Date

To whom it may concern

Re: Tender for Insourcing of Elective Care Clinical Services

Tender Offer reference number: C362755

Period of agreement: 01/09/2025 – 31/03/2026 with the option to extend for 6 months

**STRUCTURE OF THIS TENDER**

* Section 1: Overview – introduction to the requirements
* Section 2: Competition Process. This section sets out the timetable for the tender; the process the tender will go through will out in the market and following submission.
* Section 3: Submission of Responses. This section sets out the arrangements that will be followed for the submission of responses to this ITQ.
* Section 4: Specification This section specifies the services the Providers will be asked to provide.
* Section 5: Contract. A generic copy of the contract that will govern the awarded agreement(s)
* Appendix A: Quality and Capability Submission – Core Requirements

Appendix A1 – Lot 1

* Dermatology
* Plastics
* General Surgery
* Urology
* Ear Nose & Throat (ENT) including Audiology provision
* Oral Maxillofacial Surgery/Oral Surgery (OMFS)
* Benign Gynaecology

Appendix A2 – Lot 2 Gastroenterology

Appendix A3 – Lot 3 Trauma & Orthopaedics

Appendix A4 – Lot 4 Complex Gynaecology

Appendix A5 – Lot 5 Paediatric

Appendix A6 – Lot 6 Breast

* Appendix B: Commercial Schedule Submission – Master and Lot Worksheets
* Appendix C: The Form of Tender (including the Certificate of Bona Fide Offer)

Yours faithfully M Whitaker

**Section 1: OVERVIEW**

* 1. Following the successful delivery of a large-scale insourcing arrangement in 2024/25 financial year Manchester University NHS Foundation Trust (the Authority), is seeking to appoint Provider(s) with the appropriate service range and experience to supply Insourcing of Elective Care Clinical Services.

The objective of this procurement and subsequent contract is:

* to improve patient access
* reduce waiting times
* enhance the efficiency of elective care services
* utilise the organisations facility at weekends
* provide a value for money commercial solution

This aim of this procurement is to seek providers who will work alongside MFT to deliver a high quality clinical service, reduce do not attends (DNA) and drive commercially sustainable models of care contributing to the improved patient access to services.

* 1. This competition will replace around 95% of the current insourcing contracts in place within the Authority. To provide continuity current providers have been awarded new contracts using Provider Selection Regime Direct Award Process C. All providers are aware that these contracts will expire once new provider(s) have been secured through this tender process.

SECTION 2: COMPETITION PROCESS

## 2.1**Introduction**

The Authority is looking to appoint a provider/or providers of Elective Insourcing Services for the following areas:

Lot 1 Dermatology

Plastics

General Surgery

Urology

Ear Nose & Throat (ENT) including Audiology provision

Oral Maxillofacial Surgery/Oral Surgery (OMFS)

Benign Gynaecology

Lot 2 Gastroenterology

Lot 3 Trauma & Orthopaedics

Lot 4 Complex Gynaecology

Lot 5 Paediatric

Lot 6 Breast

## 2.2 **Timetable for competition**

The timetable for the main stages of this tender are outlined below.

|  |  |
| --- | --- |
| Target Date | Stage |
| 13 June 2025 | Invitation to Tender – Go Live |
| 25 June 2025 16:00 | Deadline for Clarification Questions |
| 27 June 2025 16:00 | Clarification Question response deadline\* |
| 9 July 2025 12:00 noon | Tender Close |
| 10 July – 11 July 2025 | Compliance check of submitted responses\*\* |
| 14 July – 25 July 2025 | Evaluation Period to include |
| 28 July – 1 August 2025 | Moderation Period |
| W/C 4 August 2025 | Award Contract |
| W/C 11 August 2025 | Standstill period (8 working days) |
| W/C 25 August 2025 | Contract Awarded \*\*\* |

\* The Authority aims to have responded to all clarification questions by 27 June @ 16:00 but this is subject to change based on volume and type of responses

\*\* All the appendices need to be completed and submitted back as part of a providers offer. Failure to complete the documents correctly or omission of any documents is the responsibility of the provider. In the event that information or documentation is missing the Authority will disregard the submission and not evaluate the response.

\*\*\* The anticipated commencement date of the contract will be the 1 September however, it is recognised that a period of implementation may be required. MFT may continue to utilise current providers to ensure continuity of provision during the implementation phase.

2.3 Quality and Capability

Providers must show their quality and capability by completing Appendix A core requirements and the appropriate Appendix A for the relevant lots. This information will be used to by the evaluation panel to assess the providers.

## 2.4 Commercial Offer

Providers will be required to submit their commercial offer using Appendix B, in order that a comparison between providers can be made, as part of the assessment of responses.

## 2.5 **Selection of Provider(s)**

The Provider Selection Regime (PSR) is being used as the guiding principles of the evaluation using the 5 key criteria of:

* Criterion 1: Quality and innovation
* Criterion 2: Value
* Criterion 3: Integration, collaboration and service sustainability
* Criterion 4: Improving access, reducing health inequalities, and facilitating choice
* Criterion 5: Social value

Social value is within 3 Workforce and questions under 5 Maximising Attendance and Reducing Unnecessary Attendance.

Providers will be assessed as follows against each lot. The detail below provides a generic overview of the scope of each question. Within each lot the questions have been tailored as appropriate for the clinical area:

All lots except Lot 3

|  |  |
| --- | --- |
| Criteria | Weighting |
| Questions under 1 – Quality, Governance, Safety and Reporting | 15% |
| Question 2 – Mobilisation | 10% |
| Questions under 3 – Workforce | 10% |
| Questions under 4 – Booking, Scheduling and Pre-Operative Services | 5% |
| Questions under 5 – Maximising Attendance and Reducing Unnecessary Attendance | 10% |
| Commercial Offer (Value) | 50% |

Lot 3

|  |  |
| --- | --- |
| Criteria | Weighting |
| Questions under 1 – Quality, Governance, Safety and Reporting | 15% |
| Question 2 – Mobilisation | 10% |
| Questions under 3 – Workforce | 12% |
| Questions under 4 – Booking, Scheduling and Pre-Operative Services | 10% |
| Questions under 5 – Maximising Attendance and Reducing Unnecessary Attendance | 3% |
| Commercial Offer (Value) | 50% |

Evaluation process - Quality and Capability

The quality and capability evaluation will be scored in accordance with the table below:

|  |  |  |  |
| --- | --- | --- | --- |
| Grade label | Grade | % of each available score | Definition of Grade |
| Unacceptable | 0 | 0% | The proposal completely fails to meet the required standard or does not provide an answer |
| Weak | 1 | 25% | The proposal significantly fails to meet the standards required, contains significant shortcomings or is inconsistent with other aspects of the Tender |
| Satisfactory | 2 | 50% | The proposal meets the required standard in most material respects, but is lacking or inconsistent in others |
| Good | 3 | 75% | The proposal meets the required standard in all material respects |
| Excellent | 4 | 100% | The proposal meets the required standard in all material respects and exceeds some or all of the major requirements |

The bids will be evaluated by a panel pulled together by the Authority. Evaluators will be required to complete a conflict of interest declaration to participate in the process. The process which will be undertaken is scoring by individual evaluators against the above matrix. Once completed the scores will be brought together. In the event that evaluators have attributed a different score for a question these will be moderated and an agreed score applied.

Any bids submitted must achieve a score of satisfactory or above for all questions. Bids that have received a score of weak or unacceptable will be deemed as below the quality standards required for this contract and will be rejected.

Evaluation process – Commercial

All value offers will be compared against that lowest bid received using the following methodology:

The maximum score available for value (50) will be awarded to the lowest bid received. All other bids will be scored pro rata between the maximum affordability (see commercial schedule for maximum affordability by lot) and the lowest bid. The organisation is anticipating that bids will be prices very closely so this will allow a good score differentiation between the offers.

An example is below:



Below is the calculation expressed as an excel formula

Price weighting \*( 1 - ((Providers bid price - lowest bid price)/difference between lowest bid price))

In the event of a tie in total score the award will be made to the Provider with the lowest bid value.

The Authority is aware that this type of service contracts can be financially draining so prompt payment terms are attractive. Providers can put forward a prompt payment discount expressed as a percentage. This will not be taken into account during the evaluation however, it will be discussed and applied during implementation of the contract if the offer is attractive to the Authority.

If it appears to the Authority that any Tender may be abnormally low, then the Authority may ask the Provider to explain its submission. If following the Provider’s explanation, the Authority is not satisfied with the Provider's account for the low level of price in the Tender, the Authority may treat the Tender as non-compliant and reject it.

Unless there are compelling reasons to do otherwise, the Authority intends to award the business to the best scoring Provider, for each Lot, based on the ITT responses received as part of this process. However, the Authority reserves the right not to award all or any of the individual lots to any Provider.

SECTION 3: SUBMISSION OF RESPONSES

## 3.1 **Response Instructions**

Providers must submit their Tenders by completing the following:

* Appendix A: Quality and Capability Submission – Core Requirements
* Then the relevant lot Appendices
* Appendix B: Commercial Schedule Submission – Master Worksheet
* Then the relevant lot worksheet(s)
* Appendix C: The Form of Tender (including the Certificate of Bona Fide Offer)

Appendix A and the relevant lot appendices must be in word format. Attachments can be in PDF or the relevant Microsoft format.

Appendix B must be in excel format

Appendix C is acceptable in either word or PDF.

Completed Tenders must be submitted using the e-Tendering Portal. The Providers should ensure that they allow plenty of time to upload the Tender, particularly where there are large documents. If Providers have any problems with the e-Tendering Portal, they should contact the helpdesk on 0800 995 6035 or [support-health@atamis.co.uk](mailto:support-health@atamis.co.uk). The helpline is open Monday to Friday between 8am and 18:00pm excluding public and bank holidays. As noted above, any Tender received after the deadline may not be considered.

The maximum file size for uploading documents is 2GB. You should split your Tender into small enough file sizes to upload. Note: The Authority does not guarantee that you will be able to upload files up to the maximum size, particularly at busy times. For this reason, it is recommended that Providers should ensure files are well below the maximum stated and allow plenty of time to upload, so they have enough time to resolve any technical difficulties before the deadline.

Providers are requested to submit responses by no later than 9 July 2025 12:00 noon.

No response received after the date and time specified above shall be accepted or considered.

3.2 Requests for Clarification

All enquiries in connection with this tender should be addressed through the e-tendering portal Atamis. The Organisation will not accept any requests made directly. No approach of any kind should be made directly to any person from the Authority in connection with this tender or the documention.

Providers can submit request for clarification through Atamis, which will be monitored throughout the process. Clarifications will be shared with all Providers who have signed up to participate in the process. No clarification questions will be deemed as commercial sensitive. The Provider details will be excluded from the response however, the Authority will track responses to questions.

The deadline for submission of clarification questions is 25 June 2025 @ 16:00. Questions submitted after this date and time will not be accepted. The Authority will aim to turn round answers to questions with 48 hrs of receipt of the question however, due to the potential technical/clinical nature of the questions it may take longer to obtain the input from each department. The deadline for the Authority to respond to all questions is the 27 June @ 16:00.

SECTION 4: SPECIFICATION

The tender has been divided into 6 lots. The specification embedded providers all the details of the service requirements.



SECTION 5 CONTRACT

The generic contract document which will be used is embedded below.

