

Invitation to Tender and Instructions to Tenderers

Occupational Health Services

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NHS DIGITAL

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INVITATION TO TENDER AND INSTRUCTIONS TO TENDERERS

OCCUPATIONAL HEALTH SERVICES



Digital

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Introduction

This procurement is a further competition under Lot 2 (Occupational Health Services) of the Crown Commercial Service Occupational Health Services, Employee Assistance Programmes and Eye Care Services (RM3795).

The extent of the services is as described in the statement of requirements and pricing spread sheet. The successful potential provider in this procurement will then provide the services to NHS Digital.

The Call-Off Agreement will be for three (3) year term. The Order Form and Call-Off Agreement terms and conditions shall apply.

NHS Digital is managing this further competition in accordance with the Public Contracts Regulations 2015.

NHS Digital cannot guarantee volumes of business.

This document contains information and instructions for potential providers to submit a tender response if they wish to do so. It is not mandatory to submit a response to this invitation to tender.

Please read this document carefully as non-compliance may result in exclusion of your tender from this procurement.

NHS Digital is using an e-sourcing suite (Bravo) to manage this procurement and to communicate with all participants. No hard copy documents will be issued and all communications with NHS Digital (including the submission of tenders) will be conducted via Bravo.

Tender responses to the evaluation questions have been designed to be completed on-line in Bravo.

Procurement Timetable

The timetable below may be changed by NHS Digital at any time.

ACTIVITY	DATES & TIMES
Further competition invitation issued	1 February 2018
Deadline for clarification questions	6 February 2018 (5pm)
Deadline for the publication of responses to Tender Clarification questions	7 February 2018 (noon)
Deadline for submission of Tenders	14 February 2018 by 9:00am UK time
Commencement of Evaluation Process	15 February 2018
Issue intention to award letters/Commencement of stand still period	5 March 2018
Proposed Award Date of Contract	6 March 2018
Expected execution (signature) date for Contract(s)	12 March 2018
Expected commencement date for Contract(s)	12 March 2018

Submitting a Tender

Should you decide to submit a tender response, be advised of the following:

- It is your responsibility to ensure that a fully compliant tender is submitted.
- Allow plenty of time for the entering your responses on to the Bravo portal – do not leave it until the day of the tender submission deadline.
- No additional attachments should be submitted with a tender unless specifically requested by NHS Digital.
- Only information entered in to the Bravo portal or provided as an attachment supplied in accordance with the NHS Digital's instructions will be taken into consideration for evaluation purposes.
- Your price/rate for providing each service element must be populated in to the spread sheet provided. Each tab has provision for you to enter a total for that tab. Please enter that total on each tab. NHS Digital also requires you to add up each individual tab total to give an overall price for providing the services. It is that total price which will be used for price evaluation.
- Tender responses must be submitted in the English (UK) language.
- Answer all questions accurately and as fully as possible within any word/character limits specified.
- Where options are offered as a response to a question, select the relevant option.
- Do not answer questions by cross referring to other answers or to other materials (e.g. annual company reports located on a web site).
- NHS Digital may disregard any part of a response to a question which exceeds the specified word/character limit (i.e. the excess will be disregarded, not the whole response).
- Tenders must be received by NHS Digital before the stated deadline in the procurement timetable
- Tenders received after the stated deadline will be excluded from this procurement.
- It is your responsibility for ensuring that your tender has been successfully completed and submitted prior to the stated deadline.
- Tenders must be submitted via the Bravo portal only.
- Tenders must remain valid and capable of acceptance by NHS Digital for a period of 90 calendar days following the submission deadline.
- You must not collude with nor disclose the fact of your intention to submit a tender to other potential providers.
- NHS Digital may disclose information provided by a tenderer where there is express provision to do so in accordance with Regulation 21 (2).

Questions and Clarifications

You may raise questions or seek clarification regarding any aspect of this procurement at any time prior to the deadline for submitting questions – please refer to the procurement timetable.

All questions must be submitted using the messaging facility provided within the Bravo portal.

To ensure that all potential providers have equal access to information regarding this procurement, NHS Digital will publish its responses to questions asked and or clarifications raised.

If you wish to ask a question or seek clarification in confidence please notify NHS Digital and provide your reasons for withholding the question and any response.

If NHS Digital does not consider that there is sufficient justification for withholding the question and the corresponding response, NHS Digital will inform you. You will have an opportunity to withdraw the question or clarification. If the question and or clarification is not withdrawn, then the response will be issued to all Potential Providers.

You are responsible for monitoring the Bravo portal for any responses to questions, general clarifications or other information issued by NHS Digital relating to this procurement.

Tender Evaluation Criteria

The tender evaluation criteria and the maximum scores attributable to them is set out below.

Any award decision will be made based on the most economically advantageous bid using the following weightings.

Criteria	Sub-Criteria	Criteria Weight (%)	Sub-Criteria (%)
Quality	Delivery of core requirements (Section 2 of SoR)	60%	30%
	Delivery of mandatory requirements (Section 3 of SoR)		30%
	Service implementation (Section 3, paragraph 3.26 of SoR)		20%
	Delivery of mandatory requirements (Section 7 of SoR)		20%
Price	Total Price	40%	100%

Quality Scoring will be based upon the following:

Response	How well does the response demonstrate an understanding of NHS Digital service requirements?	Score
Non-Compliant	Poor/ No information received- does not meet requirement/ poor standard as to provide no confidence that the service will meet requirement.	0
Weak	The proposed approach fails to demonstrate an adequate understanding of NHS Digital service requirements and objectives.	25
Acceptable	The proposed approach demonstrates an adequate understanding of NHS Digital service requirements and objectives, and covers the key issues to an acceptable standard.	50
Good	The proposed approach demonstrates a good understanding of NHS Digital service requirements and objectives. It deals fully with the key issues over the life of the service	75
Excellent	The proposed approach has been tailored specifically to deliver NHS Digital service requirements and objectives, uses innovative approaches to deal comprehensively with the key issues and is likely to maximize performance.	100

Price Scoring will be based upon the following:

Price will be scored as follows:

The maximum score available for evaluated Price is 100.

This maximum score will be awarded to the tender response with the lowest evaluated price.

The remaining tender responses will receive a mark based on the amount by which their evaluated price deviates from the lowest evaluated price, and which will be calculated as follows:

$$\text{Cost Score} = n\% * \frac{(\text{Lowest Evaluated Price} * \text{Scaler}) - \text{Evaluated Price}}{(\text{Scaler}-1) * \text{Lowest Evaluated Price}}$$

Where:

Scaler = 2

A negative calculation attracts a score of zero (0%)

By way of an explanation, where the evaluated price is a multiple of the lowest evaluated price, and this multiple is greater than or equal to the scaler, it will attract a score of zero (0.0%). E.g. in the following example, where the evaluated price => 24 (which is 2 times 12, the lowest evaluated price) each occurrence scores zero (0%).

By way of an example, the evaluated score for price is calculated as follows using the scaler of 2:

Bidder	Evaluated Price	Calculated Score	Score Awarded
A	12	$34\% * \frac{[(12 * 2) - 12]}{[(2-1) * 12]} = 34.0\%$	34.0%
B	24	$34\% * \frac{[(12 * 2) - 24]}{[(2-1) * 12]} = 0.0\%$	0.0%
C	40	$34\% * \frac{[(12 * 2) - 40]}{[(2-1) * 12]} = 0.0\%$	0.0%
D	15	$34\% * \frac{[(12 * 2) - 15]}{[(2-1) * 12]} = 25.5\%$	25.5%
E	22	$34\% * \frac{[(12 * 2) - 22]}{[(2-1) * 12]} = 5.67\%$	5.67%

Where:

“12” is identified as the lowest evaluated price.

34% is the maximum score available for evaluated price.

NHS Digital reserves its right to seek clarification where it believes the evaluated price is abnormally low, and to reject tender responses where the evidence supplied does not satisfactorily account for the low level of evaluated price proposed.

For absolute clarity, only compliant tenders responses will be considered when calculating the scores for evaluated price. Non-compliant tender responses will be excluded from the evaluated price calculation.

Any award decision will be made based on the most economically advantageous bid which meets the minimum specification.

Tender Evaluation Process

The tender evaluation process is divided into the following stages, which NHS Digital may nevertheless decide to run concurrently.

Compliance/validation

NHS Digital will check each tender response to ensure it is compliant. This includes any yes/no questions which, if answered “no”, will result in that tender response being eliminated from the procurement. Any non-compliant tender responses will be excluded from the procurement at this stage.

Quality Evaluation

An evaluation panel will be convened to assess tender responses surviving the compliance stage. Each evaluator will:

- evaluate individually in isolation, without conferring with other evaluators) by applying the criteria outlined in the previous section
- allocate a mark, along with their rationale, in accordance with marking scheme explained in this document

When the independent evaluation exercise has been completed by all of the evaluators, a group consensus marking exercise will be coordinated by a consensus marker as follows:

The consensus marker will:

- review the marks allocated by the individual evaluators together with their rationale for awarding the marks
- arrange for the evaluators to meet and discuss the marks they have allocated
- facilitate discussion among the evaluators regarding the marks awarded and the related rationale
- record the consensus mark and the rationale for the consensus mark in to Bravo

The consensus process will continue until all responses have been consensus marked.

Price Evaluation

The quality score will be added to the price score to determine the final total weighted score for each surviving tender response.

Decision to Award

Following evaluation of tenders responses in accordance with the evaluation process set out in this document, the potential provider which offers the most economically advantageous tender may be awarded a Call-Off Agreement.

Where the final score achieved by multiple potential providers ranks them equally, then the potential provider with the highest score for the quality element will be deemed the winner and awarded the Call-Off Agreement.

Any award is subject to formal signature by both parties providing all pre conditions are met e.g. certificates, statements and other means of proof where potential providers may have point relied on self-certification.