**Invitation to Tender Questionnaire**

**Guidance Notes**

**Tender Ref: T.HACW.037**

**Contract Title: Provision of Individual Placement Support Service (Herefordshire region only) on behalf of Herefordshire and Worcestershire Health and Care NHS Trust**

**For the Period: Two years 1st April 2023 – 31st March 2025 (with the option to extend for a further 3 years)**

**1.0 Introduction**

1.1 This Invitation to Tender (ITT) has been issued by the Herefordshire and Worcestershire Health and Care NHS Trust Procurement Department.

1.2 This ITT sets out the information which is required by the Trust in order to assess the suitability of potential contractors ability to delivery on time, quality of products, value for money and implementation to meet the requirements of the trust.

1.3 No information contained in this ITT, or in any communication made between the Procurement Department, or the Trust, and any potential contractor in connection with this ITT, shall be relied upon as constituting a contract, agreement or representation that any contract shall be offered in accordance with this ITT. The Trust reserves the right, subject to the appropriate procurement regulations, to change without notice the basis of, or the procedures for, the competitive tendering process or to terminate the process at any time. Under no circumstances shall the Trust incur any liability in respect of this ITT or any supporting documentation.

1.4 Direct or indirect canvassing of any Ministers, public sector employee or agent by any potential bidder concerning this requirement, or any attempt to procure information from any Ministers, public sector employee or agent concerning this ITT may result in the disqualification of the potential contractor from consideration for this requirement.

1.5 The objective of the ITT process is to assess the responses submitted by supplier and appoint suitable supplier to provide Individual Placement Support Service for the Herefordshire region of Herefordshire and Worcestershire Health and Care NHS Trust. In assessing the answers to the questions posed on the on-line ITT questionnaire, the Trust is seeking evidence of the potential contractor’s suitability to perform the services in terms of ability to delivery on time, quality of service, value for money and implementation.

1.6 The Trust will not reimburse any costs incurred by potential contractors in connection with preparation and submission of their responses to this ITT.

**2.0 Background Information**

2.1 Herefordshire and Worcestershire Health and Care NHS Trust (the Trust) is part of the NHS. The Trust was established on 1 July 2011 to manage the vast majority of the services which were previously managed by Worcestershire Primary Care NHS Trust's Provider Arm, as well as the mental health services that were managed by Worcestershire Mental Health Partnership NHS Trust. Bringing together the range of services provided by the two organisations has offered opportunities to improve integration and partnership working which are central to the new Trust’s objectives.

2.2 Hereford and Worcestershire Health and Care NHS Trust (The Trust) deliver a wide range of services in a variety of settings, including in people’s homes, care homes, schools, community centers and our in-patient facilities including our seven community hospitals and recovery wards.

2.3 The Trust serves a population of approximately 560,000 across an area of approximately 500 square miles, with a relatively high proportion of residents aged 65 and above. Services are undertaken across Herefordshire and Worcestershire including Hereford, Worcester, Bromsgrove, Kidderminster, Redditch, Evesham, and Malvern.

**3.0 This Requirement**

3.1 Tenders are invited for the provision of Individual Placement Support as described in the Document 4. Specification, the start date of the contract will be 1st April 2023.

3.2 The contract will be held and administered via Herefordshire and Worcestershire Health and Care NHS Trust.

**4.0 Current Service Provision**

4.1 This is a current requirement for Individual Placement Support for the Herefordshire region of Herefordshire and Worcestershire Health and Care NHS Trust.

**5.0 Provision of Services**

5.1 The Contractor shall be responsible ensuring that the services are provided in accordance with Document 4. Specification.

**6.0 Instructions for Completing ITT (invitation to tender)**

6.1 Offerors are invited to complete the online ITT and to submit it, together with any requested supporting information by **3pm Monday 14th November 2022.** Submission of the ITT must be in accordance with the procedures set out in the paragraph below entitled “Submission of Completed ITT Questionnaires”.

6.2 Offerors are required to follow the instructions outlined below when completing the online ITT through the Atamis online system.

6.3 Offerors are required to answer all questions and provide all documents requested via the online Atamis system

6.4 Offerors are required to answer all questions as accurately and concisely as possible in the same order as the questions are presented. Where a question is not relevant to the Offerors organisation, this should be indicated with an appropriate response as indicated on the online questionnaire.

6.5 Questions must be answered in English.

6.6 The information supplied will be checked for completeness and compliance with the instructions before responses are evaluated.

6.7 The information supplied must contain no gaps, omissions or obvious errors

6.8 The information supplied must contain the same legal entity information that you have detailed when registering on the Atamis system

6.9 Failure to provide the required information, make a satisfactory response to any question, or supply documentation referred to in responses, within the specified timescale, may mean that a potential contractor is not invited to participate further. In the event that none of the responses are deemed satisfactory, the Trust reserves the right to terminate the procurement and where appropriate re-advertise the procurement.

6.10 Potential contractors must be explicit and comprehensive in their responses to this ITT as this will be the single source of information on which responses will be scored and ranked. Potential contractors are advised neither to make any assumptions about their past or current supplier relationships with the Trust nor to assume that such prior business relationships will be taken into account in the evaluation procedure.

6.11 Submissions submitted after the closing time will not be accepted

**7.0 Procurement Clarification**

7.1 All requests for clarification or further information from the Offeror must be addressed to the Trust via the messaging system on the Atamis online system. No approach of any kind in connection with this ITT should be made to any other person within, or associated with, the Trust.

7.2 The ITT is being provided on the same basis to all potential contractors.

7.3 The Trust will not enter into detailed discussion of the requirements at this stage.

7.4 Any questions about the procurement should be submitted in writing, via the Trust e-tendering system using the question and answer function available for this ITT.

7.5 Offerors are asked to ensure they are not identifiable when submitting questions for clarification, as dependent on the subject matter both questions and responses will be circulated to all bidders. The trust will make every effort for any question or request for clarification that it considers of material significance to be anonymised. **anonymize**

However, it will not be held responsible if the bidder can be identified in the question that has been submitted by bidders.

**8.0 Offeror Contact Point**

8.1 All Trust communication regarding the ITT will be sent via the messaging system on the Atamis online system. It is recommended that Offerors have suitable arrangements and back up staff available to access the Atamis etendering system should their nominated Atamis administrator(s) not be available.

**9.0 Additional Information**

9.1 The Trust expressly reserves the right to require a potential contractor to provide additional information supplementing or clarifying any of the information provided in response to the requests set out in this ITT. The Trust may seek independent financial and market advice to validate information declared, or to assist in the evaluation.

9.2 The Trust is not bound to award a contract at the end of the tender process.

**10.0 Sub-contracting arrangements**

10.1 The Trust will not allow subcontracting on this contract without prior approval from the Trust, providing that any Offeror that wishes to sub-contract provides:

* + 1. full details of the proposed subcontractor(s)
    2. in what capacity each subcontractor will be used
    3. a formal guarantee that any subcontractor is (and will continue to be) compliant with all legal requirements, standards and requirements stated in Document 4. Specification as if it were the primary contractor.
  1. The primary contractor must retain day to day organisation and management of the contract.
  2. The Contractor shall not subcontract any part of the contract to any third party supplier without prior written consent of the Trust.

**11.0 Consortia arrangements**

11.1 If the Offeror is completing the ITT as part of a proposed consortium, the following information must be provided:

* 1. names of all consortium members;
  2. the lead member of the consortium who will be contractually responsible for delivery of the contract (if a separate legal entity is not being created)
  3. if the consortium is not proposing to form a legal entity, full details of proposed arrangements within a separate Appendix.

11.2 The Trust may require the consortium to assume a specific legal form if awarded the contract, to the extent that a specific legal form is deemed by the Trust as being necessary for the satisfactory performance of the contract.

11.3 All members of the consortium will be required to provide the information required in all sections of the ITT as part of a single composite response to the Trust i.e. each member of the consortium is required to complete the form.

11.4 Where you are proposing to create a separate legal entity, such as a Special Purpose Vehicle (SPV), you should provide details of the actual or proposed percentage shareholding of the constituent members within the new legal entity in a separate Appendix.

11.5 The Trust recognises that arrangements in relation to a consortium bid may be subject to future change. Offerors should therefore respond on the basis of the arrangements as currently envisaged. Offerors are reminded that the Trust must be immediately notified of any changes, or proposed changes in relation to the bidding model so that a further assessment can be carried out by applying the selection criteria to the new information provided. The Trust reserves the right to deselect the Offeror prior to any award of contract, based on an assessment of the updated information.

**12.**  **Conflicts of interest**

12.1 The Trust may exclude the Supplier if there is a conflict of interest which cannot be effectively remedied. The concept of a conflict of interest includes any situation where relevant staff members have, directly or indirectly, a financial, economic or other personal interest which might be perceived to compromise their impartiality and independence in the context of the procurement procedure.

12.2 Where there is any indication that a conflict of interest exists or may arise then it is the responsibility of the Supplier to inform the Authority, detailing the conflict. Provided that it has been carried out in a transparent manner, routine pre-market engagement carried out by the Authority should not represent a conflict of interest for the Supplier.

**13.0 Taking Account of Offerors’ Past Performance**

13.1 The Authority will assess the past performance of a Supplier (through a Certificate of Performance provided by a Customer or other means of evidence). The Authority may take into account any failure to discharge obligations under the previous principal relevant contracts of the Supplier completing the Standard Questionnaire (SQ) Envelope. The Authority may also assess whether specified minimum standards for reliability for such contracts are met.

13.2 In addition, the Authority may re-assess reliability based on past performance at key stages in the procurement process (i.e. Standard Questionnaire (SQ) Envelope, tender evaluation, contract award stage etc.). Suppliers may also be asked to update the evidence they provide in this section to reflect more recent performance on new or existing contracts (or to confirm that nothing has changed).

13.3 Financial Risk

13.3.1 Prior to the award of the contract the financial information provided by potential contractors will be assessed to ensure they have adequate financial resources to perform the contract. If it is deemed that there may be issues with your financial position, capacity, capability and dependency to perform the contract then the Trust may choose to award the contract to another contractor.

13.3.2 The Trust expressly reserves the right to require a potential contractor to provide additional information supplementing or clarifying any of the information provided in response to the requests set out in the Standard Questionnaire (SQ) Envelope. The Trust may seek independent financial and market advice to validate information declared, or to assist in the evaluation.

13.4 ‘Self-cleaning’

13.4.1 Any Supplier that fails to meet any mandatory or discretionary exclusion requirements, standards or specified requirements should provide a self-cleaning statement. This should include sufficient evidence, that provides a summary of the circumstances and any remedial action that has taken place subsequently and effectively “self-cleans” the situation referred to in that question. The Supplier has to demonstrate it has taken such remedial action, to the satisfaction of the Trust in each case.

13.4.2 If such evidence is considered by the Trust (whose decision will be final) as sufficient, the economic operator concerned shall be allowed to continue in the procurement process.

13.4.3 In order for the evidence referred to above to be sufficient, the Supplier shall, as a minimum, prove that it has;

● paid or undertaken to pay compensation in respect of any damage caused by the criminal offence or misconduct;

● clarified the facts and circumstances in a comprehensive manner by actively collaborating with the investigating authorities; and

● taken concrete technical, organisational and personnel measures that are appropriate to prevent further criminal offences or misconduct.

13.4.4 The measures taken by the Supplier shall be evaluated taking into account the gravity and particular circumstances of the criminal offence or misconduct. Where the measures are considered by the Trust to be insufficient, the Supplier shall be given a statement of the reasons for that decision.

**14.0 Freedom of Information**

14.1 In accordance with the obligations and duties placed upon public authorities by the Freedom of Information Act 2000 (the ‘FoIA’), all information submitted to the Trust may be disclosed in response to a request made pursuant to the FoIA.

14.2 In respect of any information submitted in the ITT, that the Offeror considers to be commercially sensitive, the Offeror is required to:

* + 1. Clearly identify such information as commercially sensitive
    2. Explain the potential implications of disclosure of such information; and
    3. Provide an estimate of the period of time during which the potential contractor believes that such information will remain commercially sensitive.

14.3 Where an Offeror identifies information as commercially sensitive, the Trust will endeavour’s to maintain confidentiality. Offeror should note, however, that, even where information is identified as commercially sensitive, the Trust might be required to disclose such information in accordance with the FoIA. Accordingly, the Trust cannot guarantee that any information marked ‘commercially sensitive’ will not be disclosed.

**15.0 Transferring Employees**

15.1. Offerors should be aware that the Transfer of Undertakings (Protection of Employment) Regulations 2006 (“Regulations”) does not apply to the award of the Contract pursuant to this ITT process (including but not limited to the provisions in Regulation 3(1) (b) of the Regulations relating to “service provision changes”).

**16.0 Submission of Completed ITT Questionnaires**

16.1 You must submit your completed ITT via the Atamis online system at <https://health-family.force.com/s/Welcome> no later than **3pm Friday 11th February 2022.** The completed ITT may be submitted at any time before the closing date. Please note documents will not be available to view after the closing date. Potential contractors must keep their contact details on the e-sourcing tool up to date or they will be unable to receive communications from the Trust.

**17.0 Offeror Selection**

17.1 The Trust may disqualify any potential contractor who does not:

1. Comply with the requirements of 2015 Public Contract Regulations (where applicable) and/or fails to certify on the Statement of Good Standing that it has fulfilled these requirements
2. Provide a satisfactory response to any questions in the ITT or inadequately or incorrectly completes any question.
3. Evidence sufficient Technical and Professional Ability required to undertake the contract
4. Evidence their organisations financial stability based on assessment of their financial information.
5. Confirm they have the required level of insurance(s) in place, or that the required level of insurance(s) will be put in place prior to work commencing.
6. Provide a satisfactory response to any questions in the ITT or inadequately or incorrectly completes any question
7. Submit its completed ITT before the deadline.
8. Submit the fully completed Tender Submission Pack.
9. Provide satisfactory responses to any questions relating to their past performance, or following investigation of the references/case studies their performance is found not to be satisfactory.
10. Score a PASS mark on a PASS/FAIL question.
11. Score a mark of 3 (out of five) for questions marked as ESSENTIAL in the evaluation criteria.

17.2 The potential contractors who are not disqualified in accordance with the above grounds shall be evaluated against the criteria described in paragraph 20 (below) of this document.

17.3 The Trust mayseek independent financial and market advice to validate information declared or to assist in the evaluation. Reference site visits or demonstrations and/or presentations may be requested as a part of the ITT process.

**18.0 Supplier’s Offer**

18.1 Offeree’s MUST respond to all the questions posed on the online ITT questionnaire by detailing how it is intended to comply with the requirements set out in Document 4. Specification. The Offer (bid) will comprise of three parts

1. Standard Questionnaire (SQ)

2. Technical Envelope

3. Commercial Envelope

18.2 Any information requested within the ITT must be submitted as part of the Offer as failure to do so may result in the Offer being rejected.

18.3 **Selection Criteria: 1. Standard Questionnaire (SQ) envelope**

18.3.1 The Standard Questionnaire (SQ) is evaluated in two sections, scoring and non-scoring. The following sections will be scored in accordance with the matrix below.

18.3.2 Some elements of the questionnaire require compliance. A ‘’Gateway” question must be answered with an appropriate ‘yes’ or ‘no’ to indicate compliance.

18.3.3 Failure to achieve an advised minimum score, or failing to comply with a ‘gateway’ response may result in the supplier being eliminated at that point in the evaluation.

18.3.4 **Mandatory and discretionary exclusion grounds**

Suppliers must comply with the mandatory and discretionary exclusion grounds. See 1. Standard Questionnaire (SQ) envelope Part 2: Exclusion Grounds and ‘SQ Part 2 Exclusion Grounds Mandatory and Discretionary Exclusions’ document.

18.3.5 **Economic and Financial Standing**

Assessment of supplier financial risk: The supplier (or Parent Company) is required to meet ONE of the minimum standards stated below.

|  |  |
| --- | --- |
| Measure | Minimum standard |
| Credit rating reports | The supplier (or Parent Company) has been assessed to achieve a score of “lower than average risk” or higher according to the Dun & Bradstreet risk rating (or equivalent).  The supplier may submit a statement or self-cleaning statement explaining their non-compliance with the above minimum standard. |
| Turnover | The annual contract value (estimated to be £160k/annum) will be no higher than 40% of the supplier or Parent Company’s annual turnover.  The supplier may submit a statement or self-cleaning statement explaining their non-compliance with the above minimum standard. |
| Financial information | The supplier may submit filed accounts for the past two years of trading. In the absence of audited statements, other information should be requested that is considered sufficient for assessment purposes i.e.   * A statement of the turnover, Profit and Loss Account/Income Statement, Balance Sheet/Statement of Financial Position and Statement of Cash Flow for the most recent year of trading for this organisation. * A statement of the cash flow forecast for the current year and a bank letter outlining the current cash and credit position. * Alternative means of demonstrating financial status if any of the above are not available (e.g. forecast of turnover for the current year and a statement of funding provided by the owners and/or the bank, charity accruals accounts or an alternative means of demonstrating financial status). * Parent company accounts (if applicable) * Deeds of guarantee * Bankers statements and references * Accountants’ references * Management accounts * Financial projections, including cash flow forecasts * Details and evidence of previous contracts, including contract values * Capital availability.   The supplier may submit a statement or self-cleaning statement explaining their non-compliance with the above minimum standard. |

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18.3.6 **Insurance**

18.3.6.1 Assessment of supplier’s insurance cover: The supplier (or Parent Company) is required to meet the minimum business insurance levels stated below. The supplier may submit a statement of guarantee that they will secure the minimum level of cover stated (if awarded) prior to contract commencement.

18.3.6.2 The minimum level of Insurance required is intended to be proportionate and reflective of the nature of the work and the risk involved in the Tendered contract. Where a supplier believes the minimum level of Insurance stated by the Trust is above the industry standard, or not reflective of the nature of the work and the risk involved they may inform the Trust in their supporting statement.

|  |  |
| --- | --- |
| Measure | Minimum cover |
| Employers’ Liability Insurance | £5 million |
| Public Liability Insurance | £5 million |
| Professional Indemnity Insurance | £5 million |
| The supplier may submit a supporting statement or self-cleaning statement explaining their non-compliance with the above minimum standards.  The supplier may submit a statement of guarantee that they will secure the minimum level of cover stated (if awarded) prior to contract commencement. | |

Continued………

18.3.7 **Technical and Professional Ability**

18.3.7.1 The supplier (or Parent Company) is required to meet the minimum standards stated below.

|  |
| --- |
| Minimum standard |
| Supplier to provide details of up to three contracts (previous or current contracts from public or private sector) relevant to the Trust Tender requirement.  Details of the above contracts must demonstrate the supplier’s technical and professional ability and competency including:   * Experience of delivering the goods/services in a similar environment to those requested by the Trust. * Experience of delivering the goods/services in a similar scale requested by the Trust. * An appropriately sized and experience workforce in place (or a plan to recruit) to deliver the goods/services relevant to the Trust’s Tender requirement. * Availability of relevant technical resources, relevant to the Trust Tender requirement. * Customer references showing satisfaction with the goods/services provided by the supplier. |
| Suppliers are required to have sufficient levels of experience relevant to the Trust’s Tender requirement, demonstrated by suitable relevant experience and contract examples and references relevant to the Trust’s Tender requirement. |
| The contracts detailed   1. For supplies or services should have been performed during the past three years. 2. For works should have been performed during the past five years. |
| The Trust will use the references provided to evaluate the past performance of the potential supplier.  The potential supplier will submit details of contracts where the named customer contact is prepared to provide written evidence to confirm the accuracy of the information provided and satisfaction with the goods/services provided by the supplier. |
| Bids submitted by a potential supplier proposing to use sub-contractors should provide relevant examples where one or more of the essential sub-contractors have delivered similar requirements (to the standards above) |

18.3.7.2 **Technical and professional ability scoring matrix**

The Suppliers technical and professional ability will be assessed via the matrix below. Suppliers must achieve a score of 2 or above (for technical and professional ability and past performance) to be awarded a pass mark.

|  |  |  |  |
| --- | --- | --- | --- |
| **SCORE** | **PERFORMANCE** | **JUDGEMENT:**  **Technical and professional ability** | **JUDGEMENT:**  **Past performance of the supplier.** |
| **0** | Completely fails to meet the standards | Where the experience and contract examples/references do not demonstrate with relevant details that the Supplier has the particular core competencies.  Poor or inadequate information provided | The customer references provide evidence of significant dissatisfaction with the goods/services provided by the supplier. The supplier presents no information to demonstrate actions have been taken to remedy the customer’s dissatisfaction.  or  Poor or inadequate information provided |
| **1** | Fails to meet the standards in most aspects | The experience and contract examples /references demonstrate the supplier has the required core competencies only in part and, as such, the Trust has some significant reservations in relation to the Supplier’s technical or professional capabilities.  or  Less than satisfactory information provided | The customer references provide evidence of significant dissatisfaction with the goods/services provided by the supplier. The supplier presents limited information to demonstrate actions have been taken to remedy the customer’s dissatisfaction.  or  Less than satisfactory information provided |
| **2** | Partially meets the standards | The experience and contract examples /references demonstrate that the Supplier has the core competencies required, but has limited or no experience of deploying them in circumstances the same as or similar to the Trust’s Requirements and, as such, the Trust has some reservations in relation to the Supplier’s technical or professional capabilities.  or  Satisfactory information provided | The customer references provide evidence of dissatisfaction with the goods/services provided by the supplier. The supplier presents information to demonstrate actions have been taken to remedy the customer’s dissatisfaction.  or  Satisfactory information provided |
| **3** | Meets the standards well, but not exactly | The experience and contract examples /references demonstrate that the Supplier has the majority of the core competencies and has some experience of deploying them in circumstances the same as or similar to the Trust’s Requirements and, as such, the Trust has limited reservations in relation to the Supplier’s technical or professional capabilities.  or  Good information provided | The customer reference provides evidence of satisfaction with the goods/services provided by the supplier, with minimal grounds for concern.  Or  Good information provided |
| **4** | Meets the standards exactly as specified | The range of experience and contract examples /references demonstrate that the Supplier has all core competencies in full and has experience of deploying them in circumstances the same as or similar to the Trust’s Requirements and, as such, the Trust has no reservations in relation to the Supplier’s technical or professional capabilities in relation to such core competencies.  or  Excellent level of information provided | The customer reference provides evidence of full satisfaction with the goods/services provided by the supplier.  or  Excellent level of information provided |

**19.0 Evaluation of Offers**

19.1 Offerors who are not disqualified at the Standard Questionnaire (SQ) stage in accordance with the above grounds shall be further evaluated. The evaluation of bids for this Contract (Technical and Commercial Envelopes) will be based upon; Quality 40%, Mobilisation and Implementation 10%, Sustainability and Social Value 10% and Total Cost 40%,to determine the most economically advantageous offer. See Document 5 Evaluation Criteria.

19.2 The assessment of Cost, Quality, Mobilisation and Implementation, Sustainability and Social Value will be based on the details enclosed within the offer submitted by the Offeree in response to the Technical and Commercial Envelopes. Any necessary Supplier visits and Clarification interview/presentations will conclude the holistic evaluation of the Offeree’s capabilities as assessed, to meet the requirements of the Herefordshire and Worcestershire Health and Care NHS Trust (HWHC) and identify the most economically advantageous tender.

**20.0 Evaluation of Technical Envelope**

20.1 An assessment of the Quality, Mobilisation and Implementation, Sustainability and Social Value aspects of the Offer will be based upon the following Evaluation Weightings: Please see Document 5 Evaluation Criteria and Document. 8. Question response template.

20.2 Questions within the above criteria are scored using the following points system:

|  |  |
| --- | --- |
| Score | Performance |
| 5 | Meets the standards exactly as specified. Response provides very high confidence of ability to undertake and deliver the service, and/or comprehensive supporting evidence |
| 4 | Meets the standard well, but not exactly. Response provides high confidence of ability to undertake and deliver the service, and/or considerable supporting evidence |
| 3 | Meets standard in most aspects, fails in some. Response provides confidence of ability to undertake and deliver the service, and/or sufficient supporting evidence |
| 2 | Fails standard in most aspects, meets it in some. Response provides limited confidence of ability to undertake and deliver the service, and/or limited supporting evidence |
| 1 | Significantly fails to meet the standard. Response provides no confidence of ability to undertake and deliver the service, and/or no supporting evidence |
| 0 | No response submitted |

20.3 Offers will be evaluated by the representatives of Herefordshire and Worcestershire Health and Care NHS Trust.

20.4 Offers that score less than 3 for any of the ESSENTIAL “Quality” questions will be rejected, without reference to further evaluation. Offers who fail the pass/fail questions will also be rejected.

20.5 Offerors who have been successful will proceed further and may be asked to attend a presentation and clarification Interview. As a result of the presentation and clarification Interview the Offeree’s scores on the “Quality” section elements may be adjusted accordingly.

20.6 The weighted scores within each sub-criteria will be added together to arrive at a total Quality score, representing 60% of the overall score (Quality 40%, Mobilisation and Implementation 10%, Sustainability and Social Value 10%).

20.7 Clarifications may be sought in writing, or by a Clarification Interview from the Suppliers and scores adjusted accordingly. If a clarification interview is required then it will be arranged accordingly through the Atamis online system. The Offeror is required to ensure that representatives involved in the presentation and clarification interview consist of the employees that will be involved in the operation of the contract i.e. the individuals who will interface with the Trust on a day to day basis.

20.8 Bidders must adhere to the stipulated word count for each question/criteria. Where bidders exceed the word count the evaluation panel will consider the suppliers response within the stipulated word count (words/responses over and above the word count will not be reviewed).

**21.0 Evaluation of Cost (40%)**

21.1 Using each Offerors pricing supplied in Document 9 the total contract cost of each proposal will be calculated. The lowest sustainable cost will be given 100%. Other Offers will then be expressed as an inverse proportion of the lowest cost. The percentage weighting for cost of 40% is then applied to give the Final Cost Score for each Offer.

21.2 Offers that in the opinion of Herefordshire and Worcestershire Health and Care NHS Trust are unrealistically high or low (in terms of cost) may be rejected.

21.3 The Trust will review the pricing breakdown of the offerree. The offeree will be required to clarify and/or validate any pricing queries to the satisfaction of the Trust. Failure to do so may result in exclusion from the tender process.

**22.0** **Overall Assessment**

22.1 The final scores for quality, mobilisation and implementation, sustainability, social value and price will be added to produce a total score which will be compared against each supplier’s bid for the service. Subject to a final risk assessment, which may or may not necessitate a final clarification interview and or supplier visits to secure our understanding of the offers. The Offeree with the highest score for the service being most economically advantageous bid will be recommended for acceptance.