**REQUEST FOR QUOTATION (RFQ)**

For the provision of:

Procure to Pay Implementation Support

Issue Date: **10/04/2017**

Return Date: **No later than 16:00 on 24/04/2017**

Bidding organisation to enter their name below:

………………………………………………..

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SECTION 1 PROCUREMENT TIMETABLE

Set out below is the proposed procurement timetable. This is intended as a high level guide and whilst we do not intend to depart from the timetable we reserve the right to do so at any time. Any changes to the timescales shall be notified to all Bidders as soon as possible via the In-Tend e-tendering portal.

|  |  |
| --- | --- |
| Activity | Date  (Target Date) |
| RFQ issued to potential providers | 10/04/2017 |
| End Period for provider clarifications and questions | 14/04/2017 |
| End Period Trust to response on clarifications and questions | 18/04/2017 |
| Return deadline | 24/04/2017 (4pm) |
| Evaluation of responses (begins) | 25/04/2017 |
| Notification of results to all bidders | 05/05/2017 |
| Anticipated start date | 15/05/2017 |

**Please note: We reserve the right not to proceed with this procurement or to award any contract. In any case we will not be liable for any costs incurred by bidders in responding to this request.**

SECTION 2 BACKGROUND

**2.1 Sheffield Teaching Hospitals NHS Foundation Trust (STH)**

Sheffield Teaching Hospitals NHS Foundation Trust is one of the largest Foundation Trusts in England, consisting of over 16500 staff, approximately 100 wards and inpatient units and upwards of 2,000 beds, providing Services to over a million patients per annum.

The Authority has various sites spread across the city. The Authority primarily consists of the Northern Campus - Northern General Hospital (NGH), and the Central Campus - Royal Hallamshire Hospital (RHH), Weston Park Hospital (WPH), Jessop Wing (JW) Hospital, and Charles Clifford Dental Hospital (CCDH), but it also provides a range of community-based services.

The Authority covers a wide range of directorates and specialities across the city. These include Accident & Emergency, Acute Medicine, Anaesthesia & Operating Services, Cardiothoracic, Critical Care, Obstetrics, Gynaecology & Neonatology, Ophthalmology, Oral & Dental, Orthopaedics, Plastics, Radiology, Renal, Urology, Vascular Services, Haematology, Neurology, Dermatology, Rheumatology and ENT. Further general information can be found on the Authority’s website ([www.sth.nhs.uk](http://www.sth.nhs.uk)).

STH does not bind itself to accept the lowest or any quotation and the acknowledgement of receipt of any submitted quote shall not constitute any actual or implied agreement between the STH and any Potential Provider.

Your organisation has been requested to provide a proposal that will meet STH requirements. Please respond by providing information regarding how you will deliver the required solution and include the necessary technical information as requested in the specification of requirements.

**2.2 Outline Requirements**

To provide expert Integra support to move the Trust to a fully automated procure to pay process whilst upgrading to Integra 2.

***Further details of the actual requirements are included at Section 6 of this RFQ.***

**2.3 Pricing**

The costs shall allow for all general risks, liabilities and obligations as set out in the Conditions of Contract.SECTION 3 SUBMISSION OF BIDS

**3.1 INSTRUCTIONS TO BIDDERS**

Quotations are invited for the provision for Procure to Pay Implementation Support as detailed at Section 6 of this RFQ. Bidders are advised to read this RFQ and all supporting documentation very carefully to ensure that they are familiar with the nature and extent of the obligations to be accepted by them if their quotation is successful.

Quotations must be submitted in accordance with the following instructions and any non-compliant bids may be rejected.

**3.2 INFORMATION, COSTS AND EXPENSES**

The Potential Provider is responsible for obtaining all information necessary for the preparation of their response to this RFQ and all costs, expenses and liabilities incurred by the Potential Provider in connection with the preparation and submission of their response shall be borne by the Potential Provider.

**3.3 SUBMISSION OF OFFER**

The Potential Provider should respond to this Request for Quotation via the In-Tend e-tendering portal:

[**https://in-tendhost.co.uk/workingtogethernhs/aspx/home**](https://in-tendhost.co.uk/workingtogethernhs/aspx/home)

**By no later than 4pm on 24/04/2017**

Bidders should complete the following documents:

1. SECTION 7 – Organisation Details
2. SECTION 8 – Bidder Response
3. SECTION 9 – Pricing Schedule
4. SECTION 10 – Form of Offer

Bidders should ensure that they allow plenty of time to upload the RFQ documents. If Bidders have any problems with the In-Tend e-tendering portal, they should contact the helpdesk on telephone number: 0844 272 8810 or by email to [support@in-tend.co.uk](mailto:support@in-tend.co.uk)

Any response submitted after the above deadline shall not be considered for acceptance.

The offer will be deemed to remain open for acceptance for not less than 60 days from the closing date. STH may accept the offer at any time within this prescribed period however shall not be bound to accept the lowest or any offer.

**3.4 FURTHER INFORMATION AND QUERIES**

The Trust will not enter into detailed discussion of its requirements, but clarification may be sought on the RFQ, if necessary. Any clarification questions in respect of the RFQ should be submitted within 6 days of the closing date, responded to within 3 days of closing date via the In-Tend e-tendering portal at:

<https://in-tendhost.co.uk/workingtogethernhs/aspx/home>

If STH consider any question or request for clarification to be of material significance, both the question and response will be communicated, in a suitably anonymous form, to all Potential Providers who have responded; have expressed an interest; or those that show an interest before the closing date for the submission of quotation.

All responses received and any communication from Potential Providers will be treated in confidence but will be subject to this paragraph.

It is the responsibility of the bidders to regularly check the In-Tend e-tendering portal for responses to queries as the Trust shall not be responsible for communicating responses to bidders directly.

**3.5 ACCEPTANCE & EVALUATION OF OFFERS**

STH will accept the offer which it considers to be the most economically advantageous. STH may take any factor into account and reserves the right not to award the Contract to the lowest or any Potential Provider, reserving also the right to accept the same in whole or in part.

All bidders will be notified of the outcome. Acceptance of the quotation by STH shall be in writing via the In-Tend e-tendering portal. Bidders must not undertake work until they have received written notification that they have been awarded the contract, have signed the Contract and are required to start work.

SECTION 4 EVALUATION METHODOLOGY

STH will accept the offer which is considered to be the most economically advantageous and will consider both cost and quality elements before making a decision.

The Contract, if awarded, will be awarded on the basis of the following criteria:

* Quality 50%
* Price 50%

Each submission will be evaluated based on the following combination of price and quality:

|  |  |  |
| --- | --- | --- |
| Quality | SECTION 7 – Organisational Details | For Information Only |
|  |  |
| SECTION 8 – B1 Experience | 10% |
| SECTION 8 – B2 Expertise | 10% |
| SECTION 8 – B3 Proposal & Timeframe | 20% |
| SECTION 8 – B4 Assumptions & Exclusions | Not scored |
| SECTION 8 – B5 Added Value | 5% |
| SECTION 8 – B6 Business Continuity | 5% |
| Price | SECTION 9 – Pricing Summary | 50% |

The quality element of Potential Providers’ responses will be scored in a range of 0 – 4 as defined in the following table before the weightings as give above are applied:

|  |  |  |
| --- | --- | --- |
| Grade label | Grade | Definition of Grade |
| Unacceptable | 0 | The proposal completely fails to meet required standard or does not provide an answer |
| Weak | 1 | The proposal significantly fails to meet the standards required, contains significant shortcomings or its inconsistent with other aspects of the tender |
| Satisfactory | 2 | The proposal meets the required standard in most material respects, but is lacking or inconsistent in others |
| Good | 3 | The proposal meets the required standard in all material aspects |
| Excellent | 4 | The proposal meets the required standard in all material respects and exceeds some or all of the major requirements |

e.g. if a question is weighted 10% then an excellent score (4) would equal 10%, good (3) equal 7.5%, Satisfactory (2) 5% and so on. This rule applies regardless of the weighted percentage given to the question. SECTION 5 CONDITIONS OF CONTRACT

The Terms and Conditions of any resulting contract shall be as per the appended NHS Terms and Conditions for the Provision of Services. See attachment.

**SECTION 6 SPECIFICATION OF REQUIREMENTS**

**Specification for Procure to Pay Implementation Support**

***6.1 Procure to Pay Background***

STH commenced a project in 2013 to implement electronic procure to pay throughout the Trust. The project made some changes but only introduced ‘web basket’ into the Finance directorate.

The Trust currently uses at least 5 ordering methods:

1. Manual requisition converted to an Integra order via buyers
2. Manual requisition orders that are sent direct to suppliers
3. Estates ordering system (Grams)
4. Medical Engineering ordering system – reconciled with Integra after the event
5. Materials management – utilising Supply Chain scanners

To outline the scale of the Trust and therefore the project, the following information may be useful:

* Number of employees – 16,500
* Number of budget holders – 625
* Number of Invoices received per year – 250,000 (over 50% utilise OCR technology)
* Number of order/delivery points – 1055
* Non-Pay spend pa - £271m (excluding drugs)

***6.2 Integra 2***

The Trust will be working with Capita IBS to work towards an upgrade of Integra 2 during 2017/18. The successful supplier will be required to design the Trusts systems and processes in line with Integra 2.

***6.3 Carter Recommendations***

Lord Carter of Coles Unwarranted Variation Report has the following recommendations in relation to Procurement (Recommendation 5 on the Report):

Produce a Procurement Transformation Plan with Board Approval with plans to:

* Increase ‘On Catalogue Spend’ to at least 80% by September 2017
* Increase ‘Addressable spend on Contract’ to 90% by September 2017
* Have in place collaborative sourcing plans along with switching to core products
* Work towards GS1 Compliance
* Work towards implementation of Peppol
* Have end to end electronic processes including e-invoicing

The Supplier will provide support on the project to meet the carter recommendations in relation to the procure to pay process.

***6.4 Process Mapping***

The Supplier will work with the Project Manager and the Trusts PMO team to:

* map the current ‘As Is’ Process including all current methods of requisitioning, receipting and payment.
* Map the ‘To Be’ Process ensuring the Integra 2 process is the core financial and ordering system within the Trust and any exceptions to the core process are approved by the Project Board.
* Introduce an efficient Integra 2 process that aims to minimise duplication and eliminate manual processes and work arounds.

***6.5 System Setup***The supplier will provide advice to the project team on the hierarchies within Integra 2, ensuring the maintenance burden of the system is minimised.

The supplier will also review where integration with other systems is possible to improve efficiency for example integration with the Trust ESR system.

The Supplier will work with the Project team to ensure that the system incorporates and provides the information required to meet the carter recommendations in practice. For example: the GTIN number and contract reference number held in the catalogue will be detailed on the purchase order.

The supplier will develop workflows that are automated and efficient within Integra 2 ensuring that all information remains within the system without the need for separate manual processes.

***6.6 Client Technical Advisor***

The Supplier will represent the Trust where required in relation to other 3rd party organisations to ensure key milestones are met and that integration and data population occurs successfully. This will include developing integration specification requirements for systems such as Virtual Stock and Supply Chain.

***6.7 Knowledge Transfer***The Suppliers representatives will have an in-depth knowledge and experience of NHS finance including the procure to pay process. It is important that the supplier imparts system knowledge to STH staff during the project. This will ensure that the Trust is able to sustain the system following implementation.

***6.8 Project Support***

Provide Integra Expertise to the project team to ensure that all key deliverables are aligned with the capability of Integra. This includes providing Senior Leadership on the Procure 2 Pay Project Board and Workstream meetings and workshops as required.

The Supplier will review and refine the project plan to ensure the plan incorporates all Integra tasks.

***6.8 Training***

Provide training to users including the development of documentation and assistance with any on line training developed.

SECTION 7 A1. ORGANISATION DETAILS

|  |  |
| --- | --- |
| **Contact details for enquiries about your submission:** | |
| Contact name: |  |
| Contact position (Job Title): |  |
| Telephone number: |  |
| Fax number: |  |
| Mobile number: |  |
| E-mail address: |  |

|  |  |  |
| --- | --- | --- |
| **Basic details of your organisation:** | | |
| Name of the organisation in whose name the quotation is being submitted: |  | |
| Address:  Postcode: |  | |
| Website address (if any): |  | |
| Please tick the box that describes the legal structure of your organisation. | i) Public limited company |  |
| ii) Private limited company |  |
| iii) Partnership |  |
| iv) Sole trader |  |
| v) Other (Charity, NPO, etc)  *Please specify below:* |  |
|  | |

|  |
| --- |
| **Insurance:** |
| Please provide details of your current insurance cover. |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Insurer | Policy Number | Extent of Cover | Expiry Date |
| Employers Liability |  |  |  |  |
| Public Liability |  |  |  |  |
| Professional Indemnity |  |  |  |  |

SECTION 7 A. MANDATORY QUESTIONS

**A2 Integra Experience (Pass/Fail)**

Please confirm that your organisation has involvement of supporting Integra Procure to Pay projects within the last 3 years. Please detail below:

Please enter your response here:

**A3 NHS Experience (Pass/Fail)**

Please confirm that your organisation has involvement of supporting an NHS organisation on Procure to Pay projects within the last 3 years. Please detail below:

Please enter your response here:

**SECTION 8 BIDDER RESPONSE**

*The following must be completed and returned as part of your offer. Please respond in the boxes provided (boxes will expand). Alternatively you may attach your responses as appendices; if choosing this option, please ensure that reference to the relevant appendix number is given in the space provided below each question and that the appendices themselves are clearly marked, e.g. Appendix 1 – Response to B1*

**B1 Experience**

Please provide suitable case studies of previous similar projects undertaken by your organisation that you believe best demonstrate your ability to deliver to the requirements as detailed at Section 6 of this RFQ. You should make reference to the contracting organisation(s); contract scope (including a detailed description of the scope of services provided); contract duration (including start and finish dates); contract value and an outline of the outcomes achieved. Client contact details should also be provided to enable STH to take up references.

Please enter your response here:

**B2 Expertise**

Please provide brief details of your organisation including the experience of the workforce that you are proposing to commit to this piece of work in delivering projects similar to that of the requirements as detailed at Section 6 of this RFQ.

Please enter your response here:

**B3 Proposal & Timeframe**

Please provide details of how you propose to deliver the requirements as detailed at Section 6 of this RFQ.

Your response should include:

* Introduction including your understanding of the requirements
* Your proposed approach and methodology including timescales and your ability to meet the start and completion deadlines
* The outputs you propose to deliver and how you will measure these.
* A draft timeframe for each task with an anticipated end date for full completion.

Please enter your response here:

**B4 Assumptions and Exclusions (Not scored)**

Please provide details of **all** *assumptions* **and** *exclusions* including any assumptions that you have made about client input into this piece of work (highlighting expected client involvement including client time and client resource commitment).

Please enter your response here:

**B5 Added Value**

Please submit details of any added value that you can bring to the quotation requirements at no additional cost.

Please enter your response here:

**B6 Business Continuity**

Please provide describe your business continuity plan to ensure that the project remains on track regardless of whether you lose key members of staff as a result of illness or other assignments.

Please enter your response here:

**SECTION 9 PRICING SCHEDULE**

Bidders are required to complete the following table. Prices quoted in the Request for Quotation shall be in UK Sterling and exclusive of VAT. VAT shall be applied at the appropriate rate ruling at the date of any invoice. Price below includes all materials, labour and equipment required to undertake the work.

Rates and prices in this schedule shall be fixed for the duration of the contract.

Where milestone payments are proposed, these should be indicated in the table below:

|  |  |  |
| --- | --- | --- |
| Key Deliverables | Proposed Milestone | |
| Days to complete | Payment (£) |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
| **Total** | **£……………….** | |

On the page that follows please provide summary of your fees (clearly indicating time commitment; skill levels and rates of the committed personnel) that you anticipate will be necessary to meet the requirement as set out at Section 6 of this RFQ.

Rates shall be based on an eight (8) hour working day (excluding breaks) and shall be inclusive of travel and related expenses. These may be outside of ‘office hours’

All prices are to be in UK Sterling and exclusive of VAT which will be applied at the appropriate rate ruling on the date of any invoice.

*\* No additional fees will be considered unless these are clearly stated within your proposal.*

SECTION 10 FORM OF OFFER

### SHEFFIELD TEACHING HOSPITALS NHS FOUNDATION TRUST

(hereinafter called “The Trust”)

##### FORM OF OFFER FOR TENDER – STH Tender No

--------------------------------------------------------------------------------------------------- the Offeror

of ---------------------------------------------------------------------------------------------------------------

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**Agrees:**

That this Offer and any contract arising from it shall be subject to the Terms of Offer, NHS Conditions of Contract and Supplementary Conditions of Contract issued with the invitation to Offer; and

To supply goods/services of the exact quality, sort and price specified in the Offer Schedule in such quantities to such extent and at such times and locations as ordered.

#### Certificate of Canvassing

I/We hereby certify that I/We have not canvassed or solicited any member, officer or employee of the Trust in connection with the award of this Tender or any other Tender or proposed Tender for the services and that no person employed by me/us or acting on my/our behalf has done any such act.

I/We further hereby undertake that I/We will not in the future canvass or solicit any member, officer or employee of the Trust in connection with the award of this Tender or any other tender or proposed Tender for the Services and that no person employed by me/us or acting on my/our behalf will do any such act.

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## Certificate of Bona Fide Tender

The essence of tendering is that the client shall receive bona fide Competitive Tenders from all firms tendering. In recognition of this principle, I/We certify that this is a bona fide Tender, intended to be competitive, and that we have not fixed or adjusted the amount of the Tender with any other person. I/We also certify that we have not done and we undertake that we will not do at any time any of the following acts: -

1. Communicating to a person other than the person calling for these Tenders the amount or approximate amount of the proposed Tender.

2. Entering into arrangement or agreement with any other person that s/he shall refrain from tendering or as to the amount of any Tender to be submitted.

3. Offering or paying or giving or agreeing to pay or give any sum of money or valuable consideration directly or indirectly to any person for doing or having done or causing or having caused to be done in relation to any other Tender or proposed Tender for the said work any act or thing of the sort described above.

In this certificate, the word "person" includes any persons and any body or association, corporate in unincorporate; and "any agreement or arrangement" includes any such transaction, formal or informal, and whether legally binding or not, and the plural includes the singular.

## Certificate as to Collusive Tendering

The essence of selective tendering is that the Trust shall receive bona fide competitive Tenders from all persons tendering. In recognition of this principle:

I/We certify that this is a bona fide Tender, intended to be competitive and that I/We have not fixed or adjusted the amount of the Tender or the rates and prices quoted by or under or in accordance with any agreement or arrangement with any other person.

I/W also certify that I/We have not done and undertake that I/We will not do at any time any of the following acts:

(a) Communication to a person other than the Trust the amount or approximate amount of my/our proposed Tender (other than in confidence in order to obtain quotations necessary for the preparation of the Tender for insurance).

(b) Enter into any agreement or arrangement with any other person that s/he shall refrain from tendering or as to the amount of any tender to be submitted.

(c) Offer or agree to pay or give any sum of money, inducement or valuable consideration directly or indirectly to any person for doing or having done or causing or having caused to be done in relation to any other Tender or proposed Tender for the Service any act or omission.

**Non-Collusion Certificate**

I/we the undersigned, in submitting the accompanying tender do hereby make the following statement that I certify to be true and complete in every respect:

1. this tender is made in good faith and is intended to be genuinely competitive, and that I understand that the accompanying tender will be disqualified if this Certificate is found not to be true and complete in every respect;
2. I am authorised by the Tenderer to sign this Certificate, and to submit the accompanying bid, on behalf of the Tenderer;
3. each person whose signature appears on the accompanying tender has been authorised by the Tenderer to determine the terms of, and to sign, the tender, on behalf of the Tenderer;
4. for the purposes of this Certificate and the accompanying tender, I understand that the word "competitor" shall include any individual or organisation, other than the Tenderer, whether or not affiliated with the Tenderer, who:
   * + - 1. has been requested to submit a tender in response to this call for tenders; or
         2. could potentially submit a tender in response to this call for tenders, based on their qualifications, abilities or experience;

and that the words “consultation, communication, agreement or arrangement” include any such transaction, whether or not legally binding, formal or informal, written or oral.

1. the Tenderer discloses that *(delete whichever of the following paragraphs (a) or (b), is not applicable)*:
   * + - 1. the Tenderer has arrived at the accompanying tender independently from, and without consultation, communication, agreement or arrangement with, any competitor;

*or*

* + - * 1. the Tenderer has entered into consultations, communications, agreements or arrangements with one or more competitors regarding this call for tenders, and the Tenderer discloses, in the attached document(s), complete details thereof, including the names of the competitors and the nature of, and reasons for, such consultations, communications, agreements or arrangements;

1. in particular, without limiting the generality of paragraphs 5 (a) or (b) above, there has been no consultation, communication, agreement or arrangement with any competitor regarding:
   * + - 1. prices;
         2. methods, factors or formulas used to calculate prices;
         3. the variation or the withdrawal of a tender after it has been submitted;
         4. the intention or decision to submit, or not to submit, a tender;
         5. the submission of a tender which does not meet the specifications of the call for tenders; or
         6. the intention or decision to submit, or not to submit, a tender in relation to any future call for tenders;

except as specifically disclosed pursuant to paragraph 5(b) above (where applicable);

1. in addition, there has been no consultation, communication, agreement or arrangement with any competitor regarding the quality, quantity, specifications or delivery particulars of the products or services to which this call for tenders relates, except as specifically authorised in writing by the Tendering Authority or as specifically disclosed pursuant to paragraph 5(b) above (where applicable);
2. the terms of the accompanying tender have not been, and will not be, knowingly disclosed by the Tenderer or any of its agents, consultants or employees, directly or indirectly, to any competitor, prior to the date and time of the official tender opening, or of the awarding of the contract, whichever comes first, unless otherwise required by law or as specifically disclosed pursuant to paragraph 5(b) above (where applicable);
3. the Tenderer has not paid, given, or offered to pay or give any money or other valuable consideration directly or indirectly to any competitor for doing or having done or causing or having caused to be done in relation to this tender, any act or thing of the sort described in paragraphs 6, 7 or 8 above;
4. the Tenderer has not been paid, been given or agreed to accept any money or other valuable consideration directly or indirectly by or from any competitor for doing or having done or causing or having caused to be done in relation to this tender, any act or thing of the sort described in paragraphs 6, 7 or 8 above;

1. I/we understand that if the Tenderer has done, or caused to be done in relation to this bid any act or thing of the sort described in paragraphs 6, 7, or 8 above, this could give rise to an infringement of Chapter I of the Competition Act 1998 and/or section 188 of the Enterprise Act 2002; and
2. I/we have read and I understand the contents of this Certificate, and I understand that knowingly making a false declaration on this form may result in legal action being taken against me.

**Signed:** .................................…....…….…......... **Date:** ...........……..…...........…….....

**Position:** .............................................……….. **Name**: .………..……………………………

**For and on Behalf of:** ………………………………………………………………………………………………….

**Tel:** .................….......….…..**E-Mail**: ………….………………………….