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## The Christie NHS Foundation Trust

## Invitation to tender for Serviced Apartment Accommodation for patients of The Christie NHS Foundation Trust, and their families and/or carers.

## Appendix E(ii) – Stage 2 Quality and Commercial Questions\_Bidder Response

## **INSTRUCTIONS AND INFORMATION**

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**Introduction and background**

To complete your submission, all questions in this sheet must be answered using a combination of a text summary (using the boxes provided, in this document) and, where necessary, submission of supporting evidence.

The completed, i.e. populated, version of this sheet must be returned by the Stage 2 submission deadline to constitute a full submission.

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| **Note that this document is Appendix E(ii).**  **Only complete this section ifyou have submitted Appendix E(i), and you have been informed by The Christie that your Appendix E(i) submission has achieved a PASS score against ALL criteria and that you are therefore invited to progress to Stage 2 of the process.**  **Answers from your successful Appendix E(i) submission should be inserted into this document to ensure that this submission is comprehensive.** |

The scheme below matches the Scoring Criteria at Appendix B(ii). In the “accepted response format” column of Appendix B(ii), suggested evidence items are provided. The bidder must provide appropriate evidence in support of all statements made in this score sheet, therefore more evidence can be provided beyond that suggested if the bidder feels that this would enhance the submission.

All items supplied as evidence *must be* either:

1. Included in a .zip file, which must bear the reference of the criteria in question. i.e. any evidence in support of your answer to criterion A1.1 should be included in a .zip file titled “Evidence A1.1”.

In this case, clear references should be made in the “evidence” column in the relevant answer section, detailing the titles and contents of the evidence supplied.

OR

If preferred, bidders may embed their evidence into this document before returning it to form their submissions.

In this case, bidders should check this document thoroughly for errors and ensure that the file size is not excessive. Bidders may submit each section individually (section A, B, C and so on) to control file sizes, provided that each is clearly identifiable.

## Appendix E(ii)

## The Christie NHS Foundation Trust

## Invitation to tender for Serviced Apartment Accommodation for patients of The Christie NHS Foundation Trust, and their families and/or carers.

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## **Bidder Organisation Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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| **SECTION A – Capacity, Location and Layout** | | | | |
| A1 – Available Room Capacity | | | | |
| **Criterion** | **Requirement** | | **Text Answer** | **Embedded evidence or Reference to evidence files** |
| A1.1 | Bidders must be able to accommodate a minimum of 34 families (individual apartments) in-house at any one time. | | *Insert response given at Stage 1* | *Insert details provided at Stage 1* |
| A1.2 | Specify the maximum block size provider would be able to offer. Properties with potential for adding additional rooms to support future growth will be viewed more favourably. | |  |  |
| A1.3 | 33% of allocation needs to accommodate as a minimum Occupancy for two personsAbility to configure to two separate beds. | |  |  |
| A1.4 | 66% of allocation needs to accommodate as aminimumOccupancy for 3 and 4 persons (or more)Ability to configure to 3/4 separate beds. | | *Insert response given at Stage 1* | *Insert details provided at Stage 1* |
| A1.5 | Bidders must be able to incorporate into the overall accommodation DDA [accessible] apartment rooms that meet the disability access standardsNote that these rooms must be able to accommodate either 3 occupants simultaneously, or a combination of 2, 3 and 4 person rooms. | | *Insert response given at Stage 1* | *Insert details provided at Stage 1* |
| A2 – Apartment Capacity, Layout and In-Room Facilities | | | | |
| A2.1 | All apartments to contain a properly equipped bathroom, containing: Toilet, sink, Shower (shower/bath combinations are acceptable), mirror and some storage. Water supply is to meet appropriate regulatory standards.Additional features to provide further functionality in these rooms / apartment areas would be considered advantageous. for example separate living areaNote: accessible rooms must include appropriate adaptions to wash facilities to meet regulatory standards, or this section will be considered to fail. | *Insert response given at Stage 1* | | *Insert details provided at Stage 1* |
| A2.2 | All apartments to contain a properly equipped kitchen, containing: cooking facilities and equipment and fridge/freezer.  Washing machines in-apartment would be advantageous, however a communal laundry room is an acceptable alternative. | *Insert response given at Stage 1* | | *Insert details provided at Stage 1* |
| A2.3 | All apartments to contain appropriate seating and table surface space in living areas for all occupants of the rooms depending on the size and configuration (designated number of occupants). |  | |  |
| A2.4 | All apartments to contain a Television set with access to basic channels, complimentary Wi-Fi internet access. |  | |  |
| A3 – Provider site location | | | |  |
| A3.1 | The bidder must operate one or more serviced apartment locations put forward to this tender which must be open and fully operational at the time of bidding. Failure to put forward such a facility will result in the rejection of the submission.  Bidders must put forward and identify a property or properties to support this bid. All sites proposed must fall within the perimeter area attached at page 12 of the specification to achieve a compliant score, however sites within one kilometre of the area perimeter may be accepted (i.e. with a lower score).  Submissions involving properties with high proximity to either The Christie main site (Withington) or Royal Manchester Children's Hospital site would be advantageous and viewed favourably. |  | |  |
| A3.2 | For multiple site submissions, the bidder must provide a methodology for determining guest allocation between sites.  Single site submissions are considered optimal. For multiple sites, grouping of room types to keep similar patient groups together (paediatric, TYA, adult) are considered advantageous. Splitting patient group types is acceptable as a minimum standard provided that the bidder can provide confidence of their ability to manage multiple site occupancy. |  | |  |
| A3.3 | The bidder must describe in detail their corporate practice regarding overbooking, including examples of overbooking practice with data regarding occurrences from the proposed site in the last 12 months.  A binding commitment to prioritise patients under this agreement is optimal, measures designed to drive down or mitigate this practice are considered advantageous. |  | |  |

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| **SECTION B – Price and contract standards** | | | | | |
| B1 – Block Management Policy, Cancellations and Flexibility | | | | | |
| **Criterion** | | **Requirement** | **Text Answer** | **Embedded evidence or Reference to evidence files** | |
| B1.1 | | The bidder must enable apartment bookings for The Christie, sharing only party size, check-in date, and Christie hospital reference number.Preferred systems include online portals, email, or electronic options with record-keeping and audit capabilities. A GDPR-compliant cloud-based system for staff to manage bookings and guest details is advantageous. |  |  | |
| B1.2 | | Booking process to allow for guest reservations in the agreed block to be confirmed up to 6-weeks in advance at maximum AND not less than 1-week in advance at minimum.   Greater tolerances at the 'outer' and 'inner' limits of the block booking time periods are seen as advantageous. Unlimited ability to make and cancel bookings is considered optimal. |  |  | |
| B1.3 | | Describe how additional apartments beyond the agreed block can be provided and managed. |  |  | |
| B1.4 | | Bidder has a dedicated telephone line and is accessible each day 8am - 6pm for booking enquiries.  Bidder has a dedicated telephone and email connection for patients to contact provider after booking (i.e. by The Trust) and can receive / make contact with patients appropriately to answer questions. |  |  | |
| B1.5 | | Bidder has a system for recording bookings and links to accounting systems to track and report on bookings and occupancy over time back to the Trust at the request of the Trust. |  |  | |
| B1.6 | | Bidder acknowledges cancellations of bookings and allows for refunding of fees up to a point of late cancellation. The bidder must set out the policy for cancellations and any fees for late cancellation in the context of both block and non-block bookings. Late cancellation fees are in each case to described with details of notice periods.  No cancellation fees are to be applied to any booking (block or non-block) where cancellation or hand-back is made more than a week in advance. |  |  | |
| B1.7 | | Bidders to describe the process for amending block size during contract lifecycle to reflect changes in the Trust requirement for apartments. Limits or parameters to be set out as part of the submission. |  |  | |
| B1.8 | | Bidder warrants that all apartments will be ready for use at the commencement of contract. | *Insert response given at Stage 1* | *Insert details provided at Stage 1* | |
| B2 - Price | | | | | |
| B2.1 | | Bidders must commit to a fixed price rate for the initial term for each apartment type that does not fluctuate depending on booking lead time. | *Insert response given at Stage 1* | *Insert details provided at Stage 1* | |
| B2.2 | | Per-night cost of an apartment sleeping 2 guests. | *Note: Do not answer this question in this box – please see Financial Submission (page 24)* | | |
| Per-night cost of an apartment sleeping 3 guests. | *Note: Do not answer this question in this box – please see Financial Submission (page 24)* | | |
| Per-night cost of an accessible apartment sleeping 3 guests. | *Note: Do not answer this question in this box – please see Financial Submission (page 24)* | | |
| Sample block cost, per-night, based on the following room cost calculation: 10x Apartment sleeping 2 people 15x Apartment sleeping 3 people 5x Accessible apartment sleeping 3 people (see section A1.4.2 of the specification)  Lower costs relative to other bids are considered advantageous. | *Note: Do not answer this question in this box – please see Financial Submission (page 24)* | | |
| B3 - Invoicing | | | | | |
| B3.1 | Provider must be capable of issuing a single monthly invoice in respect of each Christie service using the provision to accommodate patients (i.e. a single monthly invoice against each valid purchase order).  Please see Appendix C for a sample invoice format to be used by the successful bidder. | |  | |  |

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| **SECTION C – Facilities, Staff and Environment** | | | | | |
| C1 – On-site facilities | | | | | |
| **Criterion** | **Requirement** | **[Text] Answer** | | | **Embedded evidence or Reference to evidence files** |
| C1.1 | Car parking available on-site or within close proximity. Including per-night parking costs/pricing arrangements.Allocation of Blue Badge holder spaces for guests staying in accessible apartments(Bidders may respond n/a to this criterion if no parking is available at the offered site(s)). |  | | |  |
| C1.2 | Space allocated and sufficient for shuttle bus turning, with pick-up and drop-off space sufficient for shuttle bus turnaround. Parking for the shuttle bus advantageous for the short periods in which the vehicle waits in the parking location. Parking spaces in close proximity to the proposed site(s) are considered advantageous.   Note: 16-seater minibus minimum to be accommodated. Space for larger vehicles advantageous. |  | | |  |
| C1.3 | Storage space within each site to accommodate a limited number of supported adaptions equipment pieces on behalf of the Occupational Therapy service and other equipment for the use of patients staying on-site (if required for these patients).  See specification C1.3.1 for equipment examples.  More space available to The Christie is considered advantageous, however it is not an absolute requirement in order for a submission to be successful. |  | | |  |
| C1.4 | Appropriately safe and visible common areas for patients to meet with one another away from their own apartments and network.  Space sufficient in this area to allow supportive services from the Christie (Social Work, Youth Support Work, Complementary Therapies) to run sessions for the patient group.  Larger and better equipped spaces are considered advantageous. |  | | |  |
| C1.5 | Gymnasium or fitness suite (or agreement with a 3rd party provider in the immediate vicinity of the site for patient and family access to fitness equipment and activities during their stay) would be advantageous. Free of charge would be advantageous but reduced / discounted access for in-house or local facilities are acceptable.  Larger and better equipped spaces are considered advantageous. |  | | |  |
| C1.6 | Bidders must provide a description of their apartment and communal area cleaning services.This description must include cleaning provision and regularity both at the end of a stay following a patient depart, and any 'during stay' cleaning services that are available to support families.Fully staffed regular apartment-by-apartment cleaning included in the offer price is considered optimal. Cleaning on request (cost inclusive) is advantageous, cleaning on request (charged to guest account) also advantageous though less than an inclusive provision.Cleaning apartments between guest (i.e.. following departs) is considered an absolute minimum. It is expected that communal areas will be cleaned to basic level of hygiene - this is also a minimum standard. |  | | |  |
| C1.7 | An on-site catering offer is not part of the minimum requirement, however it is advantageous.A (chargeable) breakfast offer is considered advantageous while a catering offer throughout the day is considered optimal.Note that The Christie does not provide specific funding for any catering and has no expectation that this will be provided on patients' behalf. |  | | |  |
| C1.8 | Bidders are to describe their approach to manage cleaning and making safe of rooms following a major accident or incident within an apartment involving the presence of hazardous materials; e.g.. bodily fluids, chemicals, sharps etc**.** | |  | |  |
| C2 – Staffing and on-site support | | | | | |
| C2.1 | Dedicated account manager in place in respect of The Christie, contactable throughout normal business hours. Contact outside these hours is advantageous.  The account manager must have authority to resolve any billing and account issues and also to resolve any logistical / operational issues on site. This individual should be based on site as their normal place of work and be appropriately cross-covered in the case of any absences. | |  |  | |
| C2.2 | Reception desk manned during the day. 9-5 provision is considered minimum. | |  |  | |
| C2.3 | Maintenance services must be available seven days a week to respond to any in-apartment equipment faults with any appliances or amenities.  Support to be provided in normal working hours but extended hours advantageous and 24/7 support optimal. | |  |  | |
| C2.4 | Security provision on or near site to deal with disturbances either involving patients and families or incidents on site that may adversely impact patient safety or the experience of their stay. | |  |  | |
| C2.5 | Measures taken to ensure safeguarding of guests. | |  |  | |
| C3 – Environmental sustainability | | | | | |
| C3.1 | Please confirm that your organisation is taking steps to reduce your greenhouse gas emissions over time and is publicly committed to achieving net zero by 2050. The successful supplier will be requested to provide the URL to their website at contract award stage. | | . |  | |
| C3.2 | Cross-site energy rating, if available. | |  |  | |
| C3.3 | The site(s) proposed should facilitate public transport links to allow patients without access to a vehicle to access the service.The provider must locate their nearest transport links geographically and demonstrate journeys to and from the site(s) with transport times.Proximity to the following are advantageous: Airport, Railway Station, Manchester Metrolink Station, Bus Stops for buses on major arterial routes. | |  |  | |
| C4 – Health & Safety | | | | | |
| C4.1 | Apartments must be self-contained and secure.Swipe cards for access to different parts of site are considered advantageous, site-wide integrated security systems and multiple-secure apartments are considered optimal. | | *Insert response given at Stage 1* | *Insert details provided at Stage 1* | |
| C4.2 | The site must be secure, using staff, controls, and surveillance to prevent unauthorised public access. Any intrusions must be promptly identified and removed. Bidders should outline their approach to managing such incidents. | |  |  | |
| C4.3 | Bidders to describe the distribution of apartments and communal areas for the use of Christie guests within their property(s). More self-contained areas / dedicated floors would be considered advantageous, as opposed to an approach to management that spread guests in dissimilar areas around a larger property.  Christie-specific floors or areas of the build are advantageous, with some control over access. Exclusive use of site(s) are considered most advantageous. | |  |  | |
| C4.4 | The bidder must submit their approach to managing disturbances on site that may take place within families staying in accommodation or between families in the same accommodation.Bidders must submit their policy on ejecting disruptive guests. | |  |  | |
| C4.5 | Complies with current fire regulations. | | *Insert response given at Stage 1* | *Insert details provided at Stage 1* | |
| C4.6 | Bidders should outline their business continuity plans in the event the accommodation becomes unusable. | |  |  | |
| C4.7 | The provider must be able to provide insurance policies. | | *Insert response given at Stage 1* | *Insert details provided at Stage 1* | |
| C4.8 | Apartments must be appropriately ventilated in line with the appropriate standards, with opening windows HVAC or A/C.Air conditioning and climate control is considered advantageous. | |  |  | |
| C4.9 | Temperature must be controllable within appropriate limits in line with standards. Full air conditioning, climate control and heating are considered advantageous. | |  |  | |
| C4.10 | Communal outdoor space on site is considered advantageous.Private outside space, such as a balcony, is consider advantageous. | |  |  | |

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| **SECTION D – Quality and Impression** | | | | |
| D1 – Interior feel, quality of appointment | | | | |
| **Criterion** | **Requirement** | **[Text] Answer** | | **Embedded evidence or Reference to evidence files** |
| D1.1 | Bidders must submit their AA / Visit Britain star rating. 2-star standard is acceptable, 3-star is advantageous and greater than 3-star would be considered optimal. |  | |  |
| D1.2 | The property team must present patients and The Christie staff with an accurate overview of the proposed property, including photos and videos, to support informed decision-making. |  | |  |
| D2 – Guest satisfaction & user ratings | | | | |
| D2.1 | Bidders must provide a report on guest feedback over the last 6 months of operating at this site (or less if the site recently opened), with a guarantee of the provenance of the accuracy of submitted information. |  |  | |

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|  | **FINANCIAL SUBMISSION** | |
|  | Finance questions only | |
| **Criterion** |  | **Price Submitted** |
| B2.2 | Per-night price of a single apartment that accommodates at least 2 guests in separate beds. | **£** (per apartment, per night) |
| Per-night price of a single apartment that accommodates at least 3 guests in separate beds. | **£** (per apartment, per night) |
| Per-night cost of an accessible apartment that accommodates at least 3 guests in separate beds. | **£** (per apartment, per night) |
| Per-night price of the sample room block at section B2 Price, Point 2.8 of thespecification.*Note that this is used for comparative price evaluation only and is not reflective of the block sought. Please see section A1 for block configuration.*- 10x Apartment sleeping 2 people- 15x Apartment sleeping 3 people- 5x Accessible apartment sleeping 3 people | **£** (for this block, per night) |