



## **Invitation to submit a quote**

in relation to a contract for remote diagnostic solutions

Name of Customer: WM5G Limited

Issue date: 22<sup>nd</sup> April 2021

Return date and time: 11:00am (GMT) on 14<sup>th</sup> May 2021

Reference: 2021\_H\_RDS

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## 1 Introduction and background

- 1.1 WM5G Limited (the **Authority**) is issuing this invitation to submit a quote to parties interested in taking part in the procurement process for the appointment of a supplier to support the second phase remote diagnostic solutions programme.
- 1.2 This procurement concerns the award of a contract for services to support the second phase of remote diagnostics solutions within the Health testbed (the **Contract**) with the Authority.
- 1.3 This invitation to submit a quote contains important information regarding the intended procurement process for the Contract.
- 1.4 The Authority is a 'contracting authority' as defined in the Public Contracts Regulations 2015 (**PCR**). The funding envelope for this procurement is below the relevant threshold and therefore this invitation to submit a quote is being undertaken outside the scope of the PCR.

## 2 Description of services

- 2.1 Details of the specification are set out at Appendix 1 below. The specification, which may be amended at the Authority's discretion, will form part of the Contract. All applicants should populate their response template (as set out at Appendix 2) based on the specification set out at Appendix 1.
- 2.2 All applicants are drawn to the provisions of the Transfer of Undertakings (Protection of Employment) Regulations 2006 (**TUPE**). It is the responsibility of applicants to procure their own advice as to whether or not TUPE applies to this procurement. Notwithstanding this, applicants should note that it is the view of the Authority that TUPE will not be applicable if this procurement exercise results in the Contract being awarded. Notwithstanding the foregoing, the Authority is not liable in any way for the opinion expressed above. If applicants have a contrary view to that stated above in relation to TUPE, applicants should notify the Authority of the same prior to the deadline to submit their response template.

## 3 Evaluation process

- 3.1 Responses to this invitation to submit a quote will be evaluated in accordance with the criteria set out at paragraph 10. Only responses that comply with this invitation to submit a quote will be evaluated.
- 3.2 Responses will be subject to an initial compliance check to ensure all relevant questions have been answered and all evidence has been included (where applicable). Where information is missing, an applicant may be rejected in which case its response will not be considered further. The Authority is under no obligation to clarify any missing information with an applicant unless, at its sole discretion, it considers it reasonable and appropriate to do so.
- 3.3 Following the initial compliance check, the Authority will evaluate the response in accordance with the evaluation criteria set out in paragraph 10.3.

## 4 Timetable

- 4.1 The following timetable is provided in guideline form only and is subject to change at the Authority's discretion:

Stage	Date(s)
Specification issued	22 <sup>nd</sup> April 2021
Deadline for clarification questions	03 <sup>rd</sup> May 2021
Bid Submission Date	14 <sup>th</sup> May 2021
Presentations (if required)	19 <sup>th</sup> – 26 <sup>th</sup> May 2021
Award Announced	31 <sup>st</sup> May 2021
Contract Starts	7 <sup>th</sup> June 2021

The Authority will select a limited number of responses to presentation stage based on the initial scoring.

## 5 Instructions to applicants

- 5.1 Applicants must ensure that they submit a complete and accurate response to this invitation to submit a quote using the guidance set out in Appendix 2.
- 5.2 Applicants should answer all questions as accurately and concisely as possible. Answers should be clear and well-presented.
- 5.3 Responses and any additional sheets should be submitted in Word, Excel or PDF. All answers must be provided in the English language. Where the applicant wishes to submit translated documents, such documents must be certified translations.
- 5.4 At any time prior to the deadline for receipt of responses, the Authority may amend, add to or withdraw all or any part of this invitation to submit a quote. Any such amendments, additions, or removals will be notified to applicants to whom this invitation has been sent to.
- 5.5 **Responses, together with a copy of the applicant's most recent filed accounts, must be successfully submitted to the Authority via the bravo solutions portal no later than 11.00 (GMT) on 14<sup>th</sup> May..** Responses not received by the aforementioned deadline may not be considered by the Authority.
- 5.6 Any questions concerning this invitation to submit a quote should be submitted via the portal no later than 03<sup>rd</sup> May 2021.
- 5.7 Any queries relating to the portal must be by email to [Craig.Naughton@wm5g.org.uk](mailto:Craig.Naughton@wm5g.org.uk). Please ensure the subject line is titled 2021\_H\_RDS.
- 5.8 All responses must remain valid for a period of 90 days from the date of submission.

5.9 The Authority reserves the right to:

- 5.9.1 cancel or abandon this procurement exercise at any time at its entire discretion. The Authority accepts no liability for any losses caused by the cancellation or abandonment (or part thereof) of this procurement exercise nor any decision not to award the Contract; and/or
- 5.9.2 undertake further financial and/or technical due diligence against each applicant prior to entry into the Contract. Such due diligence may result in the Authority requesting that the applicant procures a parent company guarantee (where applicable) in favour of the Authority. Failure to provide to the Authority any information required for the purpose of undertaking this due diligence may lead to an applicant being eliminated from the procurement exercise; and/or
- 5.9.3 accept such part or parts of a tender as it decides, unless a tenderer expressly stipulates to the contrary at the time of submission of its initial tender.

5.10 The Authority reserves the right to disqualify any applicant if it becomes aware that the applicant did not qualify at the time of their response was submitted or that the applicant no longer qualifies, at any time before the formal entry into the Contract.

5.11 The Authority may require tenderers to demonstrate/present details or aspects of their tender submission to the Authority and their advisors for clarification purposes. Tenderers shall bear all costs and/or expenses incurred by tenderers associated with any such demonstration and/or presentation. Moreover, all applicants are responsible for all of their costs and expenses incurred in connection with this procurement process. Under no circumstances shall the Authority be liable for any costs or expenses borne by applicants.

5.12 No representation, warranty or undertaking, express or implied, is or will be given by the Authority or any of their agents or advisers with respect to the information contained in these instructions to applicants, including but not limited to with respect to its accuracy, adequacy or completeness.

## 6 **Contract details**

The successful tenderer will be required to enter in to the Contract for the services referred to in this document with the Authority. A draft of this contract is attached in Appendix 3

## 7 **External communications**

7.1 Prior to entry into the Contract, applicants/tenderers must not, and must procure that its employees, officers, subcontractors, representatives, agents and/or advisors do not:

- 7.1.1 make any public statement or press release which is in any way connected to this procurement exercise or suggests/represents that there is a business relationship between the Authority and/or the applicant and/or tenderer; and
- 7.1.2 use any of the Authority's trademarks, logos or other intellectual property rights; and
- 7.1.3 undertake any action, or knowingly or negligently omit to do anything, which may bring the Authority into disrepute or embarrassment.

7.2 By submitting a response to this invitation to submit a quote, applicants acknowledge and agree to the restrictions set out at paragraph 7.1 above.

8 **Specific requirements**

Not applicable

9 **FOI and data protection**

FOI

9.1 Any information submitted to the Authority may need to be disclosed and/or published by the Authority pursuant to the Freedom of Information Act 2000. The Authority may disclose information in compliance with the Freedom of Information Act 2000, any other law, or, as a consequence of judicial order, or order by any court or tribunal.

9.2 If the applicant considers that any of the information included as part of their completed response is commercially sensitive then the applicant shall identify such part and explain what harm may result from disclosure and/or publication. Notwithstanding the foregoing, the Authority may still disclose such information where it is deemed necessary.

9.3 Submission by the applicant of any material marked 'confidential' or equivalent should not be taken to suggest that the Authority accepts any duty of confidentiality by virtue of said marking.

9.4 The Authority reserves the right to publish its tender documents, contracts and data from invoices received and may, at its discretion, redact all or part of such information prior to publication.

Data Protection

9.5 The Contract will stipulate the respective roles of the Authority and the successful tenderer pursuant to the General Data Protection Regulation (2016/679) and Data Protection Act 2018. However, if the Authority is required to undertake a data protection impact assessment prior to award of the Contract, the applicant/tenderer may be required to support the Authority with such assessment.

10 **Evaluation criteria**

10.1 Responses will be subject to a two-stage evaluation process:

10.1.1 Stage 1 - Initial compliance check

10.1.2 Stage 2 - Suitability assessment

10.2 **Stage 1 - Initial compliance check**

10.2.1 Before responses are evaluated, the responses supplied will be subject to an initial compliance check to confirm:

- (a) The response has been submitted on time, is completed correctly, is materially complete and meets the requirements of this invitation to submit a quote; and

- (b) The response is sufficiently complete to enable it to be evaluated in accordance with this evaluation process.

10.2.2 Responses which do not satisfy paragraph 10.2 above may be rejected at this stage.

### 10.3 **Stage 2 - Suitability assessment**

10.3.1 Responses which successfully pass Stage 1 will be subject to an assessment in accordance with the evaluation criteria and weightings set out below. In the event that none of the responses are deemed satisfactory, the Authority reserves the right to consider alternative procurement options.

10.3.2 The evaluation is split into two parts as follows:

- (a) Part 1 – Price; and
- (b) Part 2 – Quality.

10.3.3 The weighting for the above is as follows:

- (a) Part 1 – (40%); and
- (b) Part 2 – (60%),

10.3.4 Part 2 (questions) are qualitatively scored and the responses for each question will be marked with a score of 0 - 5 in accordance with the scale below:

<b>5 – Excellent</b>	meets all requirements set out, provides a detailed response and sound evidence. Response demonstrates a strong understanding of the requirements, for example.
<b>4 – Good</b>	meets all requirements and provides a detailed response but lacks some evidence in minor areas, for example.
<b>3 – Adequate</b>	meets most requirements, but lacks sufficient detail or evidence in some areas, for example.
<b>2 – Minor concerns</b>	meets some requirements but with insufficient detail or unexplained gaps in key areas, does not fully answer the question posed and/or causes some concerns regarding ability, skills and/or understanding, for example.
<b>1 – Major concerns</b>	meets very few requirements but with minor/no detail or unexplained gaps in several areas, does not answer the question posed at all/in detail and/or causes grave concerns regarding ability, skills and/or understanding, for example.

<b>0 – Unacceptable response</b>	no response received or the response fails to address the question in the intended way/does not meet the minimum requirements/is non-complaint/does not provide any information that demonstrates that the applicant has the ability, skills and/or understanding, for example.
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10.4 Each member of the evaluation team will mark the responses to Part 2 (questions) individually and allocate scores. The scores for each question will be weighted in accordance with Para 10.3.3 above.

10.5 There are a total of 13 questions each weighted equally, the weighted scores will be added together to identify the total score for that applicant. Some questions are identified as pass / fail criteria, failing to provide a satisfactory response to any of these questions will result in your response being excluded.

10.6 Please note that any ancillary documents (such as PowerPoint slides or CVs) submitted with an applicant's response **will not** be reviewed or taken into consideration as part of the evaluation criteria.

## 11 Response checklist

11.1 Applicants should review the table below before submitting the relevant documents via email to [craig.naughton@wm5g.org.uk](mailto:craig.naughton@wm5g.org.uk):

Document	Mandatory or optional submission	Evaluation Section	Format of document	Required file name
Solution Summary	Mandatory	Part 2: Quality	Word	'001 Summary – Applicant Name'
Mandatory & Desirable requirements	Mandatory	Part 2: Quality	Word	'002 Requirements – Applicant Name'
Financial Response	Mandatory	Part 1: Price	Word / Excel	'003 Financials – Applicant Name'
Most recent filed accounts	Mandatory	Pass / Fail	PDF	'004 Accounts – Applicant Name'

## **Appendix 1 – Specification**

This section sets out West Midlands 5G Ltd (WM5G) requirement for services.

### **WM5G Introduction**

West Midlands Combined Authority (WMCA) successfully won the Department for Digital, Culture, Media & Sports (DCMS) competition to accelerate the roll out of 5G. This is an exciting project for the West Midlands region.

WM5G is the UK's first region-wide 5G test bed, designed to achieve citizen, public and private sector benefits from 5G and hence accelerate 5G deployment across the region. WM5G is part of the DCMS 5G Test Beds and Trials Programme, which aims to accelerate deployment of 5G networks, ensure the UK can take early advantage of applications, maximise productivity and efficiency benefits to the UK from 5G, create new opportunities for UK businesses and encourage inward investment.

### **Background & Overview**

West Midlands 5G Ltd (WM5G) is engaged in a programme of work to deliver 5G-enabled remote diagnostic solutions to care homes. Ultimately the technologies used may also be applied to residential homes.

The programme commenced in August 2020 with a Proof of Concept in five care homes in Coventry, Wolverhampton and Dudley. Funding to date has come from WM5G, Innovate UK and NHS Arden & GEM Commissioning Support Unit (AGCSU). The providers of the solution to date are Tekihealth Ltd and Dignio Ltd and the solutions have been well received by the PCNs and care homes in the participating health economies.

We are now seeking to scale this type of care home solution and to explore extend usage into individual citizen homes.

This procurement is to source provider(s) for an extension of the programme into a further ten care homes and begin the process of transition into the residential home environment.

The core requirement is for solutions which allow real-time consultations between GP practices and care home patients. The solution will be tested by other health care professionals providing input into care homes, such as Community Nurses and Allied Health Professionals. These consultations could be part of planned ward rounds or ad hoc as requested by care home staff in response to a patient need.

The requirement is focussed on consultation, diagnostics and treatment - we want the GP/ health professional to be able to conduct a thorough examination, remotely and in real-time, carrying out specific physical examinations and obtaining key vital sign measurements to support the patients' well-being, treatment and to avoid hospital admission.

The procurement covers the provision of hardware and software required but also the training, implementation and support necessary to set-up the service and run it for a year. It also covers an impact evaluation.

## **Background and Covid Impact**

Even before Covid and its disproportionate impact on care home residents the NHS has been seeking ways to support GPs carrying out examinations for care home staff remotely. There is now a requirement on Primary Care Networks (PCNs) to set out how they will provide remote ward rounds to care homes they need to cover in their locality.

Increased use and acceptance of video consultation goes some way towards meeting this objective and adds important additional benefits:

- It enables GPs to respond quickly to ad hoc requests without the travel delays associated with a face to face appointment, saving travel time
- Quick response can in turn help reduce unnecessary 'emergency' call outs and potential conveyance to hospitals

Video-consultation alone does not though allow something close to a 'hands-on' examination and this requirement is focused on achieving that examination capability.

Covid has accelerated the need for this type of solution but also adds a new dimension – we need to minimise exposure in both directions between clinician and patient and a comprehensive remote monitoring/ diagnostics solution will achieve this.

## **WM5G Objectives**

To deploy 5G-enabled remote diagnostics across 10 care homes in the West Midlands Combined Authority (WMCA) region for a period of one year from the start of the contract. We anticipate this being 7th June 2021.

We have already engaged with local health economies so at contract start the selected supplier will be able to commence training and implementation support quickly and the aim is to have care homes up and running with the solution by 1 July 2021.

For a period concluding one year after contract award we wish to assess the following:

1. Patient outcomes and experience.
2. Improvements in GP ability to prevent call out of emergency services.
3. Reductions in unnecessary conveyance to hospital.
4. Reductions in emergency admissions.
5. Most importantly – the added value of 5G connectivity in achieving the above

In addition we would also like to:

6. Demonstrate the usability of the solution for wider health care professionals to support patients.
7. Create an evidence base for the wider scale and deployment of the solution.

## **Supplier responsibilities and the scope of the requirement**

It will be the supplier's responsibility to provide:

- Hardware and software required for at least a year from contract award.
- Any consumables needed for safe and effective service operation
- Training and implementation support to care home and PCN staff
- Ongoing first line IT support to staff

WM5G, through its NHS partners, will provide additional project management support – introducing and engaging with stakeholders. WM5G will also manage the evaluation process. Vodafone is a partner in the programme and will support with the provision of 5G infrastructure. Suppliers should assume that connectivity costs are covered by the participating health economies.

## Appendix 2 – Response Requirements

### Mandatory and desirable requirements

The table below sets out a list of mandatory (M) and desirable (D) requirements for the solution we are seeking to procure:

Ser	M/D	Outline of requirement	Additional Comments
1	M	Examination Functionality Provision must be available, when situated in a care home, to enable comprehensive examinations and associated vital sign monitoring. (Blood pressure, heart rate, oxygen saturation levels, temperature, ECG and lung function analysis)	This means we need as a minimum high resolution video and still camera, no-touch infrared basal thermometer, stethoscope, otoscope and tongue depressor devices. If possible also handheld wireless ECG machine and bluetooth enabled spirometer
2	M	Guidance The device/s must have a built-in guidance technology	By which we mean that the platform underpinning the device supports real-time engagement and control between clinician and an operator in the care home through integrated video-conferencing
3	M	Ease of Use All devices must be intuitive and easy to operate and use	It ought to be possible to train care home , GP staff and other health professionals to be confident in operating all aspects of the equipment in less than one hour
4	M	Approval Core diagnostic devices must have CE markings	
5	M	Portability The devices must be easy to move between rooms in a care home or GP practice	Ideally this means transportable by hand in a device no larger than a medium suitcase and weighing no more than 8Kg
6	D	Training Provision There should be provision for rapid training of staff to cope with turnover and recruitment	Ideally this means there is provision for virtual training sessions – live or recorded
7	M	Support and consumables User support must be available during normal working hours	9-5 weekdays users must be able to obtain support on any operational issues and order consumables
8	D	Interoperability with GP systems	A direct software solution is not essential but there should be a clear operating procedure and approach to working with GP systems (eg EMIS)
9	D	Connectivity support	There should be a service which assesses connectivity requirements and recommends appropriate options
10	D	Installation timescales	It should be possible, assuming connectivity is available, to train and implement in a care home within four weeks of placing an order
11	M	Governance and data protection	
12	M	Company Standing	

		Must have been trading for at least 12 months	
13	M	Reference Sites Must be able to list and offer as references two users of the proposed solution	These can be pilot/evaluation sites

### Response format and Evaluation Criteria

Response is required in four parts

P1 – a one page, max 600 word summary of how you and your solution maps to our objectives and overall requirement. This should include how you will support the implementation of the solution.

P2 – a response to each mandatory and desirable requirement, 200 word limit for each requirement (don't feel the need to use the 200 words where not necessary, we value brevity).

P3 – a financial response setting out separately:

- Price and commercial model for delivering the software and hardware required. The default position should be on a lease basis and all responses should include a lease based response.
- We are open to alternative commercial models (e.g. purchase) and if provided the model should be submitted on sperate documents e.g. 001b Summary, 002b Requirements, 003b Financials. Such alternate models shall be considered separately. No more than two models will be considered for each applicant.
- If separate, a price for the service elements of the contracts including training, implementation and ongoing support.

P4 – A copy of most recent filed accounts.

### **Appendix 3: Contract**