

# Invitation to Tender: Evaluation of the implementation of Censeo, a digital mental health triage tool within Hertfordshire Partnership University NHS Foundation Trust (HPFT)



# About Health Innovation East

Our purpose is to turn great ideas into positive health impact.

We were established by the NHS to convene all partners in the health sector, to develop and deliver innovative solutions in health and care. Our focus is the East of England, but we are part of a national network which enables us to deliver at scale.

We believe citizens, academia, health services and industry will achieve more working together than they will in isolation. Our job is to make this happen. We do this by helping innovators to navigate complex systems, generate value propositions and connect stakeholders to overcome challenges together.

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# 1. Introduction

This is an invitation to tender for evaluation services to determine:

- The acceptability of implementing the Psyomics digital mental health triage tool, Censeo™ for service users and staff in the HPFT Single Point of Access (SPA);
- How Censeo has been adopted in the HPFT SPA; and
- The impact of Censeo and the associated new pathway in terms of operational improvement, performance improvement, clinical and quality improvement, and health inequalities.

Health Innovation East is seeking a suitably qualified supplier to provide evaluation services for this project. The following table sets out the intended timetable for the submission of bids, their assessment, and the conclusion of the contractual arrangements.

Deadline	Milestone
11/3/24	ITT published and issued to known suppliers.
18/3/24	Deadline for questions to be submitted – 12pm
27/3/24	Deadline for applications to be received – 12pm
5/4/24	Scoring of applications concludes, applicants notified by email, preferred supplier/s notified.
16/4/24	Supplier interviews if required 30 mins slots 2.00pm - 4.30pm
17/4/24	Due diligence concludes, preferred supplier identified, and contract signed.

This document sets out the lot available, the expected criteria suppliers should address in their bids, along with the timescale, methodology and process for submission, scoring and award.

Questions regarding this lot can be directed to [maxine.farmer@healthinnovationeast.co.uk](mailto:maxine.farmer@healthinnovationeast.co.uk)

## 2. Background

One in four adults<sup>1</sup> experience mental illness, and many more of us know and care for people who do. The NHS is placing more national focus than ever before on [mental health](#) and NHS England aims to deliver a transformation in adult and older adult mental health services by 2023/24, building on the progress made to date towards achieving the recommendations set out in the [Five Year Forward View for Mental Health](#), and aiming to rebalance the provision of care, and ensure that people can access the care they need closer to home

The [NHS Mental Health Implementation Plan 2019/20 – 2023/24](#) sets out the [NHS Long Term Plan](#) priorities for improving adult and older adult mental health care over the next five years supported by major new investment. NHS England is investing to improve care across a range of services and settings, including mental health crisis care, acute mental health care, and community-based mental health care.

In many areas, a transformation is already under way, offering people better and earlier access as well as more personalised care, whilst building partnerships which reach beyond the NHS to create integrated and innovative approaches to mental health care and support. This may include digital or clinical interventions for patients and clinicians, new medicines, or redesigned pathways that support the overarching transformation agenda.

Censeo, developed by Psyomics, is a comprehensive digital mental health assessment platform for adults. Users are guided through an online series of adaptive questions, to build a detailed picture of their mental health symptoms and concerns. Algorithms are used to generate a clinical assessment report, to support healthcare professionals with treatment and pathway planning.

The tool comprises a comprehensive bank of 1400+ questions and uses algorithms to select the most appropriate questions for each user, to build an accurate picture of their mental health. Censeo has been developed to help a range of different healthcare services to assess and triage the mental health concerns and needs of their service users, at any level. The questions are based on:

- ICD-11 and DSM-5 diagnostic criteria.
- National Institute for Clinical Excellence guidance.
- The UK Mental Health Triage Scale.
- Psychological and social factors which impact on mental health.
- Continuous feedback from users and clinicians.

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<sup>1</sup> <https://www.england.nhs.uk/mental-health/>

Censeo is compliant with all necessary Information Governance, Cyber Security, Medical Device licensing and Clinical Safety regulations and is designed to be used for people between the ages of 18 and 65.

Psyomics has identified 3 intended core benefits of Censeo:

1. Increased efficiency of assessments
2. To improve patient experience
3. Support clinical teams



[Health Innovation East](#) has partnered with [HPFT](#) and [Psyomics](#) to evaluate how Censeo has been adopted in the SPA, its acceptability and impact to date.

Censeo was implemented within the HPFT SPA in September 2023 after a smaller pilot within two HPFT localities in July 2022. The SPA team receives referrals from GPs and other agencies, as well as self-referrals and acts as a triage service for the mental health trust enabling patients to be signposted out or transferred into Trust services (primarily Adult Community Mental Health Services, ACMHS) as appropriate.

Patients are sent a link to complete a dedicated personal online clinical assessment which the triaging team then review remotely prior to calling and assessing the patient and making the onward appropriate referrals. The patient completes the questionnaire remotely and receives several prompts and reminders to do so. The average time to complete the assessment is 1 hour (20mins – 2hours) with a response rate of 38% percent.

The triage team within SPA are a multi-disciplinary team consisting of clinical advisors, generally band 5 and 6 mental health nurses, social workers, call handlers and consultant psychiatrist. Each clinician triages between 10-12 referrals per day with the SPA receiving between 300-400 calls per day in a busy call centre style environment.

The detailed pathway for Censeo is outlined in a flow chart in the appendix.

For HPFT the localised aims are to reduce clinician time during assessment, allowing them to build a care plan and start treatment faster; improve the identification of mental health conditions and improve efficiency within service delivery.

### 3. Evaluation Questions

- I. How acceptable is Censeo to SPA staff, including levels of confidence in the clinical assessment report?
- II. How acceptable is Censeo to service users?
- III. How has Censeo been adopted in HPFT Single Point of Access (SPA) including:
  - a. How protocols have been developed (assessment of whether extra support needed and how this works in practice)
  - b. How well protocols are followed (fidelity)
- IV. What impact does Censeo have in relation to:
  - a. Operational improvement
  - b. Performance improvement
  - c. User experience
  - d. Clinical and quality improvement
  - e. Health inequalities

### 4. Deliverables

The evaluation partner is expected to develop a robust methodology that will address all the evaluation questions outlined above.

Censeo went live in the SPA team in September 2023, and data collection for the evaluation is expected to take place from July to October 2024 (pre-implementation data will also be retrospectively collated by HPFT). The Final Analysis Report is due in November 2024.

The key deliverables for each phase of the project are set out below.

#### **Project set-up (April to May 2024)**

##### *Data sharing agreements*

The appointed evaluation team will be responsible for putting the necessary data sharing agreements in place with HPFT once appointed and ensuring that necessary approvals are in place to proceed. It is not envisaged that patient identifiable data or clinical outcome data will be needed for this evaluation. Quantitative measures and available data are outlined in the proposed methodology and approach below.

Conversations about information governance and the data sharing agreements are already in draft with key stakeholders at HPFT and Pysomics. Health Innovation East can support this process. There is a signed MOU between the three organisations involved in this

evaluation project. This document outlines agreed roles and responsibilities, proposed timelines, and escalation. The evaluation partner will be subject to a separate supplier agreement with Health Innovation East once appointed.

*Theory of change*

During this time, the evaluation partner, once appointed will be expected to work with key stakeholders to develop a theory of change for the evaluation. Health Innovation East can support in facilitating a theory of change workshop with necessary people involved in the project.

**Data collection and Analysis (July to October 2024)**

Primary data will be provided to the evaluation partner by HPFT (providing appropriate data sharing agreements are in place) to answer the evaluation questions. Available quantitative data relevant to each evaluation question is set out in the methodology and approach below.

An initial implementation staff survey has already been completed by Psyomics and the digital delivery team within the Trust to understand and manage the first wave of implementation in the SPA and provide an initial quality assurance offering for both parties. This will be available to the evaluation partner once appointed.

**Reporting (November 2024)**

The evaluation partner will be responsible for all data analysis and independent reporting, resulting in a final report delivered at the end of November 2024. This should be copy-edited and ready for publication on the Health Innovation East website.

## 5. Methodology and approach

To answer the evaluation questions, we have suggested an approach and use of datasets that will be made available to the appointed evaluation partner. It is the responsibility of the evaluation partner to develop their own methodology and ensure they feel it can meet the requirements of the brief.

<b>Evaluation question</b>	<b>Suggested measurement approach</b>
<ul style="list-style-type: none"> <li>How acceptable is Censeo to SPA staff, including levels of confidence in the clinical assessment report?</li> </ul>	<ul style="list-style-type: none"> <li>Survey of staff/semi-structured interviews.</li> </ul>



<ul style="list-style-type: none"> <li>• How acceptable is Censeo to patients?</li> </ul>	<ul style="list-style-type: none"> <li>• Survey of patients/semi-structured interviews.</li> </ul>
<ul style="list-style-type: none"> <li>• How well has Censeo been implemented in HPFT Single Point of Access (SPA)?</li> </ul>	<ul style="list-style-type: none"> <li>• Document review of protocols, pathway, and any other supporting implementation documents (to be provided by SPA).</li> </ul>
<ul style="list-style-type: none"> <li>• What impact does Censeo have in relation to operational improvement?</li> </ul>	<p>Quantitative analysis:</p> <ul style="list-style-type: none"> <li>• Number of assessments per week against clinical staff hours.</li> <li>• Number of referrals discharged or passed to another team pre and post implementation, with and without assessment.</li> <li>• Survey data on time spent gathering info for assessment pre and post implementation (retrospective).</li> </ul>
<ul style="list-style-type: none"> <li>• What impact does Censeo have in relation to performance improvement?</li> </ul>	<p>Quantitative analysis:</p> <ul style="list-style-type: none"> <li>• Time from referral to SPA to closure.</li> <li>• % of new accepted referrals that meet 14-day (SPA) and 28-day target.</li> </ul>
<ul style="list-style-type: none"> <li>• What impact does Censeo have in relation to user experience?</li> </ul>	<p>Quantitative analysis:</p> <ul style="list-style-type: none"> <li>• Time from referral to SPA to 1<sup>st</sup> and 2<sup>nd</sup> ACMHS contacts.</li> <li>• Number of discharges after no contact or 1<sup>st</sup> contact with Adult Community Mental Health Services (ACMHS) and discharge reason.</li> <li>• Number of transfers to another team after no contact or 1<sup>st</sup> contact with ACMHS.</li> </ul>



	<ul style="list-style-type: none"> <li>• Number of texts sent, number of sign-ups and number of completed assessments per month.</li> <li>• Survey of patients/focus groups.</li> </ul>
<ul style="list-style-type: none"> <li>• What impact does Censeo have in relation to clinical and quality improvement?</li> </ul>	<p>Quantitative analysis:</p> <ul style="list-style-type: none"> <li>• Number of discharges after no contact or 1<sup>st</sup> contact with ACMHS and discharge reason.</li> <li>• Number of transfers to another team after no contact or 1<sup>st</sup> contact with ACMHS.</li> <li>• Time from referral to SPA to closure</li> <li>• Survey of staff/focus groups</li> </ul>
<ul style="list-style-type: none"> <li>• What impact does Censeo have in relation to health inequalities?</li> </ul>	<p>Quantitative analysis:</p> <ul style="list-style-type: none"> <li>• Number of texts sent, number of sign-ups and number of completed assessments per month by age, gender, and ethnicity.</li> <li>• Time from referral to SPA to closure per month by age, gender, and ethnicity.</li> <li>• Time from referral to SPA to 1<sup>st</sup> and 2<sup>nd</sup> ACMHS contacts by age, gender, and ethnicity.</li> <li>• Survey of patients/focus groups.</li> </ul>

### Reporting

During the project, the bidder will be required to report on the following areas:

- Early results as and when they arise
- Spend to date against projected spend
- Risk reporting, and,
- Progress reporting against anticipated milestones and key deliverables including via regular project meetings.

As noted above, the evaluation partner will be responsible for all data analysis and independent reporting, resulting in a final report delivered at the end of November 2024.

## 6. Value and Timetable

A budget of **£25,000** (excluding VAT) is available for this work. It is anticipated that Health Innovation East would be invoiced on completion of the work. Precise funding agreements will be determined based on evaluation of the initial bid, and agreement of outcomes and deliverables. Below is an approximate outline timetable for this programme.

Milestone	Month
Evaluation Project Start	End of April 2024
Theory of change developed	May 2024
Data sharing agreements in place	June 2024
Data collection and analysis	July – October 2024
Final report delivered	November 2024

## 7. Assessment Criteria

You are required to respond to all the quality criteria below using the response to tender form. 80% of the marks will be assigned against the quality criteria with the remaining 20% allocated against the financial proposal.

### Scoring Methodology

0	The Provider is unable to fulfil the requirement, or no response is received
1	The Provider is only able to partly fulfil the requirement
2	The Provider can fulfil the requirement
3	The Provider exceeds fulfilment of the requirement

### Quality – weighted at 80% of total score

The Provider has demonstrated that:

Review Deliverables	1. All the objectives and products contained within the specification will be delivered.
	2. Comprehensive and suitable methodologies are proposed for all aspects of the work, with the rationale for each.
Capability	3. Project challenges have been identified and suitable mitigations proposed.
	4. Experience of undertaking a similar piece of work, delivered to timescale
	5. The availability of suitably competent staff who have relevant experience, evidenced by CVs
	6. An understanding and application of data confidentiality and information governance issues.
	7. Able to deliver the report within the project deadline with a realistic timetable.
<b>Price – weighted at 20% of total score</b>	
Price	Scores for price as based on the following method: normalised price score = lowest tender price x 10 / tender price. Note the lower the price the higher the score.

## 8. Responses

We invite interested bidders to submit their response describing how they would deliver the described requirements within the timeframe and cost envelope.

**If you have any questions on the invitation document or the deliverables, please contact [maxine.farmer@healthinnovationeast.co.uk](mailto:maxine.farmer@healthinnovationeast.co.uk) by 12pm on 18<sup>th</sup> March 2024**

**Completed responses should be sent via email to [maxine.farmer@healthinnovationeast.co.uk](mailto:maxine.farmer@healthinnovationeast.co.uk) by 12pm on 27<sup>th</sup> March 2024.**

We will publish all questions raised (without disclosing the source of the enquiry) and all responses on the Health Innovation East website unless they are considered commercially sensitive. Our view on whether a question is commercially sensitive or not shall be final.

We reserve the right to carry out clarifications if necessary; these may be carried out via email or by inviting bidders to attend a clarification meeting. To ensure that both Health Innovation East and bidders' resources are used appropriately, we will only invite up to three (the ultimate number will depend on the closeness of scores) highest scoring bidders to attend a clarification meeting online or in person, should a clarification meeting be required.

Scores will be moderated based on any clarifications provided during this meeting. You are responsible for all your expenses when attending such meetings. Health Innovation East

reserves the right to vary all dates in this Invitation to quote, to terminate this procurement process and/or decide not to award a contract.

## 9. Checklist for Bidders

This check list may be helpful in developing your bid but may not be exhaustive:

- Each bid states 'Evaluation of Censeo Digital Mental Health tool in Hertfordshire + [bidder name]' as a foot note on each page
- Each bid is page numbered.
- Price for the bid has been provided, is net of VAT and is not subject to any proposed discounting.
- Each bid excludes the cost of making a presentation to key stakeholders and Health Innovation East on the findings.
- Each bid states that the report will be delivered in Word.
- Each bid states the daily rate for the author and any associates and the number of days consumed in each element of the task.
- Each bid includes an overall timeline, broken down by task and milestone.
- Each bid includes CVs for the project team, outlining similar work previously undertaken.
- Each bid comes from the same organisation as the organisation which will submit the invoice for the report once complete, and the name of the invoicing organisation is clearly given.

### Acronyms

ACMHS – Adult Community Mental Health Services

SPA – Single Point of Access Team

## Appendix - Pathway

