16th January 2017

Dear Bidders,

**Request for Quotation: Delivery of a health and wellbeing Leadership training programme, Communities of Practice and a Pan-London Engagement Events**

**RFQ Reference: PRJ390**

I am writing to you on behalf of Haringey Clinical Commissioning Group (the CCG). We currently have a requirement for the delivery of a Health and Wellbeing training programme**. NB Running in parallel is a workplace health ambassador training project for which a separate procurement is being conducted.** The details to the Health and Well-being Programme and further information on the Ambassadorship Training are set out in the Annex A to this RFQ letter.

We need our chosen supplier to commence the work in the week commencing [insert the date] and finish the work in March/April 2017.

Please note the attached (Annex B) NHS Terms and Conditions for the Supply of Services will apply to any contract awarded as a result of this quotation exercise.

If you are interested in quoting for this requirement, please reply with a ‘bid response document’ to the following email box [clinical.procurement@nelcsu.nhs.uk](mailto:clinical.procurement@nelcsu.nhs.uk) **by 12:00noon on 30/01/2017** with the following information:

* Full name and address of supplier, our reference number and your contact details;
* Details of services to be supplied including details in response to the requirements set out in the Annex A / the evaluation criteria to this letter and a referee (preferably public sector);
* Expected delivery / start / finish date, and a project time table;
* Total price excluding VAT (Annex C);
* Confirmation of acceptance of the terms and conditions of contract (Annex B);
* Annex D – Conflict of Interest Declaration.

Bidders may seek clarification on the RFQ document up to 20th January 2017.

The CCG is seeking quotations from a number of suppliers. The following criteria will apply to the selection of the successful supplier:

| # | Evaluation Criteria | | Weight |
| --- | --- | --- | --- |
| **1** | **Proposed Approach** | | **60%** |
|  | 1.1 | Clarity of approach and facilitation of aspects of the programme | 10% |
|  | 1.2 | Capacity to undertake the work in the timelines required | 10% |
|  | 1.3 | Proven experience and capability in the area of prevention / workplace health training programmes | 20% |
|  | 1.4 | Approach and experience with leadership / engagement with NHS workforce | 10% |
|  | 1.5 | Established methods for evaluation, reporting and sharing learning | 10% |
| **2** | **Price** |  | **40%** |
|  | **Proposed Approach + Price** | | **100%** |
|  |  | |  |

|  |  |  |
| --- | --- | --- |
| **Score** | | **Definition** |
| 0 | Non-compliant | No response or partial response and poor evidence provided in support of it.  Does not give the commissioner confidence in the ability of the Bidder to deliver the Contract. |
| 1 | Weak | Response is supported by a weak standard of evidence in several areas giving rise to concern about the ability of the Bidder to deliver the Contract. |
| 2 | Minor reservations | Response is supported by a satisfactory standard of evidence in most areas but a few areas lacking detail/evidence giving rise to some concerns about the ability of the Bidder to deliver the Contract. |
| 3 | Good | Response is comprehensive and supported by good standard of evidence. Gives the commissioner confidence in the ability of the Bidder to deliver the contract. Meets the Commissioner’s requirements. |
| 4 | Very good | Response is comprehensive and supported by a high standard of evidence. Gives the Commissioner a high level of confidence in the ability of the Bidder to deliver the contract. Exceeds the commissioner’s requirements in some respects. |
| 5 | Excellent | Response is very comprehensive and supported by a very high standard of evidence. Gives the Commissioner a very high level of confidence the ability of the Bidder to deliver the contract. Exceeds the Commissioner’s requirements in most respects. |

**The Quotation must be submitted in a PDF format, with pricing submitted in a separate file Quotations received after the above date and time may not be considered.**

*It would be appreciated if you could advise,* within 3 days of receiving this RFQ*, if you intend to submit a bid or your reasons for not submitting a bid.*

If the panel feels at any point that there is not sufficient evidence to score a bidder on any evaluation point then they may, at their discretion, seek clarification from any and all bidders. Bidder clarifications will at all times take account of the commercial confidence of bidders.

If a bidder scores a ‘0’ on any sub-section then they may be eliminated at the discretion of the panel, dependent on how service critical the panel deems that sub-section to be. If a bidder scores ‘0’ on an entire section of the evaluation, the bidder will be automatically eliminated from any further evaluation.

The pass-mark for the qualitative evaluation (Questions 1.1 – 1.5) element is **50%**. (which will constitute an overall total percentage score in the qualitative section of 30% in relation to the overall percentage score quality and price of 100%). NB. A bidder **MUST** attain this score overall in the qualitative section regardless of price otherwise their bid will be rejected. This process ensures that NEL Commissioning Support Unit and Haringey CCG attain a minimum acceptable service quality

In the event of a tie (where two or more top scoring Bidders had the same total weighted score including both approach and price), the CCG will select from amongst those Bidders, the submission of the Bidder with the highest weighted score for ‘proposed approach’

Your response must be valid for acceptance for 90 days from the deadline for receipt of quotations. Your response constitutes an offer and if Haringey CCG accepts that offer then a legally binding contract will exist between us.

Respondents accept that the Healthy London Partnership & Haringey CCG are subject to the Freedom of Information Act and government transparency obligations which may require these aforementioned organisations to disclose information received from you to third parties.

This RFQ letter and your response do not give rise to any contractual obligation or liability unless and until such time as Haringey CCG issues a letter referencing this Request for a Quotation with a signed contract and a valid Purchase Order number accepting your quotation. Haringey CCG does not make any commitment to purchase and shall have no liability for your costs in responding to this Request for a Quotation.

## Canvassing and contacts

Bidders shall not in connection with this Procurement:

* Offer any inducement, fee or reward to any officer or employee of NELCSU, Healthy London Partnership or Haringey CCG or any person acting as an advisor to NELCSU, Healthy London Partnership or Haringey CCG in connection with this Procurement
* Do anything which would constitute a breach of the Bribery Act 2010
* Canvass any of the persons referred to above in connection with the Procurement

No attempt should be made to contact NELCSU, Healthy London Partnership or Haringey CCG staff, except the Project Team, or to contact NELCSU /Healthy London Partnership/ Haringey CCG advisers or other NHS/DoH bodies as part of the procurement process. Any enquiries made to persons other than the NEL Commissioning Support Unit Project Team will be regarded as prima facie evidence of canvassing.

## Conflicts of interest

In order to ensure a fair and competitive procurement process, Haringey CCG requires that all actual or potential conflicts of interest that a potential bidder may have are identified and resolved to the satisfaction of the CCG.

Potential Applicants should notify the CCG of any actual or potential conflicts of interest in their response to the RFQ. If the potential bidder becomes aware of an actual or potential conflict of interest following submission of the application it should immediately notify the CCG by completing the Conflict of Interest form (see Annex D) for this procurement. Such notifications should provide details of the actual or potential conflict of interest.

If, following consultation with the potential bidder or bidders, such actual or potential conflict(s) are not resolved to the satisfaction of the CCG, Haringey CCG reserves the right to exclude at any time any potential Applicants(s) from the Procurement process should any actual or potential conflict(s) of interest be found by the CCG to confer an unfair competitive advantage on one or more potential bidder(s), or otherwise to undermine a fair procurement process.

Examples of potential conflicts of interest are (without limitation) as follows:

* A Bidding organisation, or any person employed or engaged by or otherwise connected with a Bidding organisation, is currently carrying out any work for the CCG, NHS England and/or the Department of Health (DH), or has done so within the last six (6) months;
* A Bidding organisation is providing services for more than one Potential Bidder, in respect of this Procurement.

The ‘Conflict of Interest Declaration’, provided in Annex D, must be completed by an authorised signatory, in his / her own name, on behalf of the Bidding organisation and attached in response to this section of this RFQ.

The CCG should be immediately notified, in the event that any actual or potential conflict of interest comes to a potential Bidder’s attention at any time following the submission of the potential Bidder’s ‘Conflicts of Interest Declaration’ and bid documents.

If you have any queries about this letter or the requirement, please contact the under signed at [clinical.procurement@nelcsu.nhs.uk](mailto:clinical.procurement@nelcsu.nhs.uk)

If you are unable to meet this requirement or are otherwise not intending to provide a quote, I would be grateful if you could let me know as soon as possible.

Yours sincerely,

Darren Lewis

Procurement Manager

NEL Commissioning Support Unit

**Annex A**

**Specification / Project Brief**

**For**

**Delivery of a health and wellbeing Leadership training programme, Communities of Practice and a Pan-London Engagement Events**

Section A –

|  |  |
| --- | --- |
| **1. Statement of Work (SoW) Summary** | |
| SoW Number and Title | **Prevention**- Workplace Health – Communities of Practice, Master classes, Leadership and Wider Engagement Event |
| Date Work Requested | 30 November |
| Proposed start date | January 2017 |
| Proposed end date | September 2017 |
| Invoicing Reference Numbers **(to be quoted on all invoices)** |  |
| Completed Section B Due – Date & Time |  |

|  |  |  |
| --- | --- | --- |
| **2. Requirement Context** | | |
| Background / Summary/Requirement | | **Summary**  Healthy London Partnership’s Prevention Programme is leading a workplace health programme aiming to “Make work a healthy place to be” for Londoners.  Workplace health is one of 4 Prevention work streams that set out to support the NHS in improving the health and wellbeing of its workforce, and to become a leading employer for workplace health in London. The programme sets out to achieve this by working across the London system by:   * Connecting workplaces to develop and share best practice- by working communities, events and publications * Developing resources and infrastructure for engaging with staff and creating a “social movement” toward a culture that supports health and wellbeing * Developing and delivering training for staff such as health and wellbeing ambassadorship training * Working with General Practice to shape a London approach to staff health and wellbeing, using digital tools to enable conversations and share resources * Promoting the London Healthy Workplace Charter- working in close partnership with the Greater London Authority and Public Health England in providing workshops to support commissioner and provider sign-up. * Influencing policy, strategy and contractual developments to underpin workplace health across the system * Support regional implementation of STP prevention & workplace health initiatives * Creating a comparable baseline of health and wellbeing data across London to inform decision making   Expected outcomes of the following support include:   * An improved NHS workplace health and wellbeing offer for staff resulting in: reduced sickness absence and increased productivity and wellbeing of the workforce. * Increased executive support and leadership for workplace health * Increased frontline leadership, skills and support creating culture and behaviour change for workplace wellbeing * Increased collaboration across all levels in organisations for addressing workplace health * Increased use of health and wellbeing data to inform activity planning and evaluation * City-wide NHS sign-up to the London Healthy Workplace Charter * Strengthened strategy, infrastructure and policies embedding workplace health   The *NHS Five Year Forward View* challenges the NHS to become a better employer by supporting the health of its frontline staff and calls for NHS employers to actively create ‘social movements’ for positive change within their workplaces.  It also sets out how the health service needs to change, arguing for a more engaged relationship with patients, staff and wider communities:  ‘Collectively and cumulatively [these actions] and others like them will help shift power to patients and citizens, strengthen communities, improve health and wellbeing, and – as a by-product – help moderate rising demands on the NHS’..  Sustainability and Transformation Plans (STPs) embed planned action supporting workplace health. London’s commissioners have included workplace health as a priority in each of the STPs. The National Health and Wellbeing CQUIN provides a financial incentive for NHS trusts to improve their workplace health and wellbeing offer, an opportunity to address the biggest causes of sickness absence: mental health and musculoskeletal problems.  The Mayor’s Health Inequalities Strategy includes mental health as one of the top 3 priorities. This work is further supported by Thrive London, a programme that includes a focus on mental wellbeing at work. *Better Health for London* outlined the importance of workplace health in reducing sickness absence and improving economic productivity. The promotion of good physical and mental health should be at the forefront of the NHS, as one of the largest employers in the world and London.  HLP’s Prevention Programme has partnered with the Greater London Authority, Public Health England, CCGs, hospital charities, Academic Health Science Networks, NHS trusts and Health Education England to support commitment to the London Healthy Workplace Charter and improve workplace health.  **Requirements**  Healthy London Partnership is seeking to commission leadership expertise and resources to deliver specific activities and contribute to the development of all aspects of the workplace health programme. The required support is needed over January to September and includes:.   1. **Leadership capacity and capability building expertise**:   Consultation on the development of the Workplace Health and Wellbeing ambassadorship training- working with the commissioned provider and stakeholder steering group throughout the design, delivery and evaluation of the pilot. This includes development of any guidance/resource materials and consulting on local organisations approach to leadership development.  Consultation on the HealthWorks digital project: Working with General Practice stakeholders and commissioned provider to steer development and delivery of the approach in order to engage with staff to develop a voice, comparable baseline for health and wellbeing, prioritise needs and generate/share ideas for improving workplace health.   1. **Pan London systems leadership event:**   Design and convene a pan-London event that brings together system leaders for workplace health and wellbeing to: celebrate collaborative achievements and policy developments, showcase best practice, workshop top themes such as smoke free trusts, and create a stretch narrative and approach across the system for onward change.  This would be developed in partnership with a number of stakeholder groups such as: Social Partnership sub group, Hospital Charities and include strands for general practice. The event would need to encompass participation from executive through to frontline staff and promote equality and diversity.  The required support would include provision of and briefing for key-note speakers, event management, venue, catering and comms strategy & materials, scoping/planning meetings with steering and stakeholder groups, agenda development, delegate packs, delivery of the event, evaluation and recommendations report. HLP can support with engagement and marketing.   1. **Facilitation and local capacity building**   To enable start-up of London communities of practice wanting to respond to local need an interest for workplace health improvement. This support may include: scoping, marketing, hosting and facilitating initial groups, developing evaluation materials and approach.  Deliver a small number of leadership initiatives master classes, action learning sets and coaching as emerging from programme development to support those taking a leadership position within workplace health either as ambassadors or as part of their job role   1. **Project management and reporting**   As the work spans the breadth of the programme, a strong project management focus will be important to ensure the programme is able to meet milestones and objectives. Regular reporting to HLP and/or commissioned providers will be required, as well as preparation of materials for our governance processes and wider stakeholder groups. This may include attendance at the Prevention board (approx. June).  **Further background information:**  **Ambassadorship Training**  <https://www.contractsfinder.service.gov.uk/Notice/38702c67-c422-49b8-b7e5-e10ee8790b87>  HLP are commissioning a provider for an ambassador training programme aimed at capacity and capability building. Giving employees and line manager’s specific skills to support lifestyle change linked to areas such as smoking, alcohol, activity, nutrition as well as mental health and wellbeing. This training needs to be expanded to include specific support for staff to act as advocates for workplace health, improving their own health choices and being supported to act effectively as a local system change leader.  **CoP**  A Community of Practice is a network of individuals with common problems or interests who get together to explore ways of working, identify common solutions, and share good practice and ideas. A CoP approach is already being used across the NHS in London improve patients safety e.g. medicines or through an online platform supporting Making Every Contact count. However, a CoP approach for workplace health will be new. HLP is keen to ensure that these support staff from across primary and secondary care, mental health and social care. The CoP will underpin a wholesystems approach to workplace health with multi-provider and multidisciplinary cohorts of staff involved.  The communities formed should be a resource for those staff that have a professional relationship with workplace health, are recognised ambassadors or volunteers for health in their workplace. They should operate according to existing evidence and learning on CoP, incorporating key features such as:  **The Domain** – The area of interest or learning the group wish to tackle.  **The Community-** The wider community that needs to be engaged with and are interested to inform the topics of learning.  **The Practice** – The practice and action that the group are looking to design and develop. |
| Key Skills and Experience | The successful bidder will be able to demonstrate:   * A reputation for developing system leaders and co-producing initiatives across the health system * Experience in managing pan-London events in a collaborative approach with a wide network of stakeholders from scoping through to evaluation. * Strong networks across the system, including: access to high levels Key note speakers, leadership networks and NHS staff of all levels * Knowledge of CoP and using co-design as a way of creating networks or programmes of learning. * Expertise in facilitating a range or learning and leadership development forums such as: action learning sets, health coaching, workshops. * A good track record of project management and reporting * A comprehensive approach to evaluation including qualitative and quantitative data that clearly draws out impact and benefits including financial appraisal * A strong track record in thematic report writing and development of communications tools in a variety of formats eg powerpoint, infographic. |
| Details of Support / Key Activities/Schedule | **Timeframes**  **Lead: January to March**   * Feedback and kick off session (Januiary 2017) * Attendance at project steering groups and design sessions * Agree additional leadership faciliation support, agree project plans * Development of support materials and workshop sessions * Local consultaiton with organisations participating in Ambassadorship programe * Scoping/engagment for Communities of practice * Scoping, event planinng and management including consulation with all stakeholder groups and keynote speakers   **Delivery – April to June**   * Delivery Pan-London Event * Delivery of group sesssions/workshops package * Steering delivery of HealthWorks * Steering delivery of Ambassadorship programme (may include second wave post June)   **Evaluation: July to Sept**   * Evaluation of pan-London event and report writing including recommendations and next steps * Evaluation/case study for communities of practice * Contributing to evaluation reports for Ambassadorship and HealthWorks   **Project Management (Jan to Sept)**   * Weekly/fortnightly (TBC) status updates with Project Manager (email/phone) * Monthly reporting for HLP- on delivery * Update progress at Prevention Board- (June TBC) * Faciliate a HLP blue sky session focussed on leadership and strategic direction of the programme. |
| Anticipated Benefits (financial / non-financial) | * London’s NHS organisations achieve increased frontline and executive leadership and action for workplace health and wellbeing * Increased evidence of cross-organisation and cross system working to improve workplace health and wellbeing by takcling culture, practice, policy, strategy, and developing an evidence base. * Sustainable traning models are delivered across the NHS resulting in increased capacity within organisations to improve workplace health * Shared best practice and idea generation across London including diverse population inform decision-making and action for workplace heath |

**Annex B**

**NHS Terms and Conditions for Supply of Services**





**Annex C**

**Financial Submissions**

***Financial Envelope - The financial envelope available for this work is not prescribed.***

Bidders must provide a breakdown of the total cost here (please note that there should be no heading entitled miscellaneous).

|  |  |
| --- | --- |
| Breakdown of all Cost | Cost (£) |
| **Breakdown of all costs** |  |
| Staff and Exec / Senior training package (broken down by key task) |  |
| Administration costs/expenses (broken down by category) |  |
| **Total** |  |

All costs must be inclusive of travel and related expenses to the Base location. An estimate of the overall costs for expenses must be submitted to enable comparison of bids on an equal basis.

All prices exclude VAT.

***If submitting*** your proposal as a pdf document, please submit your prices in a separate file.

NEL Commissioning Support Unit on behalf of Haringey CCG name, is requesting that bidders submit a breakdown of total cost for all the work / services as detailed in the Service Specification.

## Expenses

## Any expenses claimed will be:

* Reasonably and necessarily incurred as a result of carrying out the contracted services, with due regard to economy.
* Be detailed separately on the invoice and accompanied by the relevant receipts
* Have been agreed in advance with the CCG.
* Travelling time to the CCG(s) premises is non-chargeable.

### Reimbursement of expenses will be at cost and should be in line with the [NHS Agenda for Change standard Rates identified below or at travel and subsistence rates identified by the Provider by the CCG] (please delete as appropriate)

* Actual rail travel costs based on standard class travel

**ANNEX D**

**Declaration of conflict** **of interests**

**(Bidders/Contractors)**

**Project Name: PTJ390 Delivery of a health and wellbeing Leadership training programme, Communities of Practice and a Pan-London Engagement Events**

**NHS Haringey Clinical Commissioning Group** **Bidders/potential contractors/service providers declaration form: financial and other interests**

This form is required to be completed in accordance with the CCG’s Constitution, and s140 of the NHS Act 2006 (as amended by the Health and Social Care Act 2012) and the NHS (Procurement, Patient Choice and Competition) (No2) Regulations 2013 and related guidance

**Notes:**

* All potential bidders/contractors/service providers, including sub-contractors, members of a consortium, advisers or other associated parties (Relevant Organisation) are required to identify any potential conflicts of interest that could arise if the Relevant Organisation were to take part in any procurement process and/or provide services under, or otherwise enter into any contract with, the CCG, or with NHS England in circumstances where the CCG is jointly commissioning the service with, or acting under a delegation from, NHS England. If any assistance is required in order to complete this form, then the Relevant Organisation should contact [*specify*].
* The completed form should be sent to [*specify*].
* Any changes to interests declared either during the procurement process or during the term of any contract subsequently entered into by the Relevant Organisation and the CCG must notified to the CCG by completing a new declaration form and submitting it to [*specify*].
* Relevant Organisations completing this declaration form must provide sufficient detail of each interest so that the CCG, NHS England and also a member of the public would be able to understand clearly the sort of financial or other interest the person concerned has and the circumstances in which a conflict of interest with the business or running of the CCG or NHS England (including the award of a contract) might arise.
* If in doubt as to whether a conflict of interests could arise, a declaration of the interest should be made.

Interests that must be declared (whether such interests are those of the Relevant Person themselves or of a family member, close friend or other acquaintance of the Relevant Person), include the following:

* the Relevant Organisation or any person employed or engaged by or otherwise connected with a Relevant Organisation (Relevant Person) has provided or is providing services or other work for the CCG or NHS England;
* a Relevant Organisation or Relevant Person is providing services or other work for any other potential bidder in respect of this project or procurement process;
* the Relevant Organisation or any Relevant Person has any other connection with the CCG or NHS England, whether personal or professional, which the public could perceive may impair or otherwise influence the CCG’s or any of its members’ or employees’ judgements, decisions or actions.

**Declarations:**

|  |  |
| --- | --- |
| Name of Relevant Organisation: |  |
| Interests | |
| **Type of Interest** | **Details** |
| Provision of services or other work for the CCG or NHS England |  |
| Provision of services or other work for any other potential bidder in respect of this project or procurement process |  |
| Any other connection with the CCG or NHS England, whether personal or professional, which the public could perceive may impair or otherwise influence the CCG’s or any of its members’ or employees’ judgements, decisions or actions |  |

|  |  |  |
| --- | --- | --- |
| **Name of Relevant**  **Person** | [*complete for all Relevant Persons*] | |
| **Interests** | | |
| **Type of Interest** | **Details** | **Personal interest or that of a family member, close friend or other acquaintance?** |
| Provision of services or other work for the CCG or NHS England |  |  |
| Provision of services or other work for any other potential bidder in respect of this project or procurement process |  |  |
| Any other connection with the CCG or NHS England, whether personal or professional, which the public could perceive may impair or otherwise influence the CCG’s or any of its members’ or employees’ judgements, decisions or actions |  |  |

**Form Completion**

|  |  |
| --- | --- |
| **I declare that to the best of my knowledge and belief, the above information is complete and correct. I undertake to update as necessary the information. I understand that the information will be used in the evaluation process to assess my organisation’s suitability to be included in the tender evaluation process, and that giving false information may result in my organisation being disqualified from the process, at this or whatever stage it becomes known to the Commissioners.** | |
| **Signed:** |  |
| **Name:** |  |
| **Position:** |  |
| **Bidder:** |  |
| **Date:** |  |