

**Procurement to provide a Rapid Access to Care  
Beds (RAAC) service for Herefordshire Council in  
Wye conjunction with the Clinical Commissioning  
Group and the Wye Valley Trust - Evaluation Report**

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# 1. Executive Summary

- 1.1. This procurement was issued primarily in order to identify and engage the services of a group of residential and nursing home providers to supply Herefordshire Council with a reliable, efficient and effective rapid access to assessment and care service to residents across the county of Herefordshire under a framework. A recent pilot study demonstrated that this scheme was successful in enabling 59% of service users to return home to continue their recuperation following hospital treatment thereby facilitating a timely discharge when there is no clinical reason for a service user to remain in hospital. Therefore, this scheme enables the council to meet its strategic commissioning objectives of furthering personalisation via maximising the independence of vulnerable adults in Herefordshire; enabling them to return to return to their usual abode wherever possible.
- 1.2. The proposed framework will comprise the following services:
  - Firstly, a step down service in respect of patients who have recently received treatment in an acute or community hospital and have no clinical need to remain as an inpatient; but it unsafe for them to return home without a further assessment of their continuing care needs.
  - Secondly, a step up service whereby a service user requires medical intervention but the requisite treatment can be administered in a community setting and therefore it is unnecessary for the affected individual to be admitted to hospital.
  - Thirdly, an assessment to care service for instances where a service user requires a temporary safe environment to enable an assessment of their continuing care needs to determine the creation of a bespoke care plan in accordance with their assessed needs.
- 1.3. The overarching purpose behind this service is to provide access to assessment and care within 24 hours of a referral during a period of up to 14 days. In addition, this service will incorporate an element of assessment and onward care planning to enable service users to remain as independent as possible whilst they receive the requisite level of care to meet their assessed needs and prevent a prolonged hospital stay or cause a service user to become unnecessarily dependent on long term nursing or residential care. Therefore, the council will be able to further its personalisation agenda by adopting this scheme.
- 1.4. Furthermore, to facilitate a service user's ability to regain their independence under this scheme; the Wye Valley NHS trust will provide both occupational therapists and physiotherapists who will assist with the creation of individual care programmes in conjunction with the care workers from the affected care home. This will ensure that service users will receive continuity of care during the periods when the therapists are not visiting the care home and facilitate the service user to regain their independence as quickly as possible in line with the council's personalisation agenda.
- 1.5. In accordance with the Councils Contract Procedure Rules, the value of this procurement exceeds the EU Procurement threshold for services of £174,513 and therefore, a full open tender process was conducted in accordance with section 4.6.13 of the Council's Contract Procurement Rules.

- 1.6. A tender pack was sent out to potential suppliers via the council's e-tendering portal, Proactis, in line with section 4.6.13 of the Council's Contract Procedure Rules on 23<sup>rd</sup> September 2014, with a closing date of 12 Noon on 4<sup>th</sup> November 2014.
- 1.7. Of the six suppliers who submitted a tender response, one supplier submitted a response to another ongoing tendering opportunity in the incorrect response file and this response was rejected as non-compliant as it did not relate to the RAAC tender. Five further suppliers submitted tender responses to provide the requisite rapid access to assessment and care service to Herefordshire Council.
- 1.8 An assessment of the mandatory information provided by the tender respondents was undertaken by the Commercial Services team. Following receipt of satisfactory clarification responses from the five aforementioned providers, these submissions were deemed to be compliant and therefore they all progressed to the second stage of the evaluation process.
- 1.9 These responses were evaluated in accordance with the criteria set out within the tender documentation, with a percentage weighting of 40% price and 60% quality applied to evaluator's scores to determine an overall mark for the submission responses.
- 1.10 Following the initial evaluation, the scores were collated and a moderation meeting was held with all of the members of the evaluation panel in order to determine a consensus score.
- 1.11 On the basis of the results of the Evaluation and subsequent clarifications, the Tender Evaluation Panel recommends that the following providers are accepted onto a framework for the provision of a rapid access to assessment and care service in line with the reasons as set out below:
- Highwell House
  - Claridge Homes
  - Coldwells House
  - Whitegates Care Home
  - Hazelhurst Nursing Home
- 1.12 The Tender Evaluation Panel seeks to obtain approval from the Chief Financial Officer for Economy, Communities and Corporate to award a place on the framework for the provision of a RAAC service to the tenderers identified in 1.9 above.

## 2. Purpose

- 2.1 The purpose of this document is to present a recommendation to the Chief Financial Officer for Economy, Communities and Corporate for consideration and approval. The recommendation is based on the results of the evaluation carried out by the Evaluation Panel on the responses to the tender to provide a RAAC service to Herefordshire Council.

## 3. Introduction

- 3.1 This report has been compiled on behalf of the RAAC Evaluation Panel, following the completion of the approved Evaluation Process and Methodology. The Evaluation Panel comprised the following officers:-

- The Lead Procurement Officer from Herefordshire Council
- The Lead Commissioner for the Adults and Wellbeing directorate of the council
- The Clinical Programme Manager from the Clinical Commissioning Group
- The Interim Management Accountant for the Council's Adults and Wellbeing team,
- The East Neighbourhood Team Manager and Community Lead Nurse from the Wye Valley Trust.

3.2 This document contains information that is Commercial in Confidence and is not in the public domain. The contents of this document must not be disclosed or discussed with any third party.

3.3 An Executive Summary has been provided; any further information or points of clarification should be addressed to Rachel Horne (e-mail: [rachel.horne@herefordshire.gov.uk](mailto:rachel.horne@herefordshire.gov.uk)).

## 4. Background

4.1 Herefordshire Council is aiming to construct a framework with of a group of residential and nursing home providers to supply Herefordshire Council with a reliable, efficient and effective rapid access to assessment and care service to residents across the county of Herefordshire. The proposed framework will comprise the following services:

- Firstly, a step down service in respect of patients who have recently received treatment in an acute or community hospital and have no clinical need to remain as an inpatient; but it is unsafe for them to return home without a further assessment of their continuing care needs.
- Secondly, a step up service whereby a service user requires medical intervention but the requisite treatment can be administered in a community setting and therefore it is unnecessary for the affected individual to be admitted to hospital.
- Thirdly, an assessment to care service for instances where a service user requires a temporary safe environment to enable an assessment of their continuing care needs to determine the creation of a bespoke care plan in accordance with their assessed needs.

4.2 Due to the value of this framework, this procurement opportunity was advertised in the Official Journal of European Union on 22<sup>nd</sup> September 2014 and subsequently advertised on 23<sup>rd</sup> September 2014 via the Council's e-tendering portal Proactis to registered providers of residential and nursing care.

4.3 This tender was conducted via an open tendering process in line with section 4.6.13 of the Council's Contract Procedure Rules.

## 5. Evaluation Process

5.1 The closing date for Tender submissions was 12 Noon on 4<sup>th</sup> November 2014. Five compliant tender submissions were received.

5.2 The tender was evaluated by a panel comprising of the Lead Procurement Officer from Herefordshire Council, the Lead Commissioner for the Adults and Wellbeing directorate of the Council, the Clinical Programme Manager from the Clinical Commissioning Group, the Interim

Management Accountant for the Council's Adults and Wellbeing Team, and the East Neighbourhood Team Manager and Community Lead Nurse from the Wye Valley Trust.

The evaluation was conducted in line with the criteria which were set out within the tender with a percentage weighting of 40% price and 60% quality applied to evaluator's scores to determine an overall mark for the submission responses. Following the initial evaluation, the scores were collated and a moderation meeting was held with all of the members of the evaluation panel in order to determine a consensus score.

- 5.3 The consensus scores for the tenderer's price submissions were combined with the results of the qualitative responses in order to gain an overall total weighted score for each provider.

## 6. Evaluation Results

- 6.1 Five compliant bids were received for this tender and they were evaluated in accordance with the evaluation criteria set out in the tender documentation. The Quality element of was given a weighting of 60% and their Cost proposal was weighted at 40% in line with the scoring guidance in the ITQ documentation. The scores were collated and consensus scores were agreed by all Panel Members at the moderation meeting for this tender.

- 6.2 The table below shows the total weighted scores awarded to the compliant providers:

<b>Provider</b>	<b>Score (%)</b>
Highwells House	58.7
Claridge Homes (Hampton Grange)	58
Coldwells House	55.64
Whitegates Care Home	55.64
Hazelhurst Nursing Home	48.2

A further comprehensive breakdown of these scores is available in appendix A.

## 7. Recommendation

- 7.1 Following the confirmation of the evaluator's scores, the Tender Evaluation Panel recommended that the five providers identified in section 6 above gain a place on a framework to provide a rapid access to assessment and care service to the residents of the county of Herefordshire.

## 8. Approval

- 8.1 The Tender Evaluation Panel seeks to obtain approval from the Chief Financial Officer for Economies, Communities and Corporate to award the a place on a framework to provide a Rapid Access to Assessment and Care Beds service in Herefordshire to the providers identified in section 7.1 above.

<b>Recommendation Supported:</b>	
<b>Signed:</b>	<b>Name:</b>
<b>Date:</b>	<b>Title:</b>
<b>Recommendation Supported:</b>	
<b>Signed:</b>	<b>Name:</b>
<b>Date:</b>	<b>Title:</b>

**Appendix A**

Full Evaluation results



RAAC Master  
Evaluation Sheet.xls