

## Document 2 – List of RFQ Questions and Evaluation Criteria

This Request for Quotation (RFQ) requires Bidders to complete the Qualification and Technical Questions **using the template provided in Document 3**. A list of the questions are as below, followed by information on the evaluation criteria which will be applied to submissions received.

The Qualification questions are as follows:

### Special Allocation Scheme – Qualification Questions

Qualification Questions	Criteria – Pass/Fail or For information
<b>Q1</b> Please provide the full registered company name of the organisation in whose name the tender will be submitted.	For Information Only
<b>Q2</b> Please indicate whether you are bidding as a Prime Contractor and will deliver 100% of the key contract deliverables yourself. If not, please detail which parts of the service will be sub-contracted and by which provider(s).	For Information Only
<b>Q3</b> Is it a legal requirement in the state where you are established for you to be licensed or a member of a relevant organisation in order to provide the requirement in this service? (e.g. CQC, GMC, etc) If so, please can you advise what you understand is a legal requirement and confirmation that you currently comply or will comply before the contract start date if you are successful.	<b>Pass</b> = Answering 'No' or answering 'Yes' and providing additional details and confirmation that you comply with this <b>Fail</b> = Answering 'Yes' but not providing additional details and confirmation that you comply with this
<b>Q4</b> Has your organisation, within the last five years, incurred enforcement notices from the Care Quality Commission or its predecessors, served on any establishment run by your organisation. If yes, please provide details. If no, please state 'None'.	<b>Pass</b> = Answering 'None' or answering 'Yes' but providing sound reasons and other evidence that demonstrate why such failure does not compromise its ability to deliver the contract. <b>Fail</b> = Answering 'Yes' to the question and failing to provide any sound reasons and/or other evidence that demonstrates why such failure does not compromise its ability to deliver the contract.
<b>Q5</b> Please self-certify that your organisation has a Health and Safety Policy that complies with current legislative requirements, is regularly reviewed and contains appropriate risk assessments.	<b>Pass</b> = Answering 'Yes' <b>Fail</b> = Answering 'No'
<b>Q6</b> If you are registered with Dun and Bradstreet (D&B), please provide your registration number. If you are not registered, please provide a valid reason for not having a D&B rating, or have a D&B rating that does not place restrictions upon trading with their businesses and classes the risk as low.	For Information only
<b>Q7</b> Can you confirm the organisation is registered for the Data Security & Protection Toolkit (DSPT) and is your organisation registered with the Information Commissioner's Office (ICO) as a data controller?	<b>Pass</b> = Answering 'Yes' or providing a satisfactory explanation showing when the organisation will be registered for DSPT and registered with the ICO. <b>Fail</b> = Answering 'No' and not providing a satisfactory explanation showing when the organisation will be registered for DSPT and registered with the ICO.

## Special Allocation Scheme – Technical Questions

The Technical questions will be scored in accordance with the Scoring Matrix below. The 100% weighting is split between the questions, as provided in the following table:

Technical Questions	Weightings
<b>Service Delivery</b>	
SD1 Please provide a strong mobilisation timetable/plan detailing actions and risks, including your approach to staffing and premises	9%
SD2 Please describe your approach to service delivery including: - The appointment structure and the booking process. - How the on-scheme patients will be seen separately to mainstream patients. - How the service will meet core services, patient need, security of premises and ensuring safety of patients, staff and others	14%
SD3 Please detail your patient management process including how you will ensure patients are appropriate when referred, steps you will take to engage with patients and the patient review process/ensuring ongoing suitability for the scheme	5%
SD4 Please describe how you will manage: - Difficult patient behaviour both face to face and over the telephone including detail of previous experiences and how these were managed - Wider safety of other people/staff that the patient may come into contact with	9%
SD5 Please describe how a holistic approach to patient care will be delivered for this patient group including: - management of medication requests - mental health conditions and learning difficulties - working with other key providers such as acute trusts, mental health trusts or community providers - discharges/transfers of care	14%
SD6 Please clearly demonstrate how the service will be equally accessible to patients from across the geographical area. Please describe how you will provide a service for patient in both areas. It is preferred for the service to continue to run in two locations across Mansfield and Ashfield, and Newark and Sherwood, however, the Commissioner will consider alternative proposals such as service delivery from a single location.	9%
<b>Financial Information</b>	
FMT ( Detailed in Document 5)  Please provide your financial proposal using the enclosed template and in the format requested.	40%

## **Scoring Matrix**

The scored questions will use the following scoring method:

<b>Assessment</b>	<b>Score</b>	<b>Interpretation</b>
<b>Excellent</b>	5	Exceeds the requirement. Exceptional demonstration by the Bidder of the relevant ability, understanding, experience, skills, resource & quality measures required to provide the supplies / services. Response identifies factors that will offer potential added value, with evidence to support the response.
<b>Good</b>	4	Satisfies the requirement with minor additional benefits. Some minor additional benefits by the Bidder of the relevant ability, understanding, experience, skills, resource & quality measures required to provide the supplies / services. Response identifies factors that will offer potential added value, with evidence to support the response.
<b>Acceptable</b>	3	Satisfies the requirement. Demonstration by the Bidder of the relevant ability, understanding, experience, skills, resource & quality measures required to provide the supplies / services, with evidence to support the response.
<b>Minor Reservations</b>	2	Minor reservations. Some minor reservations of the Bidder's relevant ability, understanding, experience, skills, resource & quality measures required to provide the supplies / services, with little or no evidence to support the response.
<b>Major Reservations</b>	1	Major reservations. Considerable reservations of the Bidder's relevant ability, understanding, experience, skills, resource & quality measures required to provide the supplies / services, with little or no evidence to support the response.
<b>Unacceptable</b>	0	Does not meet the requirement. Does not comply and/or insufficient information provided to demonstrate that the Bidder has the ability, understanding, experience, skills, resource & quality measures required to provide the supplies / services, with little or no evidence to support the response.