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**Invitation to Quote**

**Instructions & Requirements Document**

**NHS England and NHS Improvement Commercial**

**Standards and Interoperability Strategy Consultation**

# **Introduction**

###### This Invitation to Quote (ItQ) has been prepared by NHS England and NHS Improvement (the ‘Authority’) on behalf of NHSX. The Authority is looking for a Supplier for the provision of the development of a strategy and report focus on standards and interoperability. A full description of the requirement is found in section 2.

###### This procurement exercise is being carried out as an Invitation to Quote.

###### 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** | NHSX Standards and Interoperability Team |
| **Name and Title of Contract Lead** | Tom Russell - Engagement Lead: Standards and Interoperability |

Timeline

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| **Item** | **Date** |
| ItQ Release Date & Issue on Contract Finder\* | W/C 8 November 2021 |
| ItQ Clarification Deadline | 15 November 2021 – 4pm |
| ItQ Closing Date | 23 November 2021 – 4pm |
| Estimated Award Date | W/C 6 December 2021 |
| Estimated Contract Commencement Date | W/C 13 December 2021 |

Supplier Clarification Question Process

All clarification questions relating to this ItQ must be submitted via the Health Family eCommercial Portal ahead of the deadline specified in the table above. Clarification questions received after this time will not be responded to. All Clarification questions will be responded to within 2 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;

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| --- | --- |
| **Section** | **Weighting (%)** |
| Technical/Quality  Including Sustainability and Social Value | 70 |
| Commercial | 30 |

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

|  |  |
| --- | --- |
| **Question** | **Weighting (%)** |
| 1. Delivery Methodology | 20 |
| 1. Delivery Team | 20 |
| 1. Project Plan | 10 |
| 1. Report Writing Approach | 10 |
| 1. Social Value | 10 |

**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

x (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 capped maximum bid price is £120,000. Exclusive of VAT. Bids that exceed the max capped bid price will be disqualified and will not be evaluated.**

# **The Requirement**

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 Standards and Interoperability team at NHSX is currently drafting our standards and interoperability strategy, which is due to be published in Q1 2022. This strategy will outline our goals, objectives and plan to realise a health and care system where standards are fit for purpose and widely adopted. The strategy will play an essential role in articulating what NHSX intends to achieve over the next five to ten years and will build on the commitments made in NHSX’s Data Strategy.  Before the final publication of the standards and interoperability strategy, it is necessary to conduct a full public consultation with stakeholders across the health and care ecosystem, in order to validate and test our approach with as broad a range of users as possible. The consultation will be conducted via a series of workshops, interviews and other research methods to discover the strengths and current limitations of the strategy as it stands.  The findings of the consultation will be published in an interim report which will be used to modify and sense check the strategy document. |

**Standards Service Specification and Skills:**

|  |
| --- |
| Understanding the strengths and limitations of the current draft strategy and identifying opportunities for improvement. OUTCOMES. The final report should identify in a structured and detailed manner, how and why NHSX should adapt the draft strategy to better achieve and meet the expected outcomes of as broad a range of stakeholders as possible. The report should make a number of recommendations as to the positive elements and the elements that need to be revisited in the draft standards and interoperability strategy. These recommendations should, where possible, be concise and specific and ideally be evidenced with a case study or example.  This piece of work will cover quantitative and qualitative primary research with users and stakeholders to uncover and understand their priorities and concerns.  This is likely to include interviewing and talking to the following stakeholders:     * From a health or social care provider / commissioner perspective   + NHS Providers / NHS Confederation and other member organisations   + Chief Information Officers (CIOs) and Chief Clinical Information Officers (CCIOs)   + Commercial/procurement (end user buyer side)   + Integrated Care System (ICS) Leads   + NHSX   + NHS Digital * From a supplier perspective   + Trade associations such as techUK, Association of British Healthtech Industries (ABHI),Care Software Providers Association (CASPA), British InVitro Diagnostics Association (BIVDA)   + Supplier collaboratives such as INTEROPen   + Specific suppliers who hold dominant market positions * From a standards and interoperability community perspective * Professional Records Standards Body (PRSB) * HL7 UK * openEHR * Integrating the Healthcare Enterprise (IHE)   The intent is at the end of this discovery we will understand:   * Whether the draft strategy document is addressing the right challenges * How we could improve the draft strategy to be more comprehensive  KEY QUESTIONS OR THEMES TO EXPLORE  * What are the main standards and interoperability challenges that stakeholders would like to see addressed in the draft strategy? * Whether the current draft strategy is sufficiently addressing these challenges, and if not, how could it be improved? * Is there a divergence of opinion between different stakeholders as to what the strategy should seek to achieve? If so, is there a pattern or rationale behind this? * Are specific elements of the strategy viewed as being of higher priority than others, if so, why? * Are there international examples of successful strategies for standard and interoperability? * What does success look like for the final strategy? * How should the final strategy be communicated to ensure optimal awareness of what it is intending to achieve? * What format should the final strategy be published in? * How important is the use of evidence and case studies when communicating the value of standards and interoperability to a broad audience?  HOW WE ANTICIPATE THIS WORK BEING CARRIED OUT  * Sprint 0 - introduction to and review of the draft strategy, including a literature review of previous reports and discoveries * Interviews and workshops with a broad range of suppliers, providers, commissioners to understand their views on the draft strategy document * Integrated with existing team - daily stand-ups and weekly playback sessions with SI team |

**Deliverables**:

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| Discovery report containing summary of key findings and recommendations to refine the draft standards and interoperability strategy document. |

**Proposed Terms and Conditions**

The proposed terms and conditions for this engagement are the NHS Standard Terms and Conditions of services: Purchase Order Version.

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

These terms are available to view [here.](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/681016/NHS_TERMS_AND_CONDITIONS_FOR_THE_PROVISION_OF_SERVICES__PO_VERSION_.docx)

The Purchase Order will serve as the contract.

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) and inclusive of all expenses.

Bidders Details:

The following is an outline of what will be required and found on the Health Family eCommercials Portal. 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.*

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| ***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) by downloading the attachments and reuploading once completed.

1. Quality

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| --- | --- | --- | --- |
| **Question 1** |  | **Question % Weighting** | 20 |
|  |  | |
| Describe how you would organise you team to deliver the requirement set out in section 2 of this ItQ document. Your response should:   * Outline the proposed service delivery model that your organisation would deploy should it be awarded the contract. * Explain how you would deploy resources flexibility to meet NHSX’s requirements. | | | |
| **Supplier Response** | | | |
| The maximum total word count for this section is 700 words. | | | |

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| **Question 2** |  | **Question % Weighting** | 20 |
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| Provide details of the project team members who would be involved in delivering this contract, outline their key skills and experience in relation to the Requirement (described in section 2 of this document) and likely role in this work (including CVs). Include and org chart of the project team, including any sub-contractors you intend to use. | | | |
| **Supplier Response** | | | |
| 1 side of A4 per CV (max of 3 CVs, core team only). 1 side of A4 for an org chart, plus 300 words for any other supporting comment. | | | |

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| **Question 3** |  | **Question % Weighting** | 10 |
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| Please provide as an attachment a project plan that is unambiguous, concise and deliverable within the timescales specified by the Authority. | | | |
| **Supplier Response** | | | |
| The maximum total word count for this section is 200 words for supporting comments, plus a plan in MS Excel format. | | | |
| **Question 4** |  | **Question % Weighting** | 10 |
|  |  | |
| Describe your proposed approach, methodology and format for producing the final report that will be the key deliverable for this contract. | | | |
| **Supplier Response** | | | |
| The maximum total word count for this section is 400 words. | | | |

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| **Question 5** |  | **Question % Weighting** | 10 |
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| Describe how you would deliver the contract in a way that supports the NHS Long Term Plan environmental priorities, ensures compliance with labour rights and ethical issues and generates social value for the health pound. Your response should highlight environmental and socio-economic impacts relevant to this contract and how you propose to address these during contract delivery. | | | |
| **Supplier Response** | | | |
| The maximum total word count for this section is 400 words. | | | |

B) Commercial

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| **Commercial** |  |
|  |  |
| Please provide a cost breakdown to undertake the work in the ‘Supplier Response’ box below. Your breakdown should also include the total cost exclusive of VAT to the Authority.  Your total Ex VAT price should include any expenses and not exceed the maximum capped bid price of £120,000. | | |
| **Supplier Response** | | |
| Submit an attachment including a breakdown of cost drivers that contribute to your total ex VAT price. | | |

**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’*: | | |
| **Supplier Response** | | |
| *Electronic Signature Insert …………..*  *Name:*  *Job Title:*  *Date:* | | |