



**Midlands and Lancashire
Commissioning Support Unit**

Invitation to Quote (ITQ)

**Provision of Strategic Information Governance Support – NHS Midlands and Lancashire
Commissioning Support Unit**

I am pleased to inform you that NHS Midlands and Lancashire Commissioning Support Unit (MLCSU) wish to invite you to participate in this 'Invitation to Quote'.

Following the receipt of your quote via email, the Project group/Evaluation panel will evaluate the proposals against each other within the evaluation matrix below. All bidders may be invited to take part in a Clarification meeting/Question & Answer session, before final selection is made. Final selection will be based on the ability of the service provider to provide the required service at the best price, at the optimum performance level and with a clear and demonstrable implementation/delivery programme.

Bidding organisations must obtain for themselves at their own responsibility and expense all information necessary for the preparation of their bids and will be deemed to have availed themselves of all necessary information in submitting bids. MLCSU reserve the right to award individual lots to different providers or to opt to not award a specific lot. In the event that MLCSU decide not to award this contract in totality or select to award specific lots only, there will be no liability for MLCSU for any costs incurred by the bidding providers.

Please find attached the Specification as Appendix One which will help you direct your response appropriately.

Please see evaluation grid below:

Weightings – Totalling 100%:

Quality	60%
Quality sub-criteria: Quality of case studies and evidence of approach, expertise, experience, capabilities and innovation	25%
Quality sub-criteria: Resourcing capabilities	20%
Quality sub-criteria: Approach to engagement	15%
Pricing: approach/scenarios/Day Rates	40%
TOTAL	100%

Please submit your response via the MLCSU Bravo eSourcing portal and direct any questions regarding this process through the messaging system.

Please note that the deadline for your proposal is **12pm on Thursday 28th Feb 2019**. Any submissions received after this date will not be considered.

Kind regards,



pp Elaine Butler on behalf of Beverley Thomas

Beverley Thomas MCIPS
Head of Procurement

Specification Brief

Background

We are an organisation with a unique geographical reach and experience in serving diverse urban and rural populations and facing a range of commissioning challenges.

As one of England's biggest commissioning support units, we are the product of the merger of Staffordshire and Lancashire, and Central Midlands CSUs. We have retained all our customers and grown our business consistently since inception in April 2013. We provide end-to-end commissioning support services to 50 CCGs, covering a 12.3 million population with a total commissioning budget of £13.5 billion. Other clients include:

- 4 NHS England regions
- NHS England national team
- 83 other NHS customers
- 14 other public-sector customers

Our vision is to play a pivotal role in improving health and wellbeing for populations we serve. We achieve this by delivering commissioning support services that are highly responsive to needs and designed to help organisations navigate an increasingly challenging healthcare arena.

Our values underpin everything we do:

- Honesty, integrity and transparency
- Everyone counts
- Commitment to quality
- Adding value
- Working together

The Information Governance Service currently supports 33 Clinical Commissioning Groups across the following areas:

- Lancashire & South Cumbria
- Merseyside
- Cheshire
- Staffordshire
- Shropshire & Telford
- Herefordshire
- Worcestershire
- Leicestershire

In addition to our core business we also have additional work streams working with:

- Integrated Care Systems
- Care Homes
- Primary Care

The Information Governance service comprises of Information Governance support and an Access to Information team (supporting Freedom of Information and Subject Access Requests).

Scope

We are seeking a partner to work with our Information Governance team to provide strategic support in relation to Integrated Care Systems (ICS) and for our internal processes. There is a time pressure for this work so would envisage that our selected supplier would be able to mobilise their services quickly and deliver to a tight timescale. The contract would not be in excess of three months and the estimated budget for the service is £50,000. The main office base is in Heron House, Stoke but we have an agile approach to working to be agreed with the successful bidder. There would be a need travel to across our geography to meet with ICS clients as appropriate.

For the ICS

- Work with ICS to develop an Information Governance Framework that will enable data sharing for both direct care (using integrated, shared care records) and commissioning purposes (Risk Stratification and Population Health management)
- Support within ICS settings the promotion and roll out of the NHSE Secondary Use Data Governance Tool
- Advising on the current DSAs that are already in place across the local health economy and also new DSA requirements to support the work of the ICS. This will include responding directly to organisations feedback, comments and concerns and updating the DSA and to assist gaining consensus by all organisations that this document fully meets the requirements of the data sharing that is required to enable the project.
- Assistance with a patient consent model, where the requirement has been identified, that meets legislation for the sharing of patient data and to gain agreement on this by all organisations in scope. A diagrammatic of the workflow of the patient consent process would need to be created for distribution and it is hoped that the CSU can produce this document.
- Creating the content of communications to the public in order to ensure that communications are aligned with DSAs and agreed consent model
- Working with organisations to assist them produce training materials that align with the Information Governance Framework
- Where required liaise with LMC and/or their lawyers to confirm and agree DSAs

For the CSU to set up infrastructure for ICS support

- Review and interpretation of information governance guidance and policies and where appropriate development of local policies for implementation across the service and organisation.
- Mapping data flows from a variety of settings, provider commissioner and health and non-health with understanding of IG controls required
- Development of solutions to link varied and linked datasets and to develop and implement local solutions both technical and process to enable greater linkage and analysis on data within IG guidance
- Advice on development of data solutions for use in direct patient care settings
- Links with national groups related to PHM to identify and share best practice and to inform development of national and local guidance and policy
- Ability to advise on technical set up of BI solutions to manage and mitigate information risks linked to STP and ICS requirements
- Completion and advice on information sharing and Data Access Requests (DARs) for stakeholders within the STP and ICS settings
- Advice and guidance related to development of data solutions for commissioning and direct patient care settings.

Timescales

Activity:	Date:	Relative to:
Deadline for questions	Friday 22/02/19	All bidders wishing to quote
Deadline for receipt of Proposal (12pm)	Thursday 28/02/19	All bidders wishing to quote
Clarification and evaluation meeting / Q & A session	Wednesday 6/03/19 p.m.	Only shortlisted bidders
Delivery of work commencement	Week beginning Monday 11/03/19	Successful bidder(s)
Completion of work	Max 3 months from start	Successful bidder(s)

Clarification meeting

The bidders may be invited to attend an interview which will last 1 hour (25 minutes presentation (laptop and projector will be provided) followed by 35 minutes of Q & A). We would recommend that your presentation concentrates on the service/delivery you will provide in order to meet or surpass our requirements, as outlined in our brief. Timing and location details will be confirmed on the 1st March 2019

The representatives from the bidder who attends this clarification meeting must include the individual(s) proposed for the senior team.

The Bid Submission

All Bidders, as well as describing the approach they would take to this work, should, in their submission of not more than 30 pages, set out the following for each lot:

- Develop Statements of Work for how you may meet the key requirements outlined in this document include details of the proposed team, including grade of staff and proposed management structure. Please provide CVs of proposed core team members.
- Delivery plan for the proposed work and how you will achieve the expected outcomes
- Cost Proposal. All costs must be included – no additional costs will be paid. Cost should specify a daily rate and distinguish between elements of the cost (including but not limited to advice, administration time, training including overheads such as venue or travel costs). Please show VAT separately.

The following question may be answered in reference to all three lots:

- Your approach to communication and reporting of issues and progress to stakeholders
- Willingness to enter into a confidentiality agreement, particularly if you are working with other CSUs

- Examples of similar work undertaken within the sector in no more than 500 words
- Details for 2 references that MLCSU can contact (this should be customers to whom you have provided work similar to that included in the 'specification brief')

Other notes

The following notes must be taken into account as part of the tender process:

- The needs of the ICSs are in development and the successful bidder will need to respond flexibly to the emerging requirements. The detailed work programme will therefore be developed as it progresses. Quality checks on all work carried out will be in place by MLCSU throughout the project, including delivery checkpoints;