FOINHSD26/1876

**NHS Devon**
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Tel: 01392 205205

Dear,

**Re: Request for information under Freedom of Information Act 2000**

Thank you for your request under the Freedom of Information Act 2000.

NHS Devon Integrated Care Board (ICB) is confirming in accordance with Section - (1) (a) of the Act, whether it holds the information requested and (b) is supplying it unless otherwise specified.

NHS Devon can confirm it holds the requested information.

You requested the following information.

**Framework Agreement for Complex Care (All Ages)**

1. **A copy of the award record or contract award notice for the Framework Agreement for Complex Care (All Ages), including the full list of awarded suppliers, the award date, the contract term and the expiry date.**

   This information is publicly available to source from this link - https://www.find-tender.service.gov.uk/Notice/086112-2025

2. **A copy of the specification and the selection and award criteria applied.**

   The service specifications for complex care, adult and children, are attached.

   The *Framework – Lot 2 Selection and Award Criteria Applied* document is also attached and sets out the selection and award criteria used as part of the procurement process, including how bids were assessed.

Please do note. Questions, Specification Reference and Build Notes have been removed from the document due to commercial sensitivities. This information is exempt from disclosure under section 43 (2) of the Freedom of Information Act. Disclosing this information will prejudice the current and future commercial interests of both the service provider and NHS Devon. Where disclosure is likely to adversely affect the commercial interests of NHS Devon, NHS Devon is entitled to apply the exemption contained in Section 43 (2) of the Freedom of Information Act 2000.

3. **A copy of the evaluation and scoring methodology, including the weightings applied to each criterion.**

Please refer to the Selection and Award Criteria Applied document provided in response to question 2, which contains the evaluation and scoring methodology used for the procurement, including the criteria applied and the associated weightings. This document sets out the assessment approach used to evaluate bids and determine framework appointment. Please see below for scoring methodology.

| Assessment | Interpretation | Score |
|---|---|---|
| Deficient | The response provides no assurance concerning the value for money and level of financial risk that the Commissioner will receive and might be exposed to upon contracting with the Bidder. | 0 |
| Limited | There is limited assurance as to the level of value for money and financial risk that the Commissioner will receive and might be exposed to upon contracting with the Bidder | 1 |
| Acceptable | The response provides sufficient assurance concerning the level of value for money and financial risk that the Commissioner will receive and might be exposed to upon contracting with the Bidder. | 2 |
| Good | The response provides a high level of assurance concerning the level of value for money and financial risk that the Commissioner will receive and might be exposed to upon contracting with the Bidder. | 3 |
| Excellent | The response provides an excellent level of assurance to the Commissioner regarding the level of value for money and financial risk that the Commissioner will receive and might be exposed to upon contracting with the Bidder. | 4 |

4. **Any recorded information showing whether CQC registration for the regulated activity of Treatment of Disease, Disorder or Injury formed**

**part of the selection criteria, award criteria, or minimum eligibility requirements.**

CQC registration formed part of the framework's selection and award criteria to provide assurance that providers met the relevant regulatory requirements for the services being commissioned. However, registration for the specific regulated activity of Treatment of Disease, Disorder or Injury (TDDI) was not identified as a separate minimum eligibility requirement, nor was it specifically evaluated as a distinct selection or award criterion.

Where services commissioned under the framework require a provider to hold TDDI registration, this is verified as part of the commissioning and brokerage process to ensure that only appropriately registered providers are engaged to deliver those services.

5. **Any recorded information showing how the requirements of the Health Care Services (Provider Selection Regime) Regulations 2023 were applied to this procurement, including which provider selection process was used and the recorded rationale.**

   The ICB's rationale for using Provider Selection Regime (PSR) competitive procurement to establish a multi-lotted framework was advised by the South West Commissioning Support Unit who supported the tender for the ICB. A procurement approach record was completed outlining the proposed procurement method. This was presented at the internal Procurement Oversight Group for sign off.

6. **Any recorded information showing the weighting applied to social value, local delivery, or anchor institution considerations in the evaluation.**

   Please refer to the Selection and Award Criteria Applied document provided in response to question 2.

7. **Any recorded information setting out the process by which a provider may apply to join the framework, and whether the framework is closed or operates as a dynamic market or dynamic purchasing system.**

   Providers wishing to join the framework would need to undertake the same process as those already on the framework.

   This includes completing the Basic Selection Criteria as well as Evaluation (lot specific) Question Sets.

   The framework is currently closed with a date for re-opening being discussed currently.

   See below for the information with was provided in the Invitation to Tender document which was available to all providers who responded to the Find a Tender Notice:
   A.1 Procurement Process

A.1.1 The Commissioner is conducting this procurement in accordance with Regulation 11 of the Health Care Services (Provider Selection Regime) Regulations 2023 (PSR Regulations).

Bidders should familiarise themselves with these Regulations.
A.1.2 The establishment of the Framework Agreement procurement is being carried out by NHS South, Central and West Commissioning Support Unit (SCW) on behalf of the Commissioner.

A.1.3 Under the Provider Selection Regime (PSR), the Commissioner reserves the right to reopen the competition to new bidders at any time throughout the lifecycle of this Framework. Reopening will be advertised as required under PSR legislation and conducted via the e-procurement system using the same evaluation criteria for all bidder submissions.

A.1.4 The Basic Selection Criteria (BSC) assessment is the first evaluated element of the procurement process. The Basic Selection Criteria (BSC) will need to be completed by Bidders as part of the questionnaire on the e-procurement system and Bidders must pass this assessment before bids can proceed to ITT evaluation. Please refer to the Basic Selection Criteria (BSC) Bidder Guidance Annex for further information.

A.1.5 This procurement to establish the framework agreement is split into the following Lots:

Lot Number Lot Name and Detail

Lot 1 Live-in Care at Home for All-Ages

Lot 2 Complex Care for All-Ages

Lot 3 Trusted Assessors for Spot Therapy and Clinical Psychology Provision (SEND

A.1.6 Bidders that have received this document are those that have responded to the Commissioner's Find a Tender advert via the e-procurement system.

A.1.7 This ITT contains further information about the procurement process to establish the Framework Agreement, and the services required. Each Bidder's Bid should be detailed enough to allow the Commissioner to evaluate it in accordance with the evaluation criteria.

A.1.8 The procurement is being carried out in a fair, transparent and proportionate manner that affords equal treatment to all participating Bidders.

8. **The number of complex care packages placed through this framework in the last 24 months, broken down by locality and by whether the provider is based within Devon, Plymouth or Torbay.**

The ICB complex care framework went live in January 2026.

The information requested is not held in a readily accessible format. To extract and compile it would require a significant amount of time and resources. NHS Devon considers it would exceed the appropriate cost limit set under section 12 of the Freedom of Information Act.

9. **The number of complex care or NHS Continuing Healthcare referrals in the last 24 months that were not placed with a provider, and any recorded information on the reasons recorded.**

   The information requested is not held in a readily accessible format. To extract and compile it would require a significant amount of time and resources. NHS Devon considers it would exceed the appropriate cost limit set under section 12 of the Freedom of Information Act.

10. **Any recorded policy or guidance held by the ICB on the use of personal health budgets for NHS Continuing Healthcare, and specifically on whether a personal health budget may be used to commission a provider not on the framework.**

    NHS Devon Personal Health Budgets policy is available from our website here - Policies Archives - One Devon . A personal health budget may be used to commission a non-framework provider.

11. **Any recorded assurance process by which the ICB satisfies itself that providers on this framework hold the CQC registration required for the regulated activities they are contracted to deliver.**

    The ICB verified providers CQC registration status as part of the procurement and due diligence process prior to appointment to the framework. This included checking that providers held the appropriate CQC registration for the regulated activities they were expected to deliver under the framework.

**Satisfaction**

We trust this matter has been dealt with to your satisfaction but if there is anything you need clarifying, please do not hesitate to contact the office on 01392 205205 or emailing d-icb.foi@nhs.net Please remember to quote the reference number at the top of this letter in any future communications.

If you are unhappy with the service you have received in relation to your request and wish to request a review of our decision or make a complaint, you can write to the office and arrangements will be made for an independent review. You can write directly to the NHS Devon Chief Executive Officer if you prefer using the “contact us” details displayed on the NHS Devon website.

If you remain dissatisfied with the outcome of the independent review, you have the right to appeal again to the Information Commissioner at:
Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF
Tel: 01625 545 700
Fax: 01625 524 510

Yours sincerely,

**The Freedom of Information Office**
**NHS Devon Integrated Care Board**