

Request for Quote – Clinical Lead for High Impact User (HIU) Service

Please take care in reading this document in particular the Specification; in the event of any questions or queries in relation to this Request for Quotation (RFQ), please contact the buyer via the method stated below:

➤ Email: Communities@cambridgeshire.gov.uk

1. SCOPE OF THE REQUIREMENT

The Council is looking for a provider to deliver on, but not limited to, the following:

2.1 Undertake a programme of work to lead and support delivery of the High Impact Use Programme.

2.2 Be responsible for advising the programme and operational teams around clinical governance, safety and quality of care, pathways, processes, and delivery of proactive and personalised support.

2.3 Build strong relationships with key partners to ensure a system approach.

2.4 Support the High Impact Use Operational Team, providing advice and coaching

2.5 Support the development of the Cambridgeshire and Peterborough vision for supporting people who are high intensity users of services.

2.6 Advise on the quality of the care delivered, this may include ad hoc discussions with specific providers where there have been problems identified.

2.7 Champion and enable the delivery of a personalised and proactive approach for people experiencing high levels of unplanned service use.

2.8 Identify and proactively support the management of key risks and issues associated with delivery of the High Impact Use programme and service, including quality and risk management advice and governance.

2.9 Represent the programme across system partners, to achieve the key objectives and priorities, including playing an active part in forums and groups across system partners, representing C&P ICS and its interest, and promoting collaborative working across the health and care system.

2.10 Provide Clinical Leadership to develop and support task and finish groups where needed to ensure learning and improvement approach, either within the HIU service or service developments

across the wider healthcare system, to build on opportunities for better coordination of care and support that arise from learning.

2.11 Provide coaching and mentoring for colleagues in the HIU service on the development and implementation of new care models with a focus on population health and personalised and proactive care.

2.12 Support with the evaluation of the HIU Programme if required.

2.13 The Council reserves the right to alter the dates of when the project is due to start, and to cancel any of the projects at any time. If a project has started, the successful provider is allowed to invoice the Council for time spent only.

2. Service Delivery

The Provider will:

- Provide support in the local health and care system to inform decision making that transforms services and improves health outcomes for our citizens.
- Liaise with key stakeholders and boards to ensure that they are kept informed of the latest challenges and trends in care and support related to the High Impact Use Programme in Cambridgeshire and Peterborough
- Liaise with other partners such as providers or commissioners to address issues or opportunities that arise.
- All providers are subject to the Data Protection and Freedom of Information Acts and must maintain strict confidentiality of information in accordance with organisational policies.
- All providers must not discriminate on the grounds of sex, colour, race, ethnic or national origins, marital status, age, disability, sexual orientation or religious belief.
- Providers have a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures.
- Maintain own professional development and take part in annual performance appraisal process.
- Undertake any training relevant to the role as required.

Providers are expected to declare any Conflicts of Interest and keep Cambridgeshire County Council, North and South Place partners and the Integrated Care Board updated of any changes to personal or business interests that may affect their ability to remain impartial.

3. Location

Most meetings will be conducted via TEAMS. Where in-person meetings are necessary these will be conducted within the Authority's premises or NHS premises in the County.

4. Term

The Contract period will be for a term of six (6) months.

The Commencement date and dates will be agreed by Contract Manager and the successful provider once final terms and schedule has been agreed.

5. Value

The Council has a maximum budget of £15,000 and as a result any bids over this may be rejected.

6. CORPORATE POLICIES and Codes of Practices

The Successful Bidder must have the appropriate systems, policies and procedures in place to execute the services in a safety and in a secure manner. The Council will expect that the Successful Provider will follow and/or adopt the best practice within the Industry where possible.

7. Contract Management and Performance

The Council will require the Contractor to meet at a frequency agreed by the Contract Manager at award of contract.

This will be to monitor, discuss, but not limited to:

- how the contract is performing
- any issues that has arisen

Continuation of the Contract will be dependent on the reviews being satisfactory with special regard to service levels:

- meeting project deadlines.
- Attending meetings when requested
- helping to reduce and keeping Legal costs low.

8. Subcontracting Arrangements

The Council believe that this service does not require all or some elements of this procurement to be subcontracted out. That being said all submissions will be evaluated based on the one that meets or exceeds our requirements and is the most economical advantageous.

9. External Communication

- All communication with Stakeholders such as Councillors, local MPs, and members of the public will take place through the endorsement of the Council
- The successful bidder should make contact with the Contract Owner of the Council regarding policy matters.
- The successful bidder will assume responsibility for day-to-day management of routine external communications affairs, reserving to itself only those matters it regards inappropriate for the Provider to address. Guidance in this respect will be given by the Council.
- The use of the Council's Logos or name will be at the discretion of the Council and the contract owner. Any request shall be made in writing and state the reasons for the use.

10. Exit Strategy / Handover at End of Contract

- The successful provider agrees to provide a full and suitable handover of each Contract worked on and to ensure the Contract Manager understands how the contract works.
- This handover must take place within two (2) months prior to the end of the contract, but not in the final week of the contract.

11. Modern Slavery, Child Labour and Inhumane Treatment

Tackling modern slavery requires everyone to be vigilant and active in addressing this issue effecting our communities. The Council will expect, as a minimum, that all Bidders comply in full with the Morden Slavery Act where necessary, and have in place sufficient policies, procedures and Systems (including Training awareness).

12. Data Protections and General Data Protection Regulations

The Authority will require all bidder to ensure full compliance to the Data protection and General Data protection laws and Regulations.

13. Contract terms and conditions

The Council uses its own Standard T&C model contract templates for all their contracts below £100,000.

A draft contract will be issued will this request to quote.

14. Appendices

Appendix 1 – Overview of the Cambridgeshire HIU Service programme.

Appendix 2 – Structure Chart

Appendix 3 – Response Document.

Appendix 4 – Pricing Schedule.

Appendix 5 – Standard T&Cs.