**Invitation to Quote (ITQ)**

**Financial Planning - Specification**

**1 Summary**

NHS Brent Clinical Commissioning Group (CCG) is continuing its important work which developed a programme with four work streams, one of which focused on ‘*Provider Development & Resilience’*. Through this local practices and primary care providers have developed their resilience, sustainability, forward plans and (in turn) improved outcomes, which has been supported by the successful provider(s) who identified priorities and delivered against a tailored action plan.

The CCG recognises the importance of learning, equality and sharing good practice, with this in mind, Brent CCG is looking to identify high calibre individuals / organisations that commissioners, practices and primary care providers can draw on as required. Having consulted the Brent Primary Care Transformation Board and Joint Co-Commissioning Committee, the CCG is now seeking a single proposal from a provider to meet the CCG’s requirements for this important area of the programme.

There are 11 PMS Brent Practices who have shown an interest in having tailored made financial planning, forecasting and understanding of their potential future.

**2. Service Specification Requirements – Financial Planning**

The support/consultancy from the successful provider will involve provision of a range of experts, technical and professional resources and improvement solutions, which should be financial and commercial while keeping the ethos of General Practice setting. Providers should demonstrate a proven track record in successfully delivering support to frontline healthcare services and, have the experience, capacity and capability to deliver at pace and to a high standard. The ability to help identify and implement key actions that will provide future stability and secure improvements in primary care is an important requirement that the Provider should deliver as part of the service.

Suppliers will be expected to work alongside the CCG Delivery Lead and the Assistant Director, Primary Care who will support access to practices to enable the work to be delivered.

The CCG’s service requirements are categorised into 1 main area below:

|  |
| --- |
| **Financial and Commercial** |
| Management of finances – a tailored plan for the practice; |
| Projection of the Practice income – understanding the baseline and forecasting potential earnings year by year; |
| Developing skill base – practice team skill mix, developing plans and forecasting the impact on finance; |
| Analytics, use of data – synthesis, analysis and benchmarking of key clinical outcome sand development of a plan to improve particular service offerings or outcomes. |

The Financial Planning support needs be tailored to practice needs. We recognise that support is required at varying levels of intensity, and that practices will move at different speeds and will require different types of support. Therefore the support will be:

* Flex expertise and skills mix according to the needs of individual practices;
* Provide focussed periods of high-intensity support, when required;
* Provide a coaching approach - sustained low intensity involvement to ensure the changes actually happen and is owned by individuals and practices;

The suppliers will be expected to provide:

* Project plan: Key dates and deliverable by task, responsibility for each task, sign offs required and interdependencies.
* Resource plan: Overlaid onto the project plan, detailing the key resource by task.
* Progress towards deliverables: Update the project plan regularly to show progress towards each deliverable and each subtask.
* Stakeholder engagement plan and monitoring: Stakeholder engagement map with contact details at the start of each project.

It is important that risks are tracked and to put in place mitigations throughout the project using the following:

* Issue log: Capture any issues that are raised including actions that have been taken
* Risk log: Identify key risks to successful delivery of the project, including probability, materiality and mitigation plus mitigation owner
* Reporting of specific issues: Provide updates
* It is important that the key principles are delivered
* Individual practices must lead and own the change
* To build practice capability to take the changes forward in a sustainable way.

Support must address both short term ‘quick wins’ / practice sustainability and longer term transformation aligned with CCG strategy and the GP forward View high impact areas.

* Support materials provided must be anonymised and re-useable
* Shared learning for other Brent practices and to support change in future.

**Confidential and Consent**

Information shared between the successful provider and the GP Practice is to be treated with respect and confidentially at all times. Financial information relating to the GP practice may only be shared with Brent CCG where the practice seeks to access the local and national negotiation processes. This agreement will form the part of the Memorandum of Information (MOU) between the CCG and the practice.

**3. Outputs/deliverables**

The Bidder will agree specific outputs/deliverables with either the identified practices that require one to one support or with groups of practices needing the same support or with groups of practices working collaboratively with oversight from the CCG to ensure this meets the overall objectives for this work.

Deliverables may include a brief plan for each practice intervention, planning for and delivery of workshops/practice team sessions, training, toolkits and/or documents to be developed (e.g. strategies, plans, frameworks, business cases, dashboards).

The Bidder will also be required to provide a fortnightly highlight report to the CCG documenting the work undertaken, including outputs produced and progress towards key outcomes and milestones.

The Bidder will need to be available immediately to commence the work in January 2018, working flexibly with practices, and also be able to prioritise delivery of a focused and timely intervention with each.

The outputs should be produced to a high standard and embedded in the practice following an effective handover. These outputs will be owned by the practice. The CCG may also request copies of any outputs created as part of delivery the service.

**4. Outputs and Outcomes**

The expected outcomes from this practice-level support are:

* Practice who are provided with resilience support priorities are identified, agreed and prioritised in a timely manner;
* Practice teams are engaged in their own development;
* Short term improvements where issues are putting practice viability at-risk;
* Clear plans for development in the medium to longer term;
* Increased resilience and sustainability;
* Effective working relationships and high performing teams at the General Practices;
* Improved understanding of the help and support available from peers and from the commissioner(s) at Brent level and;
* Clear and robust structures, systems and processes at the General Practices.

**5. Pricing**

The Bidder is required to provide an itemised list of prices (in pound sterling and **inclusive of VAT, all fees and expenses**) for all elements of the service they are bidding for. The Bidder(s) should clearly state the day rates, estimated number of days and the role description for any roles included.

The upper, total affordability limit for the contract is **£88,000.00**

In order for a Bid price to be compliant, this must be within the upper affordability limit. There will be no further funding available for additional costs, expenses and liabilities incurred. Any additional costs shall be the responsibility of the successful Bidder.

Further, it is the responsibility of Bidder(s) to obtain for themselves, at their own expense, any additional information necessary for the preparation of their quotation.

**6. Timetable**

|  |  |
| --- | --- |
| **Milestone** | **Date** |
| Invitation to Quote issued | Tuesday 28th November 2017 |
| Deadline for receipt of bids | **4pm on Monday 11th December 2017** |
| Evaluation Panel to review bids | Monday 18th and Tuesday 19th December 2017 |
| Bidders notified of outcome | Thursday 21st December 2017 |
| Commencement | Monday 8th January 2018 |

**7. Clarification Questions**

Given the timescales, please feel free to contact the commissioners by phone as soon as possible if you have any clarifications using the contact details in the section below:

**Please note**: All enquiries in connection with this RFQ should be addressed to:

carolynmatthews@nhs.net

Tel: 0208 900 5433 or 07500007112

**8. Submissions of Bid responses**

Bidders must complete the ITQ Bidder Response Questionnaire (Appendix A) and return to ekkehard\_kugler@nhs.net by the deadline indicated in the timetable in Section 6.

**9. Terms & Conditions**

The terms and conditions applied will be the NHS Terms and Conditions for the Supply of Services available at <https://www.gov.uk/government/publications/nhs-standard-terms-and-conditions-of-contract-for-the-purchase-of-goods-and-supply-of-services>

It is expected bidders will be engaged in the delivery of plans for a period up to 3 months commencing January 2018

**10. Freedom of Information Act**

NHS Brent CCG is subject to the provisions of the Freedom of Information Act 2000 (FOI) and the Environmental Information Regulations 2004. If the Bidders consider that any information supplied by them is either commercially sensitive or confidential in nature, this should be highlighted and the reasons for its sensitivity given.

Bidders shall treat all information supplied by NHS Brent CCG in connection with this RFQ as confidential. Information may be disclosed by Bidders insofar as is necessary for the preparation, submission, and evaluation of quotes.

**11. Evaluation**

Bidders will be invited to submit a Bidder ITQ Questionnaire (Appendix A) no later than the deadline as indicated in the timetable above.

The written response to this RFQ will be evaluated in accordance with the scoring criteria as detailed below:

| **Definitions for Pass/Fail Questions** | **Grade** |
| --- | --- |
| Meets all the criteria set out in the question | Pass |
| Does not meet all the criteria set out in the question | Fail |

|  |  |  |
| --- | --- | --- |
| **Grade Label** | **Definition of Scored Questions** | **Grade** |
| Superior | The response supports an excellent degree of confidence in the Bidder’s ability to deliver and/or exceed the Contracting Authority’s specified requirements and/or expectations. Where appropriate, the response is well evidenced, and/or of a quality and/or level of detail, and understanding that provides either a very high certainty of delivery or is considered likely to offer added value, likely to result in improved: quality and/or; performance and/or; efficiency and/or; outcomes. | 4 |
| Comprehensive | A comprehensive response submitted in terms of relevance, detail and evidence; and able to meet in full the requirements of the Contracting Authority. A high degree of confidence in the Bidder’s ability to do what is being requested. | 3 |
| Acceptable | An acceptable response submitted in terms of the level of detail and relevance. There is reasonable confidence that the Bidder will be able to deliver in line with expectations and the requirements of the Contracting Authority as detailed in the Service Specification. | 2 |
| Limited | Limited information provided and/or a response that is inadequate. Fails to meet expectations/requirements in many ways and provides insufficient confidence of delivery. | 1 |
| Deficient | Response to the question and/or an implicit requirement is deficient, or no response received. Provides no confidence that the issues will be addressed and managed at all in line with the Contracting Authority’s requirements and/or expectations. | 0 |

Scores will be allocated as following:

|  |  |
| --- | --- |
| Area | Weighting |
| Question 1 | 20% |
| Question 2 | 20% |
| Question 3 | 20% |
| Question 4 | 25% |
| Question 5 | 15% |
| Question 6 (Bid Price) | Pass/Fail |
| **Total** | **100%** |

**12. Contract Award:**

NHS Brent CCG will award the contract to the provider which achieves the highest overall score for the questions in the ITQ Bidder Response questionnaire for each lot/area of the service specification following the evaluation. In order for Bid’s price to be compliant the bid price(s) submitted must fall within each of the maximum affordability threshold as specified for each of the lots/areas of the specification that you are bidding for.

