Invitation to Quote:

Specification

NECS

Tender Survey Analysis

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| **Background and Introduction** |
| North of England Commissioning Support (NECS) is one of the leading Commissioning Support organisations in the country.  Our dedicated, high calibre, multi-disciplinary teams, supported by a broad spectrum of external talent, utilise their extensive knowledge and practice based NHS experience to tailor services to meet our customers’ needs. Supporting CCGs, Commissioning Support Units, Foundation Trusts, Local Authorities, NHS England and its regional offices, and Clinical Networks. We deliver high quality, cost effective and innovative services locally, regionally and nationally.  NECS has a highly skilled Communications and Engagement Team with wide-ranging expertise. Team members have on average 10 years’ experience in delivering patient and public participation and engagement approaches for complex and high profile changes, in line with best practice and evolving models.  The NECS communications and engagement team require a roster of suppliers who can deliver market research services. Projects will be briefed to the supplier on an individual basis.  The whole life contract value is estimated to be £150,000 (including VAT) over the three year duration of the contract but due to the dynamic nature of requests, suppliers will be paid on a project by project basis, with individual PO numbers issued for each call off agreement..  We intend to appoint a bank of suppliers (based on the top organisations against the evaluation criteria) and use these suppliers on a roster basis where we will confirm the job specification and the suppliers will indicate the cost and confirm ability to meet the specified deadline.  **Summary of market research areas**  The services we are recruiting to include:   1. Desktop reviews 2. On-street fieldwork 3. Material distribution 4. Research design 5. Survey data inputting 6. **Survey analysis, interpretation, and report writing** 7. Focus groups / interviews 8. Transcription 9. Managing large-scale research projects |

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| **SThe Standards and Service Specifications** |
| This procurement opportunity is for **Survey analysis, interpretation, and report writing** outlined within the specification.  Depending on the market research area of work undertaken, key areas included are:   * To provide the best value for money for the delivery of the research project; * To liaise with the NECS representative from the communications and engagement team to discuss the specifics for the individual research projects, including pricing for that specific project and timescales; * To collect research materials (e.g. surveys for street surveys or data inputting, focus group materials, etc); * To safely store research materials in accordance with the data protection act and GDPR; * To return completed questionnaires / field notes on a weekly basis (or as agreed on a project by project basis); * To ensure confidentiality of information disclosed by participants, including survey responses, names and addresses provided, and topics discussed through interviews and focus groups; * To answer any questions regarding progress of the research project in a timely fashion; * To act in a professional manner at all times while representing NECS * To ensure researcher safety at all times; * To provide weekly updates   Survey analysis, interpretation, and report writing specification includes:   * Production of frequency tables (through excel or analytical tool) * Production of crosstabulations (through excel or analytical tool) * Identifying statistically significant differences * Coding-up open-ended responses * Weighting data * Interpretation of data, through looking at tables and crosstabulations, and understanding what the data is saying (this may be from tables produced from Survey monkey or through independent analysis) * Identifying themes in the data * Report writing, including summary reports, executive summaries, exploration of research themes, and highlight of key findings * Verbal presentation of report findings, through power-point presentations, reporting highlight themes and analysis * Provision of power-point presentations   Business Continuity  The Supplier will be required to use reasonable endeavours to ensure its Business Continuity Plan operates effectively alongside North of England Commissioning Support Unit (NECS) Business Continuity Plan where relevant to the provision of the services in line with the Business Continuity requirements in the contract terms and conditions. |

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| **Essential Skills** |
| * Good communications skills * Open communication with NECS * Excellent organisational skills * Accuracy and attention to detail * Complies with data protection and GDPR * Calm and professional manner * Ability to carry out several tasks at the same time * Flexible and adaptable approach to work * Analytical skills * Report writing skills |

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| **Contract Terms** |
| ***Service and route to market:-***  *Open Market*  ***Terms and Conditions to be applied to the Contract:-***  *NHS Terms and Conditions*  ***Duration/Term of the Requirement:-***  *2 Years*  ***Option to extend the contract:-***  *12 Months*  ***To be completed by NECS***  Note that NECS is responsible for assessing any workers paid through an intermediary to see if IR35 applies. For this contract:  It is anticipated that Intermediaries legislation will be likely to be applied  It is anticipated that Intermediaries legislation will not be likely to be applied  At this stage the application of IR35 is still to be determined  This section must be completed by the service lead before the procurement process commences. SBS will not commence the procurement without this section being completed by the Service lead and the outcome reflected on the specification    If you need help, contact HR [NECSU.hr@nhs.net](mailto:NECSU.hr@nhs.net) |

Suppliers of products or services should have the following accreditations or be able to demonstrate that their company operates systems/processes equivalent to such standards. Bidders should supply copies of their accreditation certificates or evidence of their equivalent operating systems.

Examples

* BS EN ISO 9001
* BS EN ISO 13485
* ISO 14001

Suppliers must also demonstrate their training programme and their ability to implement these products or services within an NHS organisation as appropriate. This must be detailed in your response.

**Social Value**

In line with The Social Value Model set out by Government a minimum weighting of 10% will be allocated to the ITQ relating to a Social Value theme which will be relevant to the project.

Three key aspects of social value are:

● economic (e.g., employment or apprenticeship/training opportunities),

● social (e.g., activities that promote cohesive communities) and

● environmental (e.g., efforts in reducing carbon emissions)

Please note Corporate Social Responsibility (CSR) statements, policies and/or case studies as proof of how a bidder intends to deliver the social value policy outcomes are not deemed as acceptable responses to meet Social Values. CSR refers to how the organisation performs corporately and is not contract-specific and therefore will not adequately address the social value evaluation criteria.

**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.

NHS Shared Business Services on behalf of North of England Commissioning Support Unit (NECS), at its sole discretion, reserves the right to accept or reject all or any part of the quotation or if you have failed to provide the information requested in this quotation or submitted any modification or any qualification to the terms and conditions of contract. This includes the Bidders details section of the response document that needs to be complete in full by all bidders to allow the response to be accepted. Any responses not correctly completed in accordance with the requirements of this ITQ and/or containing omissions may be rejected at this point. Where a response is rejected at this point it will automatically be disqualified and will not be further evaluated. Where full detail is not provided by a bidder NHS Shared Business Services may look to seek further clarity on the response to allow the bidder response to be progressed, however this may potentially still exclude a bidder’s response if evidence provided does not comply with the requirements of North of England Commissioning Support Unit (NECS). NHS Shared Business Services on behalf of North of England Commissioning Support Unit (NECS) 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. NHS Shared Business Services on behalf of North of England Commissioning Support Unit (NECS) Commissioning Support Unit will check each quotation 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 and raise any clarification questions before the close of this quotation process and in line with the timescales for this procurement.

Submissions will be evaluated based on quality and cost, as per sections below:

Section 1 = 10%

Section 2 = 10%

Section 3 = 10%

Section 4 = 20%

Section 5 = 10%

Section 6 = 10%

Section 7 = 30%

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

**Quality**

North of England Commissioning Support Unit (NECS) 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 100%-0% (see table below). The scores for the questions are then added together to give a total quality score for the quotation response.

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| **Assessment** | **Score (% of total)** | **Interpretation** |
| Excellent | **100%** | Exceeds the requirement. Exceptional demonstration by the Bidder of the relevant ability, understanding, experience, skills, resource & quality measures required to provide the services. Response identifies factors that will offer potential added value, with evidence to support the response. |
| Good | **80%** | Satisfies the requirement with minor additional benefits. Above average demonstration by the Bidder of the relevant ability, understanding, experience, skills, resource & quality measures required to provide the services. Response identifies factors that will offer potential added value, with evidence to support the response. |
| Acceptable | **60%** | Satisfies the requirement. Demonstration by the Tenderer of the relevant ability, understanding, experience, skills, resource & quality measures required to provide the services, with evidence to support the response. |
| Minor  Reservations | **40%** | Satisfies the requirement with minor reservations. Some minor reservations of the Bidder’s relevant ability, understanding, experience, skills, resource & quality measures required to provide the supplies / services, with little or no evidence to support the response. |
| Major  Reservations | **20%** | Satisfies the requirement with major reservations. Considerable reservations of the Bidder’s relevant ability, understanding, experience, skills, resource & quality measures required to provide the supplies / services, with little or no evidence to support the response. |
| Unacceptable | **0%** | Does not meet the requirement. Does not comply and/or insufficient information provided to demonstrate that the Bidder has the ability, understanding, experience, skills, resource & quality measures required to provide the services, with little or no evidence to support the response. |

**Price**

Price will be evaluated based upon the value for money proposal within the budget, and the total cost of service. Your score will be based on the relativity of your price based on the overall lowest bid.

**Example of cost evaluation**

Bidder A submits a total price of £10,000.

Bidder B submits a total price of £12,500.

The score for Bidder A would be 100% as it is the lowest price. The score for Bidder B would be 75% as the price is 25% greater than the lowest price.

**Total Scoring Criteria (100%)**

**Example of evaluation scoring table;**

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| Description | % Awarded on each section | Weighting of question | Overall percentage score |
| Quality | 80% | 50% | (50/10)\*8 = 40% |
| Price | 100% | 20% | (20/10)\*10 = 20% |
| **Total** |  | **79%** | **60%** |

**Phases of the Project:**

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| Project Start Date: | 20/12/2022 |
| Date of RFQ launch: | 16/02/2023 |
| End date of clarification questions: | 23/02/2023 |
| Date of close of RFQ: | 27/02/2023 at 13:00 |
| Award Date: | 01/03/2023 |