislation or relevant codes of practice to which the DH and Medway Council and NHS Medway CCG is subject
FYFV	The NHS Five Year Forward View
GPFV	General Practice Forward View
ITT	Invitation to Tender
KMSTP	Kent and Medway Sustainability and Transformation Plan
MOI	Memorandum of Information
NAEP	National Association of Equipment Provider
NICE	National Institute for health and Care Excellence
NSF	National Service Frameworks
Potential Bidder	An organisation or individual who has expressed an interest in the opportunity and likely to make a formal offer
PCLT	Primary Care Locality Teams
PQQ	Pre-Qualification Questionnaire
Provider	A dully qualified organisation delivering goods and services in the healthcare and equipment sector
Relevant Organisation	An organization(s) or person connected with a response to a tender and / or connected with a bid submission including (without limitation): <ul style="list-style-type: none"> • the potential bidder • the bidder • the provider • each bidder member • each bidder guarantor • each clinical services supplier
TECS	Technology Enable Care Services
TVS	Tissue Viability Service
Medway CCG	NHS Medway Clinical Commissioning Group