

## **Document 3 – List of RFQ Questions and Evaluation Criteria**

This Request for Quotation (RFQ) requires Bidders to complete the Qualification and Technical Questions **using the template provided in Document 4**. A list of the questions are as below, followed by information on the evaluation criteria which will be applied to submissions received.

The Qualification questions are as follows:

### **Primary Care Occupational Health Service – Qualification Questions**

<b>Qualification Questions</b>	<b>Criteria – Pass/Fail or For information</b>
<b>Q1</b> Please provide the full registered company name of the organisation in whose name the tender will be submitted.	For Information Only
<b>Q2</b> Please indicate whether you are bidding as a Prime Contractor and will deliver 100% of the key contract deliverables yourself. If not, please detail which parts of the service will be sub-contracted and by which provider(s).	For Information Only
<b>Q3</b> Is it a legal requirement in the state where you are established for you to be licensed or a member of a relevant organisation in order to provide the requirement in this service? (e.g. CQC, GMC, etc) If so, please can you advise what you understand is a legal requirement and confirmation that you currently comply or will comply before the contract start date if you are successful.	<b>Pass</b> = Answering 'No' or answering 'Yes' and providing additional details and confirmation that you comply with this <b>Fail</b> = Answering 'Yes' but not providing additional details and confirmation that you comply with this
<b>Q4</b> Has your organisation, within the last five years, incurred enforcement notices from the Care Quality Commission or its predecessors, served on any establishment run by your organisation. If yes, please provide details. If no, please state 'None'.	<b>Pass</b> = Answering 'None' or answering 'Yes' but providing sound reasons and other evidence that demonstrate why such failure does not compromise its ability to deliver the contract. <b>Fail</b> = Answering 'Yes' to the question and failing to provide any sound reasons and/or other evidence that demonstrates why such failure does not compromise its ability to deliver the contract.
<b>Q5</b> - Please state whether there are any outstanding insurance or legal claims against your organisation within the last 36 months in relation to delivering this or a similar service (other than for routine matters)? If you have answered "YES" please provide details and your justification on why you feel that this would not impact on the delivery of this service.	<b>Pass</b> = Answering 'None' or answering 'Yes' but providing sound reasons and other evidence that demonstrate why such failure(s) does not compromise its ability to deliver the contract. <b>Fail</b> = Answering 'Yes' but required supporting information is not provided or, following evaluation of the response, the Commissioner has concluded that the justification given for the absence of the required information, demonstrates significant risk to the Bidder's ability to deliver the contract (having sought clarification where deemed necessary by the Commissioner). The Commissioner reserves the right to disqualify any organisation that fails to meet these requirements
<b>Q6</b> Please self-certify that your organisation has a Health and Safety Policy that complies with current legislative requirements, is regularly reviewed and contains appropriate risk assessments.	<b>Pass</b> = Answering 'Yes' <b>Fail</b> = Answering 'No'
<b>Q7</b> Please state whether any staff currently employed relating to this service sub-contracted or otherwise engaged by the potential bidder have, during the last 3 years, had their Professional Registration removed or suspended or whether they are currently under investigation. Please provide relevant details to include service level details. If none, be state 'None'.	<b>Pass</b> = Answering "None" or answering "Yes" but providing sound reasons and other evidence that demonstrate why such failure(s) does not compromise its ability to deliver the contract. <b>Fail</b> = Answering "Yes" to the question and failing to provide any sound reasons and/or other evidence that demonstrates why such

	failure(s) does not compromise its ability to deliver the contract.
<p><b>Q8</b> Please detail whether your organisation has / intends to complete the Data Security and Protection Toolkit (DSPT) and achieve mandatory assertions 'fully met' throughout all requirements?</p> <p>If your organisation's IG is provided by your Parent/Holding company please provide their full contact details and the organisation and their completed current version of the DSPT and achieved mandatory assertions 'fully met'?</p>	<p><b>Pass</b> = Completed the toolkit and reached mandatory assertion "fully met", or can provide action plan to achieve "fully met" on all mandatory assertions by DSPT submission date</p> <p><b>Fail</b> = Incorrect information provided so that toolkit achievement mandatory assertion "fully met" cannot be verified, or following evaluation of the response the Commissioner has concluded that the justification given for the absence of the required information demonstrates significant risk to the ability to deliver the contract.</p>
<p><b>Q9</b> Please provide the last 3 years of your audited accounts for your organisation which should show that your annual turnover is not less than 2 times the annual contract value for the service.</p> <ul style="list-style-type: none"> <li>• <b>Price and financial data provided must be in, or converted to, pounds sterling and must be exclusive of VAT. Where official documents include financial data in a foreign currency, a sterling equivalent must be provided.</b></li> <li>• <b>The Bid and any documents accompanying it must be in the English Language.</b></li> <li>• <b><u>The Commissioner and AGCSU reserve the right not to consider Bids if not submitted in the format specified.</u></b></li> </ul>	<p><b>Pass</b> = required supporting information provided and acceptable.</p> <p><b>Fail</b> = required supporting information is not provided or, following evaluation of the response against standard accounting practices (i.e. financial ratios: % Net Profit before Tax, Tangible Net Worth, Current Ratio, Amount of Debt, and Amount of Cash/Bank Balance), the Commissioner concludes that the required information or the result(s) of the applied accounting ratios, demonstrate(s) significant risk to the ability to deliver the contract (having sought clarification where deemed necessary). The Commissioner reserves the right to disqualify any organisation that fails to meet these requirements.</p>
<p><b>Q10</b> If you are registered with Dun and Bradstreet (D&amp;B), please provide your registration number. If you are not registered, please provide a valid reason for not having a D&amp;B rating, or have a D&amp;B rating that does not place restrictions upon trading with their businesses and classes the risk as low.</p>	For Information only
<p><b>Q11</b> Please provide details of any County Court Judgements (CCJs) registered in the last six years on your organisation and individual company directors, or if you have any legal action pending that could result in a CCJ. If none, state none.</p>	<p><b>Pass</b> = Answered None or satisfactory explanation or information given</p> <p><b>Fail</b> = If details provided the Commissioner will consider the implication of the response and should the response demonstrate significant risk to the tender the Commissioner may seek clarification. The Commissioner reserves the right to disqualify any organisation if in the opinion of the evaluation team the risk is confirmed.</p>
<p><b>Q12</b> If you are registered with Sid4Gov please enter your Sid4Gov registration number.</p>	For Information only

<p><b>[Q13]:</b> Please provide contact details for selected Referee :</p> <p>Name:</p> <p>Address:</p> <p>Tel:</p> <p>Email:</p>	<p>Please see and use the reference template (Document 6) that has been attached together with this Request for Quotation exercise.</p> <p>The Commissioner will review the reference received. In absence of a satisfactory reference, the Commissioner may decide to omit the relating bid from the evaluation process and the relevant bidder will no longer be considered for this request for quotation exercise. Please ensure referees return ALL references by 4pm on 26th July 2019 to the following email address:-</p> <p>balbir.samra@nhs.net</p> <p>IMPORTANT: If the reference is not received by the deadline stated, commissioners reserve the right to exclude the bidder from the RFQ process.</p> <p><b>Note to Bidder:</b> This is a pass/fail question. The Commissioner will review the reference received and will consider the implication of any reference and should the reference demonstrate significant risk to the Service the Commissioner may seek clarification. The Commissioner reserves the right to disqualify any Bidder if in the opinion of the evaluation team the risk is confirmed.</p>
<p><b>[Q14]</b> Please confirm you have completed and attached Document 9 the RFQ Declarations Form.</p>	<p>Evaluation Criteria:</p> <p>Pass =</p> <ol style="list-style-type: none"> <li>1. Attaching a completed, signed Document 2, and</li> <li>2. Answering "No" to all Grounds for mandatory exclusion (section 2) and all Grounds for discretionary exclusion (section 3 and 4) or answering Yes to certain Grounds for mandatory exclusion and all Grounds for discretionary exclusion but providing sound reasons and other evidence in Appendix 1 that demonstrates why the sound reasons do not compromise its ability to deliver the contract, and</li> <li>3. Completing and signing the section 6 conflicts of interest declaration with no conflicts identified or completing and signing the conflicts of interest identifying conflicts in a way which is deemed acceptable to the Commissioner.</li> </ol> <p>Fail =</p> <ol style="list-style-type: none"> <li>1. Failing to attach a completed, signed Document 2; or</li> <li>2. Answering "Yes" to certain Grounds for mandatory exclusion and all Grounds for discretionary exclusion and failing to provide sound reasons and other appropriate evidence in Appendix 1 that demonstrates why the sound reasons do not compromise its ability to deliver the contract, or</li> <li>3. Failing to complete a signed section 6</li> </ol>

	conflicts of interest declaration or completing and signing a section 6 conflicts of interest declaration where the identified conflict was deemed unacceptable by the Commissioner.
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### **Primary Care Occupational Health Service – Technical Questions**

The Technical questions will be scored in accordance with the Scoring Matrix below. The 100% weighting is split between the questions, as provided in the following table:

<b>Technical Questions</b>	<b>Weightings</b>
<b>Service Delivery – 33%</b>	
SD1 Please describe your delivery model for this service and detail how this will ensure the outcomes of the service are achieved, including: <ul style="list-style-type: none"> <li>Equity of access pertaining to protected characteristics and experience across the workforce</li> <li>Flexibility to manage fluctuations in activity</li> <li>Communications plan detailing relevant stakeholders</li> <li>Intentions for first six months of contract</li> </ul> Please use examples where applicable.	8%
SD2 The successful provider will work with The Commissioners to meet quality and monitoring requirements and identify and deliver continuous service improvement opportunities. Please describe: <ul style="list-style-type: none"> <li>How the service will meet quality expectations detailed in the service specification</li> <li>The systems utilised to ensure service delivery and reporting to commissioners</li> <li>if subcontractors will be utilised and how their standards/deliver of service will be assured</li> </ul>	5%
SD3 How will you obtain and use feedback from service users to ensure user satisfaction and to identify and deliver continuous service improvement.	4%
SD4 Describe the system that you will have in place to deal with service user medical emergencies safely and appropriately, including specifically in relation to blood borne viruses and service proximity to GP practices, advice and support to those with needlestick injuries with reference to: <ul style="list-style-type: none"> <li>Premises</li> <li>Out of Hours provision/signposting</li> <li>Promotion of the service</li> <li>On-going monitoring of fitness to work</li> </ul>	5%
SD5 Please explain how the service would report on a practitioner's fitness for purpose.	3%
SD6 Please describe how you operate and promote an effective complaints policy in line with the Local Authority Social Services and National Health Services Complaints (England) Regulations 2009 for user of its services or their representatives, including how complaints are managed effectively, learning is achieved and issues are escalated as appropriate.	3%
SD7 Please describe how you will prioritise the elements covered in each schedule (I, II & III), who is liable for each schedule as well as how you will setup and manage the service from delivery to payment.	5%
<b>Service Experience – 7%</b>	
SE1 How will you ensure the delivery of a local service where a face to face appointment is required. Please describe your premises solution and/or how you plan to secure appropriate premises (if applicable)? Bidders should demonstrate how the premises would be accessible to local workforce within the Lot area, including timescales, location and transport accessibility.	7%
<b>Clinical, Quality and Governance</b>	

CQG1 Please confirm that the bidding OHS provider is already Safe Effective Quality Occupational Health Service (SEQOHS) accredited. (YES/NO) If no, what is your plan to become accredited and meet all quality standards within 12 months from 1 December 2018.	Pass/Fail
CQG2 Please describe your clinical governance system and how this is used to ensure the service is safe, effective and offers a good client/patient experience. Please include your approach to incident reporting, intelligence sharing and learning within the organisation.	10%
<b>Workforce</b>	
WF1 Please describe your workforce plan to deliver the service safely and efficiently. Please provide your proposed operational management structure chart identifying current staffing roles and roles that are subject to recruitment, including: <ul style="list-style-type: none"> <li>Your approach to recruitment for vacancies.</li> <li>Your process for ensuring ongoing registration with appropriate regulatory bodies are maintained</li> <li>Your process for ensuring staff competence, including mandatory training, information governance, continuing professional development, clinical supervision process and oversight by the senior management team</li> </ul> Please describe any sub-contracting or partnership arrangements.	15%
<b>Property, Facilities Management &amp; Equipment</b>	
PFME1 Please confirm that the premises will be fully compliant with the Equality Act 2010 on the first day of service. If the premises will not be, please confirm and outline your plan of how you will become Equality Act 2010 compliant within 3 months from service commencement.	Pass/Fail
PFME2 Please describe how you will ensure facilities are managed and fit for purpose as detailed in section 8 of the service specification, including your arrangements for securing and maintaining the equipment and resources required to deliver the service.	5%
<b>Business Continuity &amp; Planning</b>	
BC1 Please describe how the service will be delivered in the event of: <ul style="list-style-type: none"> <li>Facilities being compromised or unavailable</li> <li>A major incident</li> <li>In the event of a technological issue (i.e. telephone system and network)</li> </ul>	5%
<b>Information Management &amp; Technology</b>	
IMT1 Describe the IT systems which will be utilised to support the delivery of the service as outlined in Section 7 of the Service Specification, including availability (24/7), problem resolution and reporting.	5%
<b>Financial Information</b>	
<b>FMT</b> ( Detailed in Document 5)  Please provide your financial proposal using the enclosed template and in the format requested.	20%

### **Scoring Matrix**

The scored questions will use the following scoring method:

<b>Assessment</b>	<b>Score</b>	<b>Interpretation</b>
<b>Excellent</b>	5	Exceeds the requirement. Exceptional demonstration by the Bidder of the relevant ability, understanding, experience, skills, resource & quality measures required to provide the supplies / services. Response identifies factors that will offer potential added value, with evidence to support the response.
<b>Good</b>	4	Satisfies the requirement with minor additional benefits. Some minor additional benefits by the Bidder of the relevant ability, understanding, experience, skills, resource & quality measures required to provide the supplies / services. Response identifies factors that will offer potential added value, with evidence to support the response.
<b>Acceptable</b>	3	Satisfies the requirement. Demonstration by the Bidder of the relevant ability, understanding, experience, skills, resource & quality measures required to provide the supplies / services, with evidence to support the response.
<b>Minor Reservations</b>	2	Minor reservations. Some minor reservations of the Bidder's relevant ability, understanding, experience, skills, resource & quality measures required to provide the supplies / services, with little or no evidence to support the response.
<b>Major Reservations</b>	1	Major reservations. Considerable reservations of the Bidder's relevant ability, understanding, experience, skills, resource & quality measures required to provide the supplies / services, with little or no evidence to support the response.
<b>Unacceptable</b>	0	Does not meet the requirement. Does not comply and/or insufficient information provided to demonstrate that the Bidder has the ability, understanding, experience, skills, resource & quality measures required to provide the supplies / services, with little or no evidence to support the response.