



External support for Programme Evaluation
Guy's & St Thomas' NHS Foundation Trust

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1. About our Trusts

South East London Integrated Care System (ICS)

The South East London integrated care system (ICS) brings together the organisations responsible for health and care services (Primary Care, NHS, Social Care and Voluntary, Community and Social Enterprise organisations) in south east London, to make the greatest possible contribution to the health and wellbeing of people living in our six boroughs of Lambeth, Southwark, Lewisham, Bromley, Bexley and Greenwich.

SEL ICS have identified six overarching priorities for improving the lives of people in south east London:

- 1) Preventing illness and helping people to live healthier, happier lives;
- 2) Delivering compassionate, whole-person care, as close as possible to people's homes;
- 3) Ensuring rapid access to high quality specialist services when people need them;
- 4) Joining up care across health and other services;
- 5) Improving care for disadvantaged groups;
- 6) Supporting the development of more resilient communities.

We believe that the best chance of delivering these priorities will be through:

- Working together as a partnership
- Sharing our staff and resources
- Empowering staff across our system
- Collaborating with people and communities
- Focusing on learning, improvement, and innovation

King's Health Partners

King's Health Partners is an Academic Health Sciences Centre where world-class research, education and clinical practice are brought together for the benefit of patients. It is comprised of King's College London, and Guy's and St Thomas', King's College Hospital, and South London and Maudsley NHS Foundation Trusts. Together we represent a £3.8 billion partnership, with 43,000 staff and 31,000 students and 4.3 million patient contacts annually.

The partnership is committed to joining up and delivering excellent mental and physical healthcare, research and education so that we treat the whole person. The Mind & Body Programme therefore works to ensure we care for vulnerable patients with both physical and mental ill health in an integrated manner with better and faster diagnosis and treatment because we know that addressing mental ill health improves physical health outcomes and vice versa.

2. Smart Together Procurement

SmartTogether is a shared service hosted by Guy's & St Thomas' NHS Foundation Trust one of the country's leading hospitals in the country. We serve hospitals across South East London ICS and North Central London ICS. Our vision is to develop a best in class procurement and supply chain service that is patient centric, scalable and driven by a high performing team.

We are called SmartTogether to reflect the strength and value of joint working both within the team and across the member hospitals that we serve.

The team is recognised as a system leader with a strong track record of innovation and service transformation, from deploying the largest implementation of automated inventory management systems in Europe, building pioneering strategic partnerships with industry, to establishing and building the largest procurement shared service in London.

The team is structured into three functional departments: Supply Chain, Sourcing & Contract Management, and Major Complex Projects. The supply chain function operate an off-site consolidation centre, inter-site transport service, receipt & distribution, inventory management, catalogue management, and order management across seven acute hospital sites and multiple community sites. The sourcing and contract management function manage all non-pay spend categories except medicines five NHS Trusts responsible for CIP delivery and pro-active management of key suppliers. The Major Complex Projects function lead the procurement of large scale and complex system wide initiatives, for example, pathology service transformation, Electronic Health Record, and Trust wide Soft FM services.

Trust's currently part of SmartTogether are:

3. Guys & St Thomas NHS Foundation Trust
4. Lewisham & Greenwich NHS Trust
5. Great Ormond Street Hospital for Children NHS Foundation Trust
6. South London and Maudsley NHS Foundation Trust
7. Oxleas NHS Foundation Trust

8. The Requirement

The Trust currently has a requirement for External support for Programme Evaluation

The Authority has a requirement for External support for Programme Evaluation, given the scale of investment and breadth of focus it is critical that we have a robust approach to evaluation. It is anticipated that a multi-year evaluation approach will be required. This specification is seeking support for an initial work package for Year 1 of the programme.

We value the recommendations from suppliers with expert knowledge in research and evaluation of large-scale transformation programmes and specific population health interventions to support our partnership to:

1. Co-produce (with key stakeholders including people with lived experience in our communities) an evaluation framework and agreed approach for intervention-level evaluation, which can be readily embedded and used for monitoring progress and impact.
2. Undertake a process and impact evaluation using the co-designed evaluation framework for specific interventions.
3. Identify further requirements to support effective evaluation, including a toolkit/training to support delivery teams to embed learning and evaluation at intervention-level.
4. Establish a baseline position against an agreed set of outcome indicators, by working with SEL ICS data analytics colleagues and aligning to SEL ICS' population health management approach and outcomes working group.
5. Provide a year one report on progress and initial impacts.

We welcome and encourage proposals from more than one supplier working in partnership.

Please see the Annexes for further information.

9. Contract Duration

The Authority is looking to appoint to a sole Supplier for the provision of the requirement. The contract will be for an initial period of 6 months

10. Procurement Timetable

Activity	Date Due
Publish quotation documents and notices	21-02-2024
Deadline for Clarification Questions	28-02-2024
Deadline for Submission of Quotation	07-03-2024
Contract Award	Week commencing 18/03/2024
Contract Start Date	Week commencing 01/04/2024

11. Procurement Process

The quote process will be conducted entirely via self-service downloading of all documentation and submission in an electronic format only through a secure email to Meghna.Manoharan@gstt.nhs.uk. Any communication regarding this quote must also to be received via email in order to keep an accurate record all activity relating to the quote.

All submitted responses (your offer) must be capable of acceptance in its own right with no need for negotiation or clarification.

Evaluation

This requirement will be awarded on the basis of both Technical & Commercial Evaluation and social value.

Suppliers should note that in evaluating responses, the Authority will only consider information provided in response to this quote. Suppliers, including incumbent suppliers must not assume that the Authority is familiar with the Bidders' involvement in existing services, contracts or procurements.

Quotes must be submitted in English and in Pounds Sterling excluding VAT.

Quotes are to remain open for acceptance by the Authority, for a minimum of 90 days from the return date.

Question Marking

11.1. Written Questions

All questions with the exception of Pass or Fail questions and commercial responses will be scored using a scale of 0 to 4, with each number corresponding to a minimum level of information required in the respective response and will be measured against predetermined and objective criteria. This will then be applied to the respective weighting of the section to produce a weighted score.

0 = Failure to understand and/or failure to substantial failure to provide and/or provides no confidence that the requirements will be delivered. **Responses scoring 0 for any**

question will be deemed not fit for purpose and the supplier's proposal will be rejected.

1 = Some misunderstandings and a generally low level of information and detail provided. Fails to meet the requirements in many ways and/or materially in one or more ways, and provides insufficient confidence of ability to meet and deliver the requirements.

2 = Generally understands and addresses issues appropriately. Some areas of misunderstanding, provide a low level of detail, and/or provide more of a "model answer" than a true commitment, so only provides some confidence they will deliver requirements.

3 = Good understanding of the issues, good level of detail, and demonstrated that proposals are feasible so that there is a good level of confidence that they will deliver the requirements.

4 = High degree of confidence that the Potential Provider's proposal will meet the requirements, demonstrated through a very good understanding of the issues and what is being asked for. Proposals set out how and what will be delivered.

Worked Examples (based on 60% available marks)

Question	Question weighting	Mark awarded (0-4)	Question overall score
Question 1	10%	3	7.5
Question 2	10%	4	10.0
Question 3	30%	2	15.0
Question 4	10%	2	5.0
Total	60%		37.5

11.2. Commercial Evaluation

Scores are allocated based upon the whole life value of the Suppliers Proposal. The supplier with the lost overall whole life value will be awarded the maximum marks available for this section.

Other suppliers will be awarded marks in proportion to their overall cost, against the lowest cost supplier.

$$\text{Marks Available} \times (\text{Lowest Cost Received} / \text{Supplier Cost})$$

Worked Example (based on 40% available marks)

Supplier	Total Cost	Marks Awarded
Supplier A	£100,000	40%

Supplier	Total Cost	Marks Awarded
Supplier B	£200,000	20%
Supplier C	£133,000	30%

12. Clarification Questions

Clarification questions from Suppliers

Should Suppliers have any questions on this documentation, they should only be sent in writing via email to Meghna.Manoharan@gstt.nhs.uk.

Clarification questions must not be submitted by any other means.

13. Terms and Conditions of Contract

The contract will include the NHS Terms and Conditions for the provision of services [ST23-157 Contract Terms and Conditions v1-0] attached to this Quote. It is vital that the Supplier reviews these carefully, and takes account of all information such as, key performance indicators and insurance requirements and that their proposal fully takes account of these. By submitting a response, suppliers are agreeing to be bound by the terms of the NHS Terms and Conditions.

Please download the attached Terms and Conditions of Contract. These conditions must be accepted in full except for proposals for minor changes that do not alter the overall nature of the document. No proposed amendments to the terms and conditions will be accepted after the closing date of this ITT.

14. Real Living Wage

Under Threshold

Evidence shows that insufficient income is associated with worse outcomes across virtually all domains of health, including long-term health and life expectancy. Adopting the Real Living Wage has been shown to improve psychological health and wellbeing among employees and increase life expectancy.

The Authority wishes to lead by example by paying a living wage to all directly employed staff and, supplier staff employed on the Authority's sites or directly on the Authority's contracts within the UK. As a guide there should be a presumption that the living wage would apply if:

- TUPE would apply to that employee.
- The supplier staff provide a service on the Authorities sites, for example cleaning, equipment servicing.

The requirement to pay the living wage would not necessarily apply to suppliers employees making deliveries.

For more information see: Local action on health inequalities, Health inequalities and the living wage (Public Health England) Health equity briefing 6: September 2014

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/355785/Briefing6_Living_wage_health_inequalities.pdf

For the Living Wage Foundation <http://www.livingwage.org.uk>

15. Instruction to Suppliers

No information contained in this document or in any communication made between the Authority and any potential supplier in connection with this document shall be relied upon as constituting a contract, agreement or representation that any contract shall be offered in accordance with this document. The Authority reserves the right, subject to the appropriate procurement regulations, to change without notice the basis of, or the procedures for, the competitive process or to terminate the process at any time. Under no circumstances shall the Authority incur any liability to any supplier in respect of this document, any supporting documentation and/or the Quote process.

The supplier is expected to examine all of the instructions, forms, and specifications that comprise this document. Failure to provide all of the requested information, in the correct format, may result in the return being rejected. Where information or documentation to be submitted by economic operators is or appears to be incomplete or erroneous, or where specific documents are missing, the Authority may request the economic operators concerned to submit, supplement, clarify or complete the relevant information or documentation within an appropriate time limit.

16. Transparency (PPN01/17)

As a result of government policy to achieve greater transparency in public procurement and help deliver improved value for money, the Authority is obliged to publish quotation documents for all contracts with a whole life value of over £25,000 on Contracts Finder - <https://www.contractsfinder.service.gov.uk/Search>

On 24 March 2015, the Government published a set of general transparency principles (<https://www.gov.uk/government/publications/transparency-of-suppliers-andgovernment-to-the-public>) that require public procurers to proactively disclose contract and related information that may previously have been withheld on grounds of commercial confidentiality. In compliance with these requirements, the Authority intends where appropriate to publish the following types of information:

- contract price and any incentivisation mechanisms
- performance metrics and management of them
- plans for management of underperformance and its financial impact
- governance arrangements including through supply chains where significant contract value rests with subcontractors
- resource plans
- service improvement plans

17. Freedom of Information Act (FOIA)

Suppliers should be aware of the Authority's obligations and responsibilities under the Freedom of Information Act (FOIA) to disclose, on request, recorded information held by them. Information provided by suppliers in connection with this procurement exercise, or with any Contract that may be awarded as a result of this exercise, may therefore have to be disclosed by the Authority in response to such a request, unless the Authority decides that one of the statutory exemptions under the FOIA applies.

The Authority may also include certain information in the publication scheme which it maintains under the FOIA. In certain circumstances, and in accordance with the Code of Practice issued under section 45 of the FOIA or the Environmental Information Regulations 2004, the Authority may consider it appropriate to ask suppliers for their views as to the release of any information before a decision on how to respond to a request is made.

In dealing with requests for information under the FOIA, the Authority must comply with a strict timetable and the Authority would, therefore, expect a timely response to any such consultation within five working days.

If suppliers provide any information to the Authority in connection with this procurement exercise, or with any Contract that may be awarded as a result of this exercise, which is confidential in nature and which a supplier wishes to be held in confidence, then suppliers must clearly identify in their offer documentation the information to which suppliers consider a duty of confidentiality applies.

Suppliers must give a clear indication which material is to be considered confidential and why it is considered to be so, along with the time period for which it will remain confidential in nature. The use of blanket protective markings such as "Commercial in Confidence" will no longer be appropriate. In addition, marking any material by virtue of such marking will no longer be appropriate.

Where a supplier has indicated that information is confidential, the Authority may be required to disclose it under the FOIA if a request is received. The Authority cannot accept that trivial information or information which by its very nature cannot be regarded as confidential should be subject to any obligation of confidence.

In certain circumstances where information has not been provided in confidence, the Authority may still wish to consult with suppliers about the application of any other exemption such as that relating to disclosure that will prejudice the commercial interests of any party. The decision as to which information will be disclosed is reserved to the Authority in question, notwithstanding any consultation with the supplier.

18. Sustainability Strategy

Under Threshold

The UK Government defined sustainability in "Securing our Future", 2005. The Department of Health and the NHS Sustainable Development Unit have adopted this definition, which states that the five guiding principles of sustainability are:

- Living within environmental limits.
- Ensuring a strong, healthy and just society.
- Achieving a sustainable economy.
- Promoting good governance.
- Using sound science responsibly.

The Authority is committed to helping achieve this target by reducing carbon emissions in its operations and encouraging users to use sustainable modes of transport that will reduce carbon emissions and traffic congestion, which will improve air quality in London.

Air pollution, which is a problem derived from exhaust fumes from cars, domestic combustion or factory smoke, is a major health issue particularly in large cities such as London. According to the World Health Organisation (WHO), it is estimated that 3.7 million people died in 2012 as a consequence of outdoor air pollution. In the UK, it is estimated that 40,000 deaths annually are caused by air pollution according to the Royal College of Physicians.

The Authority will continue to develop projects, plans, innovations and activities that can contribute to achieving the objectives of the Travel Plan.

The Authority will continue to educate staff and visitors of the benefits of sustainable and active travel and support them in maximising the health, environmental and economic benefits.

19. NHS Single-Use Plastics Reduction Campaign Pledge

Between 2013 and 2018, NHS services across England used more than 600 million disposable cups and millions of other disposable cutlery pieces, as well as many other avoidable single-use clinical and non-clinical plastic items. While much NHS plastic waste is already recovered for recycling or energy from waste we are still a significant contributor to the 34 billion tonnes of plastic that will pollute our natural environment by 2050.

We are asking all providers, retailers and suppliers to the NHS, as well as a number of partner organisations, to sign up to a plastic reduction pledge. Through the scheme, signatories commit to:

- By April 2020, no longer purchase single-use plastic stirrers and straws, except where a person has a specific need, in line with the government consultation
- By April 2021, no longer purchase single-use plastic cutlery, plates or single-use cups made of expanded polystyrene or oxo-degradable plastics
- By April 2021, go beyond these commitments in reducing single-use plastic food containers and other plastic cups for beverages – including covers and lids

In addition, we ask trusts, retailers and suppliers that have signed the pledge to provide NHS England and NHS Improvement with four data-submissions on the volumes of single-use plastic catering items purchased.

The Authority is also looking at reducing plastic waste from as many areas as possible, including where practical common clinical products such as gloves, gowns and hygiene products. The Authority also wishes to work with the supply chain on plastic packaging.

Making this pledge and providing the evidence requested will help demonstrate how organisations have made progress in minimising the use of plastics, as required by the 2019/20 NHS Standard Contract.

We ask that the Authorities suppliers confirm this commitment by signing the pledge. Signatories to the pledge should confirm two points of contact for sustainable development within their organisation when they sign up to the pledge:

- A senior responsible officer (Director level)
- A sustainable development lead for your organisation

The pledge to eliminate avoidable single-use plastics can be accessed [here](#).

20. Communications

Under Threshold

All communications must be through the Authority's eSourcing portal, potential suppliers are not to communicate with any Authority employees regarding this requirement without the permission of Procurement.

Should communications not be possible via the portal then contact can be made via the Program lead for this requirement:

E: **Meghna.Manoharan@gstt.nhs.uk**

Suppliers found to be communicating outside of these channels will be excluded from the process.

21. Misrepresentation

If you seriously misrepresent any factual information and so induce an authority to enter into a contract, there may be significant consequences. You may be excluded from the procurement procedure, and from bidding for other contracts for three years. If a contract has been entered into you may be sued for damages and the contract may be rescinded. If fraud, or fraudulent intent, can be proved, you or your responsible officers may be prosecuted and convicted of the offence of fraud by false representation, and you must be excluded from further procurements for five years.

Annex A – Specification

ST23-P157 Annexure A – Specification (Attached seperately)