 

**Cheshire Community Equipment Service Survey
Soft Market Testing**

Cheshire East Council, Cheshire West and Chester Council and Cheshire Clinical Commissioning Group intend to commission an integrated community equipment service which will deliver across the Boroughs of Cheshire East and Cheshire West.

We held initial market engagement sessions with providers on 14th February 2020. However, the commissioning timescale was revised as a result of the impacts of COVID-19. As such, we now intend to procure this service in August 2020, with the new model operating from 1st April 2021.

This market engagement survey is intended to gather further intelligence from Providers on how this model can best meet local population need.

We expect the contract to be for an initial three year period, with the possibility of two further one year extensions. A four month transition period has been timetabled for contract mobilisation.

**Summary of Commission**Currently, there are two different models in place within Cheshire. In Cheshire East, an internal team administers the system using a framework of equipment suppliers. However, in Cheshire West there is a single equipment supplier. The new service will create a new single supplier arrangement for Cheshire to meet the needs both of patients and adult social care service users and children and young people.

As such, the new service will need to manage the transition from existing arrangements, and then deliver an equitable service to all parts of Cheshire. This new model will incorporate provision of:

* Standard equipment and specials
* Continuing Health Care Equipment
* Paediatric Equipment
* The option for Commissioners to include Assistive Technology at a later date.

This will be undertaken with use of the following service elements:

* Logistics – for delivery and collection of equipment
* Maintenance and service - of equipment items
* Infection Control – including decontamination of equipment
* Storage of Equipment Items – including peripheral stores
* IT system - to facilitate prescribing and equipment tracking.

**Guidance**

The purpose of the soft market testing is to capture your comments, and to help inform the future commissioning of a Cheshire Community Equipment Service. Your responses will be used by commissioners in commercial confidence.

Please note: you are not obliged to answer all or any of the questions asked within the questionnaire. Your responses will not be scored in any way. This is an information gathering exercise and is not a pre-qualification process. This soft market testing exercise does not form any part of any subsequent formal procurement process. Completion of this questionnaire does not create any formal relationship between the responder and commissioners.

You must carefully consider the use of phrases such as ‘in confidence’ or ‘commercially sensitive’ when responding since they will not necessarily protect your organisations information from disclosure under the Freedom of Information Act 2000. In respect of any information submitted by your organisation which is considered commercially sensitive, you should clearly identify such information as ‘commercially sensitive’.

**Responses:**

The completed questionnaire should be returned to Commissioners at: commissioning@cheshireeast.gov.uk, no later than Friday, 3rd July 2020.

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| **Organisational Details**  |
| Organisation  |  |
| Organisation Address |  |
| Contact details (including name, email address and telephone number) |  |
| **Questions**  |
| **Question 1: Organisational Experience**  |
| If you did not attend the market engagement session in February, pleasedescribe your organisation’s experience, skills and knowledge relevant to delivering a community equipment service? |
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| **Question 2: Barriers** |
| Are there any barriers that you would particularly highlight that would have to be overcome for this service to be delivered successfully? For instance, transition arrangements, delivering on a large geographic footprint, storage facilities, contract length, COVID-19 etc. |
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| **Question 3: Click and Collect** |
| Some models of community equipment provision make use of ‘click and collect’ points for customers to drop off/collect small items of equipment (with larger items directly delivered to customer homes).In your experience, do click and collect points increase the cost efficiency/ quality of service provision? If so, why? And can any action be taken to reduce costs (e.g. use of existing retailers). |
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| **Question 4 – IMPREST Stores** |
| Locating further equipment catalogue items in IMPREST stores (also known as satellite stores) and allowing prescribers to directly provide these items, may increase service speed for customers/ and reduce overall transport costs. In your experience, what are the disadvantages to this approach? e.g. stock management |
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| **Question 5 – Innovative Practice** |
| Drawing on your experience and knowledge, are there any innovative ideas that we might wish to consider for the Cheshire Community Equipment model, which would enable us to achieve enhanced value for money/ customer service for residents? |
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| **Question 6 – Environmental Impact** |
| Commissioners would like to minimise the environmental impact of this service as far as possible whilst also ensuring that it delivers within an appropriate cost envelope. This might include use of electric vehicles and improved recycling. Do you have any comments on measures that we could incorporate and also their potential cost impact? |
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| **Question 7 – Tender Process** |
| Would your organisation be interested in tendering for this service? If no, please give further details |
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Please complete and return to commissioning@cheshireeast.gov.uk no later than 3rd July 2020.

Commissioners intend to hold a final market engagement session in July. This will give final details of the procurement process and the scope of the commission. Arrangements will be published shortly.