**ITT SCHEDULE 4 – TENDER RESPONSE DOCUMENT**

**Critical Care Transfer Services Call Handling Tender**

Tenders will be evaluated in line with the methodology detailed in paragraphs 20 to 22 of the ITT Schedule 1 – Specification.

Tenderers may submit supporting information to their responses in the form of additional documentation. It is important that the Tenderer clearly identifies and cross-references any such information to the relevant item. Failure to do so could result in a lower score for that question.

**Please note that any diagrams, pictures and tables included in your responses should only be used to support your written response, as any diagrams, pictures and tables will not be included in the word count. You must only submit up to a maximum of three (3) images (including but not limited to: tables, pictures, diagrams, etc.) per question response. Any images in excess of three (3) will not be considered.**

Tenderers should note that where a word limit is stated, the Authority will consider the words up to and including the specified limit, any words thereafter in excess of the limit will be disregarded.

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| **Tenderer Name:** |  |

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| **Criteria:** | **Guidance to Tenderers and Evaluators** | **Weighting**  **%** | **Max Score Available** |
| **SERVICE DELIVERY** |  |  |  |
| **Q1** Please provide an example of where you have delivered a similar service to that described in this tender to another provider.  ***Response will be scored on a qualitative basis*** | This should include:   * An outline of when the contract was awarded * The requirements and size of the service involved and the logistics of how you manage this provision. * Your performance against their KPIs including uptime / availability of service. * How you have managed business continuity incidents. | **25** | **5** |
| **Word limit 1000 words** |  |  |  |
| Response: | |  |  |
| **Q2** Please describe your proposed service model for the provision of Critical Care Transfer Services and Paediatric Major Trauma call handling service as described in the specification. Please include a detailed description of the system you will be using, its functionality and how you intend to manage calls.  ***Response will be scored on a qualitative basis*** | As a minimum, the answer should demonstrate how your proposed service will:   * Meet the requirement of each of the Clinical Services. * Be flexible to manage the varying demands across 5 Clinical Services whilst maintaining equitable access and a high-quality service to all callers. * Handle conference calls adding in multiple participants and identifying the maximum number of participants your system can include in a conference call * Ensure that the staff supporting these services understand the similarities and differences of the Clinical Services. * Business continuity and how you would ensure service availability and uptime. * If you intend to outsource any element of the service, please describe how this will be done and what the requirement is. * How you would meet the Key Performance Indicators. * How your proposed service will manage patient confidentiality, call recordings, access to confidential information and other Information Governance requirements. | **50** | **5** |
| **Word limit 2,500 words (any Gantt/Excel plans not included in word count)** |  |  |  |
| Response: | |  |  |
| **Q3** Please describe how you will mobilise the service at the commencement of the contract including a detailed mobilisation plan to support your response. | At a minimum, please describe:   * How you would engage each of the Clinical Services to build an appropriate call management structure. * How you would transition from the current provider to your service. * A description of the anticipated timeline for this transition in either words or diagrams (e.g. Gantt chart) * How you would staff/resource this mobilisation and transition period. * Testing prior to go-live. | **25** | **5** |
| **Word limit 1000 words** |  |  |  |
| Response: | |  |  |
| **GOVERNANCE** |  |  |  |
| **Q4** Please provide details on your governance processes and demonstrate how this operates within your organisation.  Please include the relevant policies as appendices (not included in word count) | Your response should include but not be limited to specific information in respect of:   * Call recording – access control, monitoring, audit of this process * Cloud based storage * Information Commissioners Office registration * Information governance training * Safeguarding compliance * Data protection compliance * Call handler education and training * Staff management * Performance management * Incident investigation and resolution (Just culture) * Risk management * Audit * Quality Improvement | **100%** | **5** |
| **Word limit: 1,500 words** |  |  |  |
| Response: |  |  |  |
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| **WORKFORCE MANAGEMENT** |  |  |  |
| **Q5** Please describe how your organisation will ensure your workforce planning meets the requirements of the specification and the service providers | As a minimum, your response should include information relating to:   * Identification of the key groups of staff * Planned working patterns, including proposed operational rotas * % split of employee type (i.e., permanent, fixed term, interim, secondees, agency workers) * Contingency arrangements to cover planned and unplanned increases in workload * Contingency arrangements & succession planning for staff absence patterns both planned and unplanned.   **Please also attach a staffing structure chart to support your response to this question.** | **40%** | **5** |
| **Word limit: 1,500** |  |  |  |
| Response: | |  |  |
| **Q6** Please outline the initial and ongoing training and development that will be provided to staff to deliver the service as stated in the specification, including appraisal processes | Please describe the call handling and management training elements. You may use a previous/existing service as an example of how you achieve this effectively. | **25%** | **5** |
| **Word limit: 1,000** |  |  |  |
| Response: | |  |  |
| **Q7** Describe the commitment your organisation will make to ensure that opportunities under the contract deliver the following Policy Outcomes:  Improve health and wellbeing  Tackling Economic Inequality. Please ensure your commitment relates to at least two of the following benefits;  1. Demonstrate action to support health and wellbeing, including physical and mental health, in the contract workforce.  2. Influence staff, suppliers, customers and communities through the delivery of the contract to support health and wellbeing, including physical and mental health.  3. Support educational attainment relevant to the contract, including training schemes that address skills gaps and result in recognised qualifications. | Please include:  • your ‘Method Statement’, stating how you will  achieve this and how your commitment meets  the Award Criteria, and  • a timed project plan and process, including  how you will implement your commitment and  by when. Also, how you will monitor,  measure and report on your commitments/the  impact of your proposals. You should include  but not be limited to:   * timed action plan * use of metrics * tools/processes used to gather data * reporting * feedback and improvement * transparency | **35%** | **5** |
| **Word limit: 1,000** |  |  |  |
| Response: | |  |  |

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| **Criteria:**  **SUSTAINABILITY & SOCIAL VALUE** | **Guidance to Tenderers and Evaluators** | **Weighting**  **%** | **Max Score Available** | |
| **Q8** Will your organisation be working towards innovative ways to reduce their impact on the environment throughout the duration of this contract?  *Please describe the ways you intend reducing environmental impact and proposed timescales* | Your response should include a description of the changes you propose making focusing on the largest environmental impact areas over the term of the contract. | **50%** | **5** | |
| **Word Limit - 800** |  |  |  | |
| Response: |  |  |  | |
| **Q9** Please describe the activities you will undertake to ensure the physical and mental health and wellbeing of your staff. | Your response should include but not be limited to:   * how you will ensure safe and ethical working standards and conditions in the delivery of the contract with a focus on working hours and travelling in order to cover the 24 hour, 365 day requirements of this contract * Please also describe the programmes or initiatives you will provide to your workforce to support their financial wellbeing and alleviate cost of living pressures. | **50%** | **5** |
| **Word limit: 800 words** |  |  |  |
| Response: |  |  |  |