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March 10, 2017

Dear Bidder,

**Request for Quotation: Evaluation of the London Digital Mental Wellbeing pilot programme (PRJ 423)**

I am writing to you on behalf of NHS Tower Hamlets Clinical Commissioning Group (CCG). We currently have a requirement for the Evaluation of the London Digital Mental Wellbeing pilot programme the details of which are set out in the Annex A to this Request For Quotation (RFQ) letter.

The winning provider will be required to commence the work in May 2017 and complete the work on or before 30<sup>th</sup> of April, 2019. Please also note that the attached (Annex B) Terms and Conditions for the Supply of Services will apply to any contract awarded as a result of this quotation exercise.

If you are interested in quoting for this requirement, please revert with a 'bid response document' to the following email box [Clinical.Procurement@nelcsu.nhs.uk](mailto:Clinical.Procurement@nelcsu.nhs.uk) by **12:00 pm on 31/03/2017** with the following information:

- Full name and address of supplier, our reference number and your contact details;
- Details of services to be supplied including details in response to the requirements set out in the Appendices 1 and 2 in Annexes A and B of the Specification/Project Brief Document embedded in the RFQ letter's Annex A / the evaluation criteria to this letter and a referee (preferably public sector);
- Expected delivery / start / finish date, and a project time table;
- Total price excluding VAT (Annex C);
- Confirmation of acceptance of the terms and conditions of contract (Annex B);
- Annex D – Conflict of Interest Declaration.

## Evaluation Criteria

The CCG is seeking quotations from potential suppliers. The following criteria will apply to the selection of the successful supplier:

#	Evaluation Criteria	Weight
<b>1</b>	<b>Proposed Approach</b>	<b>80%</b>
1.1	Clear Methodology	20%
1.2	Project Delivery Plan	10%
1.3	Proven experience and capability in the field (provide details of previous experience of carrying out similar projects)	15%
1.4	Evidence of Quality Assurance for your organisation in the delivery of interventions offered	10%
1.5	Demonstrated ability to work to deadlines	5%
1.6	A process flow of how uptake and outcomes of the interventions will be reported to the funders	10%
1.7	Organisational capacity to undertake the work given other commitments	10%
<b>2</b>	<b>Price</b>	<b>10%</b>
<b>3</b>	<b>Presentation and interview</b>	<b>10%</b>
	<b>Proposed Approach + Price + Presentation/Interview</b>	<b>100%</b>

## Scoring Matrix

The following scoring matrix will be applicable to quotations/bid responses received for this RFQ.

Grade	Grade Level	Definition of Grade
0	Unacceptable	No response or partial response and poor evidence provided in support of it. Does not give the Authority confidence in the ability of the Bidder to deliver the Contract and meet the Authority's Requirements.
1	Weak	Response is supported by a weak standard of evidence in several areas giving rise to concern about the ability of the Bidder to deliver the Contract and meet the Authority's Requirements.
2	Minor reservations	Response is supported by a satisfactory standard of evidence in most areas but a few areas lacking detail and/or evidence

		giving rise to some concerns about the ability of the Bidder to deliver the Contract and meet the Authority's Requirements.
3	Satisfactory	Response is comprehensive and supported by good standard of evidence. Gives the Authority confidence in the ability of the Bidder to deliver the Contract. Meets the Authority's Requirements.
4	Very good	Response is comprehensive and supported by a high standard of evidence. Gives the Authority a high level of confidence in the ability of the Bidder to deliver the Contract. Exceeds the Authority's Requirements in some respects.
5	Excellent	Response is very comprehensive and supported by a very high standard of evidence. Gives the Authority a very high level of confidence in the ability of the Bidder to deliver the Contract. Exceeds the Authority's Requirements in most respects.

**The Quotation must be submitted in a PDF format, with pricing submitted in a separate file (or submit one priced and one unpriced bid). Quotations received after the above date and time may not be considered.**

*It would be appreciated if you could advise, within 3 days of receiving this RFQ, if you intend to submit a bid or your reasons for not submitting a bid.*

If the panel feels at any point that there is not sufficient evidence to score a bidder on any evaluation point then they may, at their discretion, seek clarification from any and all bidders. Bidder clarifications will at all times take account of the commercial confidence of bidders.

If a bidder scores a '0' on any sub-section then they may be eliminated at the discretion of the panel, dependent on how service critical the panel deems that sub-section to be. If a bidder scores '0' on an entire section of the evaluation, the bidder will be automatically eliminated from any further evaluation.

The pass-mark for the evaluation (Questions 1.1 – 1.7) element is **65%**. If a bidder does not attain this score overall then their bid will be rejected. This process ensures that NEL Commissioning Support Unit and NHS Tower Hamlets CCG attain a minimum acceptable service quality. Following submission of bids, a moderation / evaluation meeting may be held. Following the moderation meeting, NHS Tower Hamlets CCG and NELCSU will, invite the bidders scoring over 65% to a post bid submission clarification meeting / interview to establish confidence in the Evaluation Panel that you will be able to deliver what you have stated. The interview / presentation will be scored. The interview / meeting *will be held on a date to be confirmed*.

*In the event of a tie (where two or more top scoring Bidders had the same total weighted score including both quality and price), the CCG will select from amongst those Bidders, the submission of the Bidder with the highest weighted score for 1.1.*

Your response must be valid for acceptance for 90 days from the deadline for receipt of quotations. Your response constitutes an offer and if Tower Hamlets CCG accepts that offer then a legally binding contract will exist between us.

Respondents accept that the NHS Tower Hamlets CCG is subject to the Freedom of Information Act and government transparency obligations which may require NHS Tower Hamlets CCG to disclose information received from you to third parties.

This RFQ letter and your response do not give rise to any contractual obligation or liability unless and until such time as NHS Tower Hamlets CCG issues a letter referencing this Request for a Quotation with a signed contract and a valid Purchase Order number accepting your quotation. NHS Tower Hamlets CCG does not make any commitment to purchase and shall have no liability for your costs in responding to this Request for a Quotation.

## **Canvassing and contacts**

Bidders shall not, in connection with this Procurement:

- Offer any inducement, fee or reward to any officer or employee of NELCSU or NHS Tower Hamlets CCG or any person acting as an advisor to NELCSU or NHS Tower Hamlets CCG in connection with this Procurement
- Do anything which would constitute a breach of the Bribery Act 2010
- Canvass any of the persons referred to above in connection with the Procurement

No attempt should be made to contact NELCSU / NHS Tower Hamlets staff, advisers or other NHS/DoH bodies as part of the procurement process except the Procurement Project Team. Any enquiries made to persons other than the NEL Commissioning Support Unit Project Team will be regarded as prima facie evidence of canvassing.

## **Conflicts of interest**

In order to ensure a fair and competitive procurement process, NHS Tower Hamlets CCG requires that all actual or potential conflicts of interest that a potential bidder may have are identified and resolved to the satisfaction of the CCG.

Potential Applicants should notify the CCG of any actual or potential conflicts of interest in their response to the RFQ. If the potential bidder becomes aware of an actual or potential conflict of interest following submission of the application it should immediately notify the CCG by completing the Conflict of Interest form (see Annex D) for this procurement. Such notifications should provide details of the actual or potential conflict of interest.

If, following consultation with the potential bidder or bidders, such actual or potential conflict(s) are not resolved to the satisfaction of the CCG, NHS Tower Hamlets CCG reserves the right to exclude at any time any potential Applicants(s) from the Procurement process should any actual or potential conflict(s) of interest be found by the CCG to confer an unfair competitive advantage on one or more potential bidder(s), or otherwise to undermine a fair procurement process.

Examples of potential conflicts of interest are (without limitation) as follows:

- A Bidding organisation, or any person employed or engaged by or otherwise connected with a Bidding organisation, is currently carrying out any work for the CCG, NHS England and/or the Department of Health (DH), or has done so within the last six (6) months;
- A Bidding organisation is providing services for more than one Potential Bidder, in respect of this Procurement.

The 'Conflict of Interest Declaration', provided in Annex D, must be completed by an authorised signatory, in his / her own name, on behalf of the Bidding organisation and attached in response to this section of this RFQ.

The CCG should be immediately notified, in the event that any actual or potential conflict of interest comes to a potential Bidder's attention at any time following the submission of the potential Bidder's 'Conflicts of Interest Declaration' and bid documents.

If you are able to meet the requirements and intend to provide us with a quote, I would be grateful if you could let me know at your earliest convenience. If you have any queries or questions about this letter or the requirements, please contact the under signed by emailing [Olisa.Okonkwo@nhs.net](mailto:Olisa.Okonkwo@nhs.net) .

Yours sincerely,

Olisa Okonkwo

Procurement Manager, NEL Commissioning Support Unit (NEL CSU)  
For and On behalf of Tower Hamlets CCG

# **Annex A**

## **Specification / Project Brief**

**For**

## **London Digital Mental Wellbeing – Evaluation**



ANNEX A\_PRJ 423  
LDMW - Specificatio

## Annex B

### NHS Terms and Conditions for Supply of Services



ANNEX B -Draft  
NHS Standard Contr

## Annex C

### Financial Submissions

***Financial Envelope - The financial envelope available for this work ranges from £100,000 – £150,000.***

Bidders must provide a detailed break down of the annual cost here (please note that there should be no heading entitled miscellaneous) and which should include the following:

- Staffing (all on costs must be included)
- Marketing
- Translation
- Management fee
- Overheads (phone, rent, etc.)
- Cost of providing any materials
- Others (if any)

Breakdown of all Cost	Cost (£)
<b><u>Breakdown of all costs</u></b>	
Management/co-ordination costs (specify staff roles)	
Service Delivery (specify with staff roles)	
Operational Costs	
Venue, Postage, Printing & Stationery, Telephone, Mobile Phones, Hire of equipment, etc.	
If the work is to be broken down into specific sections, cost out each section separately.	

<b>Total</b>	

All costs must be inclusive of travel and related expenses to the Base location. An estimate of the overall costs for expenses must be submitted to enable comparison of bids on an equal basis.

All prices exclude VAT.

**If submitting** your proposal as a pdf document, please submit your prices in a separate file.

NHS Tower Hamlets CCG is requesting that bidders submit a breakdown of total cost for all the work / services as detailed in the Service Specification.

**The lowest price (within affordability limits) will be awarded the maximum score for price with other bidders aggregated against that.**

### **Expenses**

Any expenses claimed will be:

- Reasonably and necessarily incurred as a result of carrying out the contracted services, with due regard to economy.
- Be detailed separately on the invoice and accompanied by the relevant receipts
- Have been agreed in advance with the CCG.
- Travelling time to the CCG(s) premises is non-chargeable.

Reimbursement of expenses will be at cost and should be in line with the NHS Agenda for Change standard Rates identified below:

- Actual rail travel costs based on standard class travel
- Car mileage allowance at the standard rate of 40 pence per mile or equivalent if public transport cost is lower.
- Taxi fares will only be reimbursed where public transport or use of a private car was unsuitable or inappropriate.

## ANNEX D

### Declaration of conflict of interests (Bidders/Contractors)

**Project Name:** Evaluation of the London Digital Mental Wellbeing pilot programme

#### NHS Tower Hamlets Clinical Commissioning Group Bidders/potential contractors/service providers declaration form: financial and other interests

This form is required to be completed in accordance with the CCG's Constitution, and s140 of the NHS Act 2006 (as amended by the Health and Social Care Act 2012) and the NHS (Procurement, Patient Choice and Competition) (No2) Regulations 2013 and related guidance

#### Notes:

- All potential bidders/contractors/service providers, including sub-contractors, members of a consortium, advisers or other associated parties (Relevant Organisation) are required to identify any potential conflicts of interest that could arise if the Relevant Organisation were to take part in any procurement process and/or provide services under, or otherwise enter into any contract with, the CCG, or with NHS England in circumstances where the CCG is jointly commissioning the service with, or acting under a delegation from, NHS England. If any assistance is required in order to complete this form, then the Relevant Organisation should contact [*specify*].
- The completed form should be sent to [*specify*].
- Any changes to interests declared either during the procurement process or during the term of any contract subsequently entered into by the Relevant Organisation and the CCG must notified to the CCG by completing a new declaration form and submitting it to [*specify*].
- Relevant Organisations completing this declaration form must provide sufficient detail of each interest so that the CCG, NHS England and also a member of the public would be able to understand clearly the sort of financial or other interest the person concerned has and the circumstances in which a conflict of interest with the business or running of the CCG or NHS England (including the award of a contract) might arise.
- If in doubt as to whether a conflict of interests could arise, a declaration of the interest should be made.

Interests that must be declared (whether such interests are those of the Relevant Person themselves or of a family member, close friend or other acquaintance of the Relevant Person), include the following:

- the Relevant Organisation or any person employed or engaged by or otherwise connected with a Relevant Organisation (Relevant Person) has provided or is providing services or other work for the CCG or NHS England;
- a Relevant Organisation or Relevant Person is providing services or other work for any other potential bidder in respect of this project or procurement process;
- the Relevant Organisation or any Relevant Person has any other connection with the CCG or NHS England, whether personal or professional, which the public could perceive may impair or otherwise influence the CCG's or any of its

members' or employees' judgements, decisions or actions.

**Declarations:**

Name of Relevant Organisation:		
Interests		
<b>Type of Interest</b>	<b>Details</b>	
Provision of services or other work for the CCG or NHS England		
Provision of services or other work for any other potential bidder in respect of this project or procurement process		
Any other connection with the CCG or NHS England, whether personal or professional, which the public could perceive may impair or otherwise influence the CCG's or any of its members' or employees' judgements, decisions or actions		

<b>Name of Relevant Person</b>	<i>[complete for all Relevant Persons]</i>	
Interests		
<b>Type of Interest</b>	<b>Details</b>	<b>Personal interest or that of a family member, close friend or other acquaintance?</b>
Provision of services or other work for the CCG or NHS England		

Provision of services or other work for any other potential bidder in respect of this project or procurement process		
Any other connection with the CCG or NHS England, whether personal or professional, which the public could perceive may impair or otherwise influence the CCG's or any of its members' or employees' judgements, decisions or actions		

### Form Completion

**I declare that to the best of my knowledge and belief, the above information is complete and correct. I undertake to update as necessary the information. I understand that the information will be used in the evaluation process to assess my organisation's suitability to be included in the tender evaluation process, and that giving false information may result in my organisation being disqualified from the process, at this or whatever stage it becomes known to the Commissioners.**

<b>Signed:</b>	
<b>Name:</b>	
<b>Position:</b>	
<b>Bidder:</b>	
<b>Date:</b>	