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**Invitation to Quote**

**Instructions & Requirements Document**

**NHS England and NHS Improvement Commercial**

C293907

Specialist Genomics Communication Skills Course

**Document owner:** Commercial & Procurement Team, NHS England and NHS Improvement

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**Document History**

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| --- | --- | --- | --- | --- |
| Version | Date | Status | Key Change Made | Author/s |
| 1.0 | 01/11/18 | Final Version |  | Charlie Stephens/Andrew Campan/Shared Business Services |
| 2.0 | 15/07/19 | Final Version | Additional details relating to the Hive and where further information and guidance is available | Polly Feeney |
| 3.0 | 02/10/19 | Final Version | Updates made following initial user feedback. | Andrew Campan |
| 4.0 | 25/03/21 | Final Version | Updated to reflect new internal sub £150k process | Makaella Allison |

# **Purpose**

This document sets out the process for obtaining quotations for Goods and Services **up to £144,000 inculding VAT and £120,000 excluding VAT.**

# **Introduction**

###### This Invitation to Quote (ITQ) has been prepared by NHS England and NHS Improvement (the ‘Authority’). The Authority is looking for a Supplier for the provision of a Specialist Genomics Communication Skills Course. A full description of the requirement is found in section 2.

###### This procurement exercise is being carried out as an Invitation to Quote via a Light Touch Regime, under Education & Training Services, CPV 80000000.

###### The Authority has taken reasonable care to ensure that the information provided is accurate in all material respects. However, the Bidders attention is drawn to the fact that no representation, warranty or undertaking is given by The Authority in respect of the information provided in respect of this transaction and/or any related transaction.

###### The Authority does not accept any responsibility for the accuracy or completeness of the information provided and shall not be liable for any loss or damage arising directly or indirectly as a result of reliance on this ITT or any subsequent communication.

###### No warranties or opinions as to the accuracy of any information provided in this ITQ Pack shall be given at any stage by The Authority.

###### Any person considering making a decision to enter into contractual relationships with The Authority or any other person on the basis of the information provided should make their own investigations and form their own opinion of The Authority. The attention of Bidders is drawn to the fact that, by issuing this ITQ, The Authority is in no way committed to awarding any contract and that all costs incurred by Bidder in relation to any stage of the Tender process are for the account of the relevant Bidder only.

###### In accordance with The Authority’s internal financial instructions and general principles applicable to public procurement, The Authority seeks best value for money in terms of the Contract reached with the successful Bidder.

###### The Authority has endeavored, therefore, to express as clearly as possible in this ITQ the terms on which it would propose to contract with the successful Bidder and in particular the obligations, risks and liabilities which it expects to become the responsibility of the successful Bidder.

This document contains the following sections:

* **1. Instructions**
  + Project Team Details
  + Timeline
  + Supplier Clarification Question process
  + Evaluation Criteria
  + Scoring
* **2. The Requirement:**
  + Background Information
  + Standards and Service Specification
  + Essential Skills Deliverables
  + Deliverables
  + Proposed Terms and Conditions
* **3. Responding to the ITQ**
  + Bidders Details
  + Further Bidder Information
  + Bidders Response

1. Instructions

Project Team Details and Contract Lead

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| --- | --- |
| Name of Team | National Genomics Education |
| Name and Title of Contract Lead | Kat Lynch, Genomics Education Business Manager |

Timeline

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| --- | --- |
| **Item** | **Date** |
| ITQ Release Date & Issue on Contract Finder\* | Monday 1st July 2024 – reissued Monday 22nd July 2024 |
| ITQ Clarification Deadline | Friday 23rd August 2024 |
| ITQ Closing Date | Tuesday 3rd September 2024 – 5pm |
| Estimated Award Date | Friday 20th September 2024 |
| Estimated Contract Commencement Date | Friday 27th September 2024 |

The timeline is indicative and may be subject to change.

Supplier Clarification Question Process

All clarification questions relating to this ITQ must be submitted via the procurement portal route (Atamis) before Friday 12th July 2024. Clarification questions received after this time will not be responded to. All Clarification questions will be responded to within 3 working days of the date received.

All clarification questions received via other routes will not be reviewed and responded to.

**Please Note: -** To ensure an open and fair process is followed, all bidders will receive a copy of the question(s) and answer(s).

Evaluation Criteria

The purpose of evaluation in the procurement process is to establish which supplier(s) have submitted the best quotation; ensuring that the assessment of quotes is undertaken in a transparent, fair and consistent manner so that an effective comparison can be made.

The Authority, reserves the right to accept or reject all or any part of the quotation if you have failed to provide the information requested in this quotation or you have submitted any modification or any qualification to the terms and conditions of contract.

The Authority does not bind itself to accept the lowest priced, or any quotation, nor guarantee any value or volume and shall not be liable to accept any costs you have incurred in the production of your quotation.

The Authority will check each quotation and submission for completeness and compliance with the requirements in this Invitation to Quote document, thus, you should ensure that you carefully examine this document in full.

Quotes will be evaluated on the following Quality and Costs basis;

|  |  |
| --- | --- |
| **Section** | **Weighting (%)** |
| Technical/Quality | 60% |
| Sustainability and Social Value | 10% |
| Commercial | 30% |

A weighted scoring system will be applied to the response, the high-level evaluation criteria are given below:

|  |  |  |
| --- | --- | --- |
| **No.** | **Question** | **Weighting (%)** |
| 1 | **Delivery**  Give a clear understanding of the tender requirements and the approach required to deliver this service? | 20% |
| 2 | **Capability & Knowledge** Provide evidence of the capability to deliver a Specialist Genomics Communication Skills Course | 20% |
| 3 | **Planning** Submit a comprehensive plan that demonstrates how the brief and its specification will be met against the timescales? This can be supported by a project plan or diagram format of a plan. | 15% |
| 4 | **Social Value** How will/does your organisation work to help others? For example, local charities, local community groups, local resident engagement, supporting local culture and heritage | 10% |
| 5 | **Social Value** Can you provide details of how genomics and specifically this piece of work will improve the health and wellbeing of patients and their families? | 5% |
|  | **Commercials** | 30% |

**Scoring**

**Bidder information**

The ‘Bidders Detail’ will be ‘For Information Only’ and not scored.

The ‘Further Bidder Information’, will be given either a ‘Pass/Fail’ for each section.

**Quality**

The Authorities evaluation system is based on the familiar “weighted scoring approach”, in which the officer scores responses to the quality questions according to a pre-agreed scoring system 0-4 (see table below). The scores for the sections are then added together to give a total quality score for the quotation response.

| **Score** | **Interpretation** |
| --- | --- |
| 4  Excellent | The Tenderer’s response provides full confidence that the Tenderer understands and can deliver the Requirements well and addresses all of the requirements set out in the question. |
| 3  Good | The Tenderer’s response provides a good level of confidence that the Tenderer understands and can deliver the services and the Tenderer's response addresses all or most of the requirements set out in the question. |
| 2  Satisfactory | The Tenderer’s response provides a satisfactory level of confidence that the Tenderer understands and can deliver the services and the Tenderer's response addresses at least some of the requirements set out in the question. However, the response is lacking in some areas. |
| 1  Poor | There are weaknesses (or inconsistency) in the Tenderer’s understanding of the services and/or Tenderer's response fails to address some or all of the requirements set out in the question. |
| 0  Unacceptable | No response and/or information provided is deemed inadequate to merit a score. |

**Scoring Cost**

The financial weighted score is calculated by using the following formula:

Tenderers Price Weighted Score = Lowest Total Cost offered Tenderer Total Cost

30 (% weighting)

(Lowest Total Cost divided by Tender Total Cost multiplied by 30)

The financial score will be calculated to two decimals places.

Therefore the bidder who submits the lowest compliant bid (based on the pricing model created for evaluation purposes) will receive the full 30% available.

# **The Requirement**

The main purpose of NHSEs Workforce, Training and Education directive is to improve the quality of healthcare for the people and patients of England through the education, training and lifelong development of NHS staff. There are over 300 different jobs performed by more than one million people in the NHS. Our organisational vision is to ensure that the NHS has the right professionals, with the right skills and values, in the right place, at the right time, to better meet the needs and wants of patients.

The Requirement is detailed below which provides background to the project/business need, the standards or specification required alongside the essential supplier skills and the objectives of the requirement.

**Background Information:**

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| The Genomics Education Programme (GEP) was established in 2014 following an initial investment from the Department of Health to pump prime genomic education and training activity to support the delivery of the 100,000 Genomes Project. At the beginning of financial year 2018/19 the team then became part of business as usual within Health Education England (HEE) and in 2023 joined NHS England (NHSE) continuing to support the newly launched NHS Genomic Medicine Service (GMS).  This tender supports the requirement for an innovative, postgraduate online course to upskill the NHS workforce in Genomics and Counselling skills for annual funded cohorts of the NHS workforce. This work is of ministerial priority as it aligns to the delivery of NHS workforce development which underpins actions specified in the following strategies and policies.  • Accelerating Genomic Medicine in the NHS (October 2022)  • NHS Long Term Workforce Plan (June 2023)  • Genome UK: the future of healthcare (September 2020)  • NHS Long Term Plan (2023/24 priorities and operational guidance)  • People Plan (2020/21)  • UK Strategy for Rare Diseases (February 2020)  • England Rare Disease Action Plan (Feb 2023)  • Life Sciences Vision (July 2021)  • Topol Review (February 2019)  The stated purpose of the programme is to support NHS healthcare professionals in developing their knowledge of genomic medicine and how it could be applied to clinical practice, enabling them to:  • Engage: Liaise with specialist services, colleagues, and patients.  • Educate: Be involved with the teaching and training of colleagues and students.  • Inform: Take part in policy discussions  • Research: Develop clinical academic research careers, where relevant.  The GEP are looking to work with an organisation to develop and deliver a series of in-person workshops for specialist clinical genetics staff and clinical staff (outside of the clinical genetics services) who play a significant role in the delivery of the genomic medicine service. A successful tender will be one where several workshops are delivered each year and at different locations across England. |

**Standards and Service Specification:**

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| As part of the delivery of the Genomics Training Academy (GTAC), which has been established within NHS England WTE to educate and train the specialist genomic workforce delivering the Genomic Medicine Service across the NHS in England, the GEP require the provision of a bespoke genomics communication skills package. This will be curated and aimed specifically at Genomic Counsellors and Clinical Geneticists working in genetic service units across 7 regional hubs for the benefit of patients and their families accessing genomic testing.  The NHSE National Genomics Education Programme require an organisation  • to develop and deliver a series of face-to-face workshops  • at locations across England  • for specialist clinical genetics staff working in genetic service units and for staff spear heading the integration of genomic medicine in other specialties,  • with CPD points awarded (and endorsed by the relevant Royal College).  The successful bidder will also need to develop an appraisal plan for both short term and longitudinal measurement of success and impact. Reports will be required throughout the contract term with a final report outlining the assessment of the delivery mode and learner experience.  A contract would cover 1 year (12 months) |

**Essential Skills Deliverables:**

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| We are inviting bids for a series of in-person workshops for specialist clinical genetics staff and clinical staff (outside of the clinical genetics services).  The course must cover:  • advanced communication skills required to discuss complex genomic concepts (including consenting for complex genomic testing, risk communication and feeding back complex genomic results including single nucleotide/copy number variants of uncertain significance) with a particular focus on:  o prenatal testing and results,  o counselling and consenting for neuropredictive testing,  o speaking to parents with an acutely unwell child and  o having conversations about genomic testing for somatic and germline cancers and how this can support prediction, diagnosis and treatment choices.  Bidders must be able to provide appropriate administrative resources to register the learners for the course and to deal with ongoing queries.  Bidders must:  • Demonstrate a clear understanding of the tender requirements and the approach required to deliver this course  • Present a clear, comprehensive course outline including learning objectives that demonstrates how the specification will be met  • Present methods of delivery of course content (e.g. use of GEP resources, lectures, discussion, written exercises, group work, online activities)  • Present evidence of the capacity, capability, and professional, clinical and scientific expertise to deliver the course including a list of course teachers and brief CV’s  • State how learners understanding will be assessed  Bidding entities should be able to demonstrate:  • Extensive expertise in delivering communication and genomics courses  • Access to suitable facilities/IT provision to support learning  • Risk management strategy to respond to unforeseen circumstances  • Value for money    The maximum financial envelope for the contract is £120,000.00 (exclusive of VAT) across a 12 -month period. Any bids above this value will be excluded from the procurement process.  The proposed delivery timeline should be included in the submission. |

**Service Levels and Key Performance Indicators (KPIs)**:

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| * The provision of a course that meets the above specification. * Data to be collected and reported, specifically, * the number of patients involved in the course * the number of applications * the completion rate * student marks (% per grade) * learner satisfaction feedback * employee engagement (if relevant) * GDPR compliance (see point 7 below) |

**Sustainability**:

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| Government strategies (listed above) require the GEP to support education and training aspects of the implementation and delivery of the GMS service. This highly specialised piece of work is necessary to deliver on key priorities for NHSE and the government.    This programme, in line with all healthcare education and training programmes, must meet the NHSE Quality Framework requirements. |

**Social Value Act:**

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| The social impact on this piece of work being carried out will greatly affect patients. As the GEP develop frameworks for patient choice and feedback of genomic results. This equates to more choice for the patient, more diagnostic options and better communication between healthcare and patient.  Two questions to be included in the tender to ensure the bidders align to and understand the importance of the social value act |

**Contract Management and Review:**

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| The successful bidder will liaise with the GEP in the period before course delivery.  Invoicing arrangements will be set out in the contract.  A post course review with the programme will also be scheduled. |

**General Data Protection Regulation (GDPR) and Privacy Impact Assessments (PIA):**

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| Bidders are required to outline how the student data will be stored and provide details of the management of the information.  The specification should include the following so that clear obligations may be placed on the provider:   *  The subject matter and duration of the process; *  The nature and purpose of processing; *  The type of personal data and categories of data subjects; and *  The obligations and rights of the controller. |

**Contract Period:**

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| * The course must commence before the end of the 12-month contracted period. |

**Proposed Terms and Conditions**

The proposed terms and conditions for this engagement are the NHS Standard Terms and Conditions of goods, services, goods & services.

No amendments shall be considered or accepted in relation to the Terms and Conditions. Failure to accept the terms will result in disqualification.

There are available to view on <https://www.gov.uk/government/publications/nhs-standard-terms-and-conditions-of-contract-for-the-purchase-of-goods-and-supply-of-services>.

1. Responding to ITQ

###### When responding to this ITQ, Bidders must ensure that their Tender covers all the information required. Bidders must complete their Tenders within the Authorities procurement portal (Atamis) set out in the "Supplier Response Form". Failure to do so may render the response non-compliant and it may be rejected.

### In evaluating Tenders, the Authority will only consider information provided in the Supplier Response Form.

### Bidders should not assume that the Authority has any prior knowledge of the Bidder, its practice or reputation, or its involvement in existing services, projects or procurements.

### If there are any questions that do not apply to a Bidder, please answer with a N/A and explanation where appropriate.

### Where any section of the ITQ indicates a word limit, any response will be reviewed to that word limit and any additional information beyond that word limit will not be considered. Bidders must provide a word count for each question response.

###### The Authority may at its own absolute discretion extend the Deadline for receipt of Tenders specified in the timetable. Any extension to the Deadline granted under this paragraph will apply to all Bidders.

###### Tenders must be submitted via the Authorities procurement portal (Atamis) no later than the ITQ submission Deadline specified in ‘Timetable’. Tenders may be submitted at any time before the Deadline.

###### Tenders received before this Deadline will be retained unopened until the opening date.

###### The Tender and any documents accompanying it must be formatted in Word or Excel as appropriate and be in the English language.

###### Price and any financial data provided must be submitted in or converted into pounds sterling. Where official documents include financial data in a foreign currency, a sterling equivalent must be provided. Tender pricing must be provided excluding Value Added Tax (VAT).

Bidders Details:

The following is an outline of what will be required and found on Atamis. Please complete this on the Atamis portal directly.

*Please ensure a response is provided for all the sections below.*

|  |  |
| --- | --- |
| *Company Name* |  |
| *Company Address* |  |
| *Company’s representative name and title* |  |
| *Contact telephone number* |  |
| *Email address* |  |
| *Address for correspondence* |  |
| *Date of Submission* |  |
| *Company Registration Number* |  |
| *VAT Registration Number* |  |

# Further Bidder Information:

*Please ensure a response is provided for all the questions below.*

|  |  |  |
| --- | --- | --- |
| ***1.*** | *Has your organisation met all its obligations to pay its creditors and staff during the past year?* |  |
| ***2.*** | *If your answer to the above is No, have you rectified the situation resulting in your organisation now being able to pay its creditors and staff?* |  |
| ***3.*** | *Is your company or any group company (your Organisation) or are any of the directors/partners/proprietors in a state of bankruptcy, insolvency, compulsory winding up, and receivership, composition with creditors or subject to relevant proceedings?* |  |
| *4.* | *Please confirm that data is stored in line with the General Data Protection Regulations 2018 where applicable* |  |
| *5a.* | *Please confirm that you accept NHS England’s Purchase Order Terms and Conditions in full with no modifications. This offer and any contract arising from it shall be subject to these Terms and Conditions and all other items or instructions as issued in this bidder response.*  [*https://www.gov.uk/government/publications/nhs-standard-terms-and-conditions-of-contract-for-the-purchase-of-goods-and-supply-of-services*](https://www.gov.uk/government/publications/nhs-standard-terms-and-conditions-of-contract-for-the-purchase-of-goods-and-supply-of-services) |  |
| *5b.* | *Please confirm that you accept that any modifications to the Terms and Conditions will be rejected and may result in the bid being rejected.* |  |
| *6*. | *Please confirm that all invoicing shall be processed through Tradeshift in line with NHS England and Improvements processes.* |  |

Bidder’s Response

Please ensure a response is provided for both the Quality (A) and Commercial (B) sections on Atamis by downloading the attachments and reuploading once completed.

1. Quality

The questions below are for reference only and will be found within Atamis.

|  |  |  |  |
| --- | --- | --- | --- |
| **Question 1** |  | **Question % Weighting** | 20% |
|  |  | |
| Q1 Delivery  Give a clear understanding of the tender requirements and the approach required to deliver this service? | | | |
| **Supplier Response** | | | |
| The maximum total word count for this section is 1000 | | | |

|  |  |  |  |
| --- | --- | --- | --- |
| **Question 2** |  | **Question % Weighting** | 20% |
|  |  | |
| Q2 Capability & Knowledge  Provide evidence of the capability to deliver a Specialist Genomics Communication Skills Course | | | |
| **Supplier Response** | | | |
| The maximum total word count for this section is 1000 | | | |

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| --- | --- | --- | --- | --- | --- | --- | --- |
| **Question 3** |  | | **Question % Weighting** | | 15% | | |
|  | |  | | | | |
| Q3 Planning  Submit a comprehensive plan that demonstrates how the brief and its specification will be met against the timescales?  This can be supported by a project plan or diagram format of a plan. | | | | | | | |
| **Supplier Response** | | | | | | | |
| The maximum total word count for this section is 1000 | | | | | | | |
| **Question 4** |  | | **Question % Weighting** | | 10% | | |
|  | |  | | | | |
| Q4 Social Value  How will/does your organisation work to help others? For example, local charities, local community groups, local resident engagement, supporting local culture and heritage. | | | | | | | |
| **Supplier Response** | | | | | | | |
| The maximum total word count for this section is 1000 | | | | | | | |
| **Question 5** | |  | | **Question % Weighting** | | 5% |
|  | |  | | |
| Q5 Social Value  Can you provide details of how genomics and specifically this piece of work will improve the health and wellbeing of patients and their families? | | | | | | |
| **Supplier Response** | | | | | | |
| The maximum total word count for this section is 1000 | | | | | | |

B) Commercial

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| --- | --- | --- | --- |
| **Commercial** |  | **Question % Weighting** | 30% |
|  |  | |
| ***SUPPLIERS PLEASE DO NOT ENTER YOUR COMMERCIALS HERE – PLEASE COMPLETE THE EXCEL DOCUMENT “COMMERCIAL BREAKDOWN” AND UPLOAD IT SEPARATE TO THIS DOCUMENT ON ATAMIS.*** | | | |

**C) Confirmation**

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| --- | --- |
| **Confirmation** |  |
|  |  |
| Please provide an electronic signature with name and contact details as confirmation the detail submitted is correct and agree to the *NHS England’s Purchase Order Terms and Conditions in full as outlined in ‘Point 5 Further Bidder Information’*:  (If using Atamis, this shall be completed electronically) | | |
| **Supplier Response** | | |
| *Electronic Signature Insert …………..*  *Name:*  *Job Title:*  *Date:* | | |