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**Invitation to Quote**

**Instructions & Requirements Document**

**NHS England and NHS Improvement Commercial**

FutureNHS Calendar and Events

**Document owner:** Commercial & Procurement Team, NHS England and NHS Improvement

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This document sets out the process for obtaining quotations for Goods and Services **up to £115,000**.

Introduction

###### This Invitation to Quote (ITQ) has been prepared by NHS England (the ‘Authority’). The Authority is looking for a Supplier for the provision of calendar and events functionality to be built into and provided by the new FutureNHS platform. The length of the contract is expected to last until 31 March 2023. A full description of the requirement is found in section 3.

###### 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:

* **2. Instructions**
  + Project Team Details
  + Timeline
  + Supplier Clarification Question process
  + Evaluation Criteria
  + Scoring
* **3. The Requirement:**
  + Background Information
  + Standards and Service Specification
  + Essential Skills Deliverables
  + Deliverables
  + Proposed Terms and Conditions
* **4. Responding to the ITQ**
  + Bidders Details
  + Further Bidder Information
  + Bidders Response

1. Instructions

Project Team Details and Contract Lead

|  |  |
| --- | --- |
| Name of Team | FutureNHS |
| Name and Title of Contract Lead | Ben Whitfield-Heap, Product Manager |

Timeline

|  |  |
| --- | --- |
| **Item** | **Date** |
| ITQ Release Date & Issue on Contract Finder\* | 30/08/2022 |
| ITQ Clarification Deadline | 06/09/2022 |
| ITQ Closing Date | 13/09/2022 – 12noon |
| Estimated Award Date | 23/09/2022 |
| Estimated Contract Commencement Date | 26/09/2022 |

The timeline is indicative and may be subject to change.

Supplier Clarification Question Process

All clarification questions relating to this ITQ must be submitted via the procurement portal route (Atamis) within 3 calendar days of receiving the ITQ. 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;

|  |  |
| --- | --- |
| **Section** | **Weighting (%)** |
| Technical/Quality | 60 |
| Sustainability and Social Value | 10 |
| Commercial | 30 |

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

|  |  |
| --- | --- |
| **Question** | **Weighting (%)** |
| 1. Using the research documentation and prototypes shared, please describe your approach to meeting the requirements, including the outputs you will be able to deliver within the costs you have proposed. | 20% |
| 2.Using the research documentation and prototypes shared, please provide your proposed technical solution to meet the requirements. | 15% |
| 3. Please describe your proposed team to deliver the project and expected timelines. | 10% |
| 4. Please provide details of your experience that would qualify you undertake the project. | 15% |
| 5. Consider the value delivered as part of this procurement which goes wider to improvements to the economic, social and environmental well-being of the local area. How will you consider equality and diversity in the provision and operation of your services? | 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

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 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:**

|  |
| --- |
| The FutureNHS Collaboration Platform is the only virtual collaboration platform from the NHS that supports people working in health and social care to make change, improve and transform across organisations, places, and professions.    In 2021, the FutureNHS began the development of a new open-source FutureNHS platform that is currently in private beta (<https://collaborate.future.nhs.uk/>) The source code for the application can be found at [nhsengland/futurenhs (github.com)](https://github.com/nhsengland/futurenhs) and much of our research and technical documentation is shared on [nhsengland/sharing-platform-docs: Documentation related to the new FutureNHS sharing platform (github.com)](https://github.com/nhsengland/sharing-platform-docs)    Following a piece of research and prototyping on allowing groups on the platform to be able to organise events for their members, the team are now looking to build this into the product. |

**Standards and Service Specification:**

|  |
| --- |
| All development must be done alignment with the [NHS service standard - NHS digital service manual (service-manual.nhs.uk)](https://service-manual.nhs.uk/standards-and-technology/service-standard).  Conform to cyber security best practice during design, development as specified by the National Cyber Security Centre.  Quality of service requirements:   * 80%+ unit test coverage * Integration with Azure Monitor's Application Insights * Must develop own deployment scripts and pipeline * Pipelines must check unit test coverage * Secrets stored in key vault   All work-in-progress must be integrated with the Main branch at least once a day, with pull requests submitted each time a user story is completed. Our goal is to assure the code in Main is always in a deployable state, thus quality gates should be used to assure our quality metrics have been met. We aim to keep our feedback loops short and thus look to deploy all updates as soon as possible. To this end, we would anticipate your Software Development Life Cycle includes the use of Feature Flags to control releases and we have in place policies/mechanisms to control and manage the number in use at any one time.  All build, gated checks and deployment steps should be both automated and auditable with User Stories easily mapped to builds so we can understand which user stories have been mapped to which environments.  In order to undertake any development, work a data protection impact assessment will need to be undertaken and a data sharing agreement signed between the selected Supplier and the Authority. |

**Essential Skills Deliverables:**

|  |
| --- |
| * **Experience of Microsoft Azure** * **Experience of government service assessments and working to the GOV.UK or NHS Service Standards** * **Experience of working in .NET, REACT and Next.JS** * **Experience of working with GOV.UK Notify** * **Experience of working with open-source products** * **Experience of using and developing APIs** |

**Deliverables**:

|  |
| --- |
| The supplier is expected to provide new working calendar and events feature for the FutureNHS platform that is built on the back of the work research and prototyping work that has already been undertaken.  The file **Calendar and Events User Stories.csv** details the user stories that have been identified for the calendar and events functionality and we will be looking for the supplier to use these to deliver the functionality required.  Links to prototypes can be found in the user stories and are also available here:   * [https://www.figma.com/proto/s7MhR1IPZdX38Co4k4GRSv/FINAL-Prototype S?node-id=1%3A1410](https://www.figma.com/proto/s7MhR1IPZdX38Co4k4GRSv/FINAL-Prototype%20S?node-id=1%3A1410) * <https://www.figma.com/proto/s7MhR1IPZdX38Co4k4GRSv/FINAL-PROTOTYPES?node-id=1%3A17815> * [https://www.figma.com/proto/s7MhR1IPZdX38Co4k4GRSv/FINAL-Prototype S?node-id=1%3A5737](https://www.figma.com/proto/s7MhR1IPZdX38Co4k4GRSv/FINAL-Prototype%20S?node-id=1%3A5737)   Research we have undertaken to date on Calendars and Events can be found here:   * [sharing-platform-docs/ICS-discovery.md at main · nhsengland/sharing-platform-docs (github.com)](https://github.com/nhsengland/sharing-platform-docs/blob/main/research/other/ICS-discovery.md) * [sharing-platform-docs/ICS-alpha.md at main · nhsengland/sharing-platform-docs (github.com)](https://github.com/nhsengland/sharing-platform-docs/blob/main/research/other/ICS-alpha.md)   Other platform documentation can be found here:   * [nhsengland/sharing-platform-docs: Documentation related to the new FutureNHS sharing platform (github.com)](https://github.com/nhsengland/sharing-platform-docs)   It is understood that there may be technical constraints that prevent these exact designs being used. Where this is the case, we will be able to provide updated designs based on constraints provided by the supplier.    The FutureNHS team will provide the supplier with access to the following Azure environments to undertake the work:   * Development * UAT * Prod     Access will also be provided to our Azure subscription and Github repositories. |

**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.

There are available to view on <https://www.gov.uk/government/publications/nhs-standard-terms-and-conditions-of-contract-for-the-purchase-of-goods-and-supply-of-services>.

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).

Bidders Details:

The following is an outline of what will be required and found on Atamis. Suppliers please download this Form, complete it and upload it as an attachment to your proposal on Atamis.

*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.*

|  |  |  |
| --- | --- | --- |
| ***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) sections on Atamis by downloading the attachments and reuploading once completed. **Suppliers please download this Form, complete it and upload it as an attachment to your proposal on Atamis**.

1. Quality

The questions below are for reference only and will be found within Atamis.

|  |  |  |  |
| --- | --- | --- | --- |
| **Question 1** |  | **Question % Weighting** | 20% |
|  |  | |
| Using the research documentation and prototypes shared, please describe your approach to meeting the requirements, including the outputs you will be able to deliver within the costs you have proposed. | | | |
| **Supplier Response** | | | |
| The maximum total word count for this section is 1,000 | | | |

|  |  |  |  |
| --- | --- | --- | --- |
| **Question 2** |  | **Question % Weighting** | 15% |
|  |  | |
| Using the research documentation and prototypes shared, please provide your proposed technical solution to meet the requirements. | | | |
| **Supplier Response** | | | |
| The maximum total word count for this section is 500 | | | |

|  |  |  |  |
| --- | --- | --- | --- |
| **Question 3** |  | **Question % Weighting** | 10% |
|  |  | |
| Please describe your proposed team to deliver the project and expected timelines. | | | |
| **Supplier Response** | | | |
| The maximum total word count for this section is 200 | | | |
| **Question 4** |  | **Question % Weighting** | 15% |
|  |  | |
| Please provide details of your experience that would qualify you undertake the project. | | | |
| **Supplier Response** | | | |
| The maximum total word count for this section is 500 | | | |

|  |  |  |  |
| --- | --- | --- | --- |
| **Question 5** |  | **Question % Weighting** | 10% |
|  |  | |
| Consider the value delivered as part of this procurement which goes wider to improvements to the economic, social and environmental well-being of the local area. How will you consider equality and diversity in the provision and operation of your services? | | | |
| **Supplier Response** | | | |
| The maximum total word count for this section is 200 | | | |

B) Commercial

|  |  |
| --- | --- |
| **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. **Suppliers please download the Commercials Excel Sheet, complete it and upload it as an attachment to your proposal on Atamis. Please do not add pricing here.** | | |

**C) Confirmation**

|  |  |
| --- | --- |
| **Confirmation** |  |
|  |  |
| Please provide an electronic signature with name and contact details as confirmation the detail submitted is correct and agree to the *Authorities Purchase Order Terms and Conditions in full as outlined in ‘Point 5 Further Bidder Information’*:  (If using Atamis, this shall be completed electronically) | | |
| **Supplier Response** | | |
| *Electronic Signature Insert …………..*  *Name:*  *Job Title:*  *Date:* | | |