

**BOARD
MEETING ON 28 OCTOBER 2015**

Title of Report:	Evaluation Report for the Children & Young People's Continuing Care AQP Procurement	
Board Sponsor:	Mark Tebbs, Head of Integrated Commissioning, Thurrock CCG	
Prepared by :	Hayley Gallagher, Attain Carolyn Lowe, Children's Continuing Care Commissioning Lead Hosted by Mid Essex Clinical Commissioning Group Presented by: <i>Rahul Chaudhari, Head of Primary Care Development</i>	
Committees previous consulted:	QIPP Core – 8 October 2015 F&P Committee – 21 October 2015	
Executive Summary:	The purpose of this report is to update the F&P Committee on the Evaluation of the Children & Young People's Continuing Care AQP Procurement	
Financial / Resource Implications:	None	
Fit with CCG strategy/objectives:	Care closer to home	
Risks identified / Outcome / Link to BAF:	A low risk is noted with regards to InVent's extended contract for 6 months. This is non-compliant in procurement terms and may carry a risk with the other providers who have submitted a response but it is believed this risk to be minimal and greatly outweighed by the clinical risk involved of not having that provider delivering a service to our patients.	BAF Ref:
Actions Required:	This report is seeking: <ul style="list-style-type: none"> • Approval to extend the contract for InVent for a period of no longer than 6 months. • Agreement of approach to complete a procurement waiver (risk resides with Mid Essex CCG) • Agreement to reopen the AQP in January 2016 in order that InVent, who didn't respond in this round has another opportunity. 	When By:
Recommendation to the Committee:	To approve & agree with the actions noted above.	

Vision Statement: The Health and care experience of the people of Thurrock will be improved as a result of our working effectively together.

1.0 Service Outline:

Mid Essex CCG are the lead CCG on behalf of all CCGs in Essex for this service. Its aims are to deliver bespoke packages of continuing care for those children and young people under the age of 18 who have continuing care needs that cannot be met by existing universal and specialist services alone.

In addition to the core care provision:

- The service shall consider the delivery of bespoke training packages for care staff as part of a Personal Health Budget
- The Service shall consider delivering a Personal Budget acting as the Third Party

Aims:

- To undertake a comprehensive assessment to facilitate the timely implementation of a care package. The assessment will set out the delivery of care required in partnership with the child/young person and the parent/carer.
- To deliver bespoke care packages in accordance with an individual care package agreement.
- To work in partnership parents/guardians/guardians, services and commissioners in order to deliver an effective package of care as outlined within the individual care package agreement.
- To support the parents/guardians of the service user with complex health needs enabling the service user to live at home with his/her family and within the wider community.

1.2 Tariff Costs Hourly Rate

Service Level	Week Day 08.00- 20.00	Week Night 20.00- 08.00	Saturday Day 08.00- 20.00	Saturday Night 20.00- 08.00	Sunday Day 08.00- 20.00	Sunday Night 20.00- 08.00	Bank holiday Day & Night 00.00- 24.00
Nurse	£27.50	£35.75	£35.75	£35.75	£35.75	£35.75	£44
Complex	£18.25	£23.73	£23.73	£23.73	£23.73	£23.73	£29.20
High	£17.68	£18.22	£18.22	£18.22	£18.22	£18.22	£22.77
Medium	£15.86	£16.40	£16.40	£16.40	£16.40	£16.40	£20.50
Low	£13.71	£15.38	£15.38	£15.38	£15.38	£15.38	£19.22

1.3 Tariff stipulations

- Where shifts are cancelled by the service user within a 24 hour period the Provider shall invoice for 2 hours at the shift tariff rate.
- Where care shifts are regularly cancelled by the service user within a 24 hour notice period and where retention of staff is compromised the provider shall notify the Commissioner. In such cases a retainer fee shall be considered.
- Where shifts are not completed the provider shall only invoice for the care hours delivered. Care shifts not completed should be recorded within the monthly care report.

- Cancelled shifts (by the provider or service user) may not be transferred to another date unless specified within the care package agreement.

2.0 Procurement Process – Any Qualified Provider (AQP)

The CCG (s) undertook an Any Qualified Provider (AQP) process in order to award multiple contracts to multiple providers. The price is stipulated by the Commissioner and providers need to accept this in order to be awarded a contract. This process was conducted via the Bravo E-Tendering portal to ensure a complete audit trail.

The opportunity was open to all providers: 10 Providers submitted a tender:

- Allied Healthcare Group;
- Children's Respite Care Ltd;
- East Anglia's Children's Hospices;
- Independent Community Care Management Ltd;
- Interserve Healthcare Ltd;
- Kent Social Care Professionals Ltd;
- Nurture Care Limited;
- Provide;
- Pulse Healthcare Ltd; and
- Staff Management TA Active Assistance Ltd

3.0 AQP Evaluations

3.1 Evaluation Principles

- Process was fair, open and transparent
- All Bids were evaluated on the same basis using the same process
- Evaluation criteria was clearly stipulated in the AQP documentation
- The scoring criteria was clearly stipulated in the AQP documentation

3.2 Evaluation Criteria

The Questions were split into the following 5 sections:

- 1) Service Delivery
- 2) Care Pathway
- 3) Local Services
- 4) Clinical Governance
- 5) Staff and Resource

3.3 Evaluation Team

- Carolyn Lowe– Mid Essex CCG Project Lead
- Sharon Longworth– Head of Commissioning, Essex County Council
- Daniel Stoten –Senior Commissioning Manager, Basildon & Brentwood CCG
- Jessica Ford – Transformation Manager, West Essex CCG
- Rhianna Howard – Commissioning Support Officer, Mid Essex CCG
- Ross Gerrie –Commissioning Manager, Southend CCG
- Maureen Fitzgerald – Senior Commissioning Manager, Castle Point & Rochford CCG
- Hayley Gallagher – CCG Procurement Lead (facilitation & non scoring)

The committee is to note that Thurrock CCG rep was not on the panel as the CYP Commissioner was due to leave the organisation and for consistency purposes the above panel was chosen. It is important to note that Thurrock CCG was kept informed at all stages of the procurement. Thurrock CCG CYP Commissioner did assist in leading the original CHC AQP. Additional updates are

provided to the CCG in the CYP CHC quarterly continuing care reports, which are sent to the CYP Commissioner and Chief Nurse.

3.4 Scoring Criteria

Score	Criteria to Award Score
5	Exceeds the requirement. Exceptional demonstration by the Bidder of the relevant ability, understanding, experience, skills, resource & quality measures required to provide the supplies / services. Response identifies factors that will offer potential added value, with evidence to support the response.
4	Satisfies the requirement with minor additional benefits. Above average demonstration by the Bidder of the relevant ability, understanding, experience, skills, resource & quality measures required to provide the supplies / services. Response identifies factors that will offer potential added value, with evidence to support the response.
3	Satisfies the requirement. Demonstration by the Bidder of the relevant ability, understanding, experience, skills, resource & quality measures required to provide the supplies / services, with evidence to support the response.
2	Satisfies the requirement with minor reservations. Some minor reservations of the Bidder's relevant ability, understanding, experience, skills, resource & quality measures required to provide the supplies / services, with little or no evidence to support the response.
1	Satisfies the requirement with major reservations. Considerable reservations of the Bidder's relevant ability, understanding, experience, skills, resource & quality measures required to provide the supplies / services, with little or no evidence to support the response.
0	Does not meet the requirement. Does not comply and/or insufficient information provided to demonstrate that the Bidder has the ability, understanding, experience, skills, resource & quality measures required to provide the supplies / services, with little or no evidence to support the response.

3.5 Evaluation Scores

Provider		Overall Score
Allied Healthcare	Pass	41
Children's Respite Care Ltd	Pass	34
East Anglia's Children's Hospice	Fail	17
Independent Community Care Management	Pass	44

mark 4.0	Interserve Healthcare	Pass	34
	Kent Social Care Professionals Ltd	Pass	39
	Nurture Care	Fail	30
	Provide	Pass	40
	Pulse Healthcare Ltd	Pass	35
	Staff Management TA Active Assistance	Pass	35

The minimum pass as stated in the AQP documentation was 33.

Recommendation

It is recommended that the contracts for Pan Essex CCG - Children & Young People's Continuing Care (Domiciliary Care) are awarded to the following providers:

- Allied Healthcare Group;
- Children's Respite Care Ltd;
- Independent Community Care Management Ltd;
- Interserve Healthcare Ltd;
- Kent Social Care Professionals Ltd;
- Provide;
- Pulse Healthcare Ltd; and
- Staff Management TA Active Assistance Ltd

There were two unsuccessful providers;

- **East Anglia's Children's Hospice**
East Anglias scored a 0 in one of their questions as they was asked to attach an implementation plan, unfortunately East Anglias failed to do this and uploaded a Care Plan, this meant that this was an automatic fail. The Evaluators felt that the responses given were very poor and light detail around providing CHC services. Some of the responses they felt were not patient focused and very high level.
- **Nurture Care**
Nurture Care gave a good response, however the evaluators felt that this was not a very detailed response and could have provided more evidence around bespoke care. The responses were very basic and not evidence based, there was limited focus on child recovery.

It is important to note that Thurrock CCG do not have any CYP placed with these two unsuccessful providers.

5.0 Request for Approval

Due to a key provider, Invent Health, missing the opportunity to submit a bid CCG Boards are asked to approve a request for the following:

- Extend the contract for that provider for a period of no longer than 6 months. This is non-compliant in procurement terms and may carry a risk with the other providers who have submitted a response but we believe this risk to be minimal and greatly outweighed by the clinical risk involved of not having that provider delivering a service to our patients. A waiver will need to be completed; and

- Reopen the AQP in January 2016 in order that the provider who didn't respond in this round has another opportunity. Please also bear in mind that this advert will be published nationally so will give other providers another opportunity to respond also. Please note that you cannot reopen the AQP until this round has been completed – that means contracts have been formally awarded which I believe won't happen until December hence the advice to go for Phase 2 in January

It is important to note that:

- as the service is hosted by Mid Essex CCG, the procurement waiver is therefore Mid Essex's responsibility. Thurrock CCG are being informed of the process & being asked for agreement of the approach.
- the CYP CHC team do not envisage any challenges from other providers in undertaking the extension
- Thurrock CCG do not have any CYP currently placed with InVent
- Thurrock CCG currently have 10 active CYP CHC cases

6.0 Summary

Following QIPP Core – 8 October 2015 additional information was sought:

- Procurement Waiver** - As the service is hosted by Mid Essex, the procurement waiver is therefore Mid Essex's responsibility; Thurrock CCG is being informed and has been asked if the CCG agree with the approach.
- Evaluation panel** - The committee is to note that Thurrock CCG rep was not on the panel as the CYP Commissioner was due to leave the organisation and for consistency purposes the panel within section 3.3 was chosen. It is important to note that Thurrock CCG was kept informed at all stages of the procurement. Thurrock CCG CYP Commissioner did assist in leading the original CHC AQP. Additional updates are provided to the CCG in the CYP CHC quarterly continuing care reports, which are sent to the CYP Commissioner and Chief Nurse.
- Successful/ unsuccessful providers** – This has been clarified within section 3.5 above.
- Unsuccessful providers** – Thurrock CCG does not have any CYP continuing care packages with any unsuccessful providers.
- Challenges** – The project team do not envisage any challenges from other providers in undertaking the extension?
- InVent** - InVent support 15 CYP across Essex, none of which belong to Thurrock CCG.
- Active cases** – in total Thurrock CCG has 10 active cases.

Following F&P Committee – 21 October 2015:

F&P Committee have noted the update and have:

- Approved the extension of InVent's contract for a period of no longer than 6 months.
- Agreed to the approach to complete a procurement waiver (*risk residing with Mid Essex CCG*)
- Agreed to the approach to reopen the AQP in January 2016 in order that InVent, who didn't respond in this round has another opportunity.

7.0 Approvals sought from Board:

This report is seeking:

- Approval to extend the contract for InVent for a period of no longer than 6 months.
- Agreement of approach to complete a procurement waiver (*risk resides with Mid Essex CCG*)
- Agreement to reopen the AQP in January 2016 in order that InVent, who didn't respond in this round has another opportunity.

Appendix 1: copy of presentation.



Children Young
Peoples Continuing C: