

**PRJ - 2079**

**SEL ICB – APMS Nursing Home Contract (Lambeth).**

**MARKET ENGAGEMENT QUESTIONNAIRE (MEQ)**

Version 1

02/09/2022

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# OVERVIEW

**Pre-Tender Market Engagement**

NHS South East London Integrated Care Board (ICB) is requesting market feedback to inform an upcoming procurement for the provision of APMS Nursing Home Contract.

In order to assist the Authority with testing its assumptions and proposed service requirements, your responses to the questions listed below will explore the following areas:

* the draft service specifications
* the procurement lotting structure
* timescales for procurement and mobilisation of the new contract/s (if required)
* proposed contract duration and financial model

We ask that interested organisations submit responses to the questionnaire using the template provided. Respondents are requested to address the questions specifically rather than attaching extensive technical or promotional information or materials.

**Please complete the template and return this via the Atamis portal messaging facility by 17.00 on 13/01/2025.**

Questionnaire responses submitted will remain confidential and information gathered will be used for the sole purpose of informing the upcoming procurement process.

The following attachments, embedded as appendices to this Questionnaire document, are provided to inform the submission of the questionnaire response:

Draft Service Specification

* Clarification Question (CQ) Template
* Draft Service Specifications (Appendix 1)
* Contracts values and Lot structure options (Appendix 2)

Please note that the service specifications are in draft form and are being developed at the time of publication of this MEQ. Feedback from this MEQ exercise will be considered by the commissioners before the service specification is finalised for the next stage of the process.

**Clarification Questions**

Please direct any questions via the Atamis messaging facility. A clarification question and answer process will be operated during this market engagement phase to give interested organisations the opportunity to submit questions to the Authority, where they require clarification on the information provided.

Questions should be submitted using the clarification template provided (attached Excel template). Although messages received after this date may be responded to, the deadline for MEQ submission may not be extended.

The Authority intends to publish the anonymised questions and clarifications raised by interested organisations together with responses from the Authority via the portal messaging facility as a public message.

Interested organisations must indicate on the template if a query is of a commercially sensitive or confidential nature – where disclosure of such query and the answer would, or would be likely to, prejudice its commercial interests, respondents must set out the reason(s) for non-disclosure to other organisations.

However, if the Authority does not consider the query to be of a commercially sensitive or confidential nature or considers it to represent a query relevant to all organisations, in terms of both the query and the response, it will, at its sole discretion, retain the right to refuse such a request and inform the requesting organisation of any such decision. The organisation will have the opportunity of revoking the question (leaving it unanswered) or the question and response being published publicly.

## Procurement Timetable (indicative)

The indicative Procurement Timetable is as follows:

|  |  |
| --- | --- |
| Milestones and Key actions | Indicative Dates |
| Expression of Interest and Market Engagement | 16th January 2025 |
| Questionnaire Response Period (ends 5pm) | 13th January 2025 |
| EoI and MEQ Response Analysis | 14th – 15th January 2025 |
| Invitation to Tender (ITT) published (ends 5pm) | 2nd February 2025 |
| ITT Supplier Clarification Question Period (ends 5pm) | 28th February 2025 |
| Bidder Tender submission deadline (ends 5pm) | 7th March 2025 |
| Bidders Presentation and Clarification Event (if required) | 12th – 16th May 2025 |
| Outcome Letters to Bidders (from) | 16th June 2025 |
| Earliest Mobilisation Commencement (incl Contract) | 7th July 2025 |
| Contract Commences | 1st October 2025 |

# PRJ-2079 – MARKET ENGAGEMENT QUESTIONNAIRE

## Organisation Details

|  |  |  |  |
| --- | --- | --- | --- |
| 1.1 | Organisation Name | NHS South East London Integrated Care Board – Lambeth Place | |
| 1.2 | **Registered Address** | Lambeth Civic Centre,  6 Brixton Hill,  London  SW2 1EG | |
| 1.3 | **Named Contact for Response**  **(Name and position)** | Peter Lathlean – Head of PCN Development and Commissioning  Tracy Everard – Primary Care Commissioning Manager | |
| 1.4 | **Contact Details** | **Phone** | Peter 07879472368  Tracy 07920534792 |
| **Email Address** | [peter.lathlean@selondonics.nhs.uk](mailto:peter.lathlean@selondonics.nhs.uk)  [tracy.everard@selondonics.nhs.uk](mailto:tracy.everard@selondonics.nhs.uk) |
| 1.5 | **Type of Organisation** | NHS SEL ICB | |
| 1.6 | **Total Annual Turnover (£)** | N/A | |
| 1.7 | **Total number of staff employed** | N/A | |

## Bidding/Commercial Model

|  |  |  |
| --- | --- | --- |
| 2.1 | Lotting structure  It is the Authority’s intention to undertake this procurement in a single Lot. |  |
| 2.2 | **Bidding model**  **Please confirm whether you would be interested in providing the service as a single provider or as a lead provider with subcontractors (subcontracting 25% or more of delivery). If you intend to use subcontractors, please confirm which element of the service you may look to subcontract.** |  |
| 2.3 | **Contract Duration**  **The Authority is currently considering procuring a contract of 5 years followed by an optional extension of up 5 years at the discretion of the Authority. Please confirm whether you feel this contract duration would cause any issues which may prevent you from bidding or which may lead to adverse implications on commercials or other service aspects? In addition, please provide any related feedback on the proposed contract break at 5 years and notice to terminate periods** |  |
| 2.4 | **Financial Envelope**  **Please provide feedback on the contract financial value envelopes provided (Appendix 2).** |  |

## Procurement Process and Timelines

|  |  |  |
| --- | --- | --- |
| 3.1 | Procurement timelines  The Authority proposes a publication of the procurement in February 2025 with a bid submission deadline at the start of March 2025. Would the procurement timelines as stated present any risks that would prevent you from bidding? If yes, what are these and what would help to mitigate these? |  |
| 3.2 | **Mobilisation**  **The Authority proposes that the new contract/s will start in October 2025. The indicative procurement timeline provides for a mobilisation period of approximately 3 months. Please confirm whether the proposed mobilisation period presents any risks or would prevent you from bidding? If yes, what are these and what would help to mitigate these?** |  |
| 3.3 | **Information from the Authority**  **Please describe what information you would need from the Authority as part of the tender documentation in order to allow you to provide your best quality bid?** |  |
| 3.4 | **Support from the Authority**  **Please describe what support you would need from the Authority during the mobilisation phase to support successful service mobilisation?** |  |

## Service Specification and Scope

The attached service specifications (Appendix 1) sets out the draft APMS Nursing Home service requirements operating in Lambeth. Please note that the service specifications are in draft form. It is not currently expected that these will change materially; however, all feedback from this MEQ exercise will be considered by the commissioners before the service specifications are finalised for the next stage of the process.

|  |  |  |
| --- | --- | --- |
| No. | Question |  |
| 4.1 | **Service Specification 1**  **Please provide any relevant commentary on the Draft Service Specifications. Are there any issues/risks perceived? Are there any gaps or alternatively areas of duplication?** |  |

## Social Value

As of 1st January 2021, the Procurement Policy Note (PPN) 06/20 came into effect which requires social value to be explicitly evaluated in all above-threshold procurements.

<https://www.gov.uk/government/publications/procurement-policy-note-0620-taking-account-of-social-value-in-the-award-of-central-government-contracts>

SELICB will seek to apply the Social Value Model for this procurement and would like potential providers to provide feedback on the below proposed themes and outcomes to be tested in the procurement.

SELICB plan to assign 10% of the tender weighting to social value criteria.

**Example Question (one question for each Theme):**

Using a maximum of 1,000 words, please describe the commitment your organisation will make to ensure that opportunities under the contract deliver the Policy Outcome and Award Criteria.

Please include:

* your ‘Method Statement’, stating how you will achieve this and how your commitment meets the Award Criteria,
* 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

**Example Evaluation Criteria:**

| **Grade Label** | **Score** | **Definition** |
| --- | --- | --- |
| **Non-compliant** | 0 | Response addresses some parts or no part of the question. Response fails to provide the evaluator with confidence that the service will be provided to an acceptable standard.  Does not demonstrate how any of the relevant requirements of the service will be met. |
| **Major concern(s)** | 1 | Response addresses some or all parts of the question but does not provide the evaluator with confidence and gives rise to more than minor concerns that the service will be provided to an acceptable standard.  Fails to demonstrate how most of the relevant requirements of the service will be met. |
| **Minor concern(s)** | 2 | Response addresses most or all parts of the question and provides the evaluator with confidence that the service will be provided to an acceptable standard. Demonstrates how most or all of the relevant requirements of the service will be met, however, the information is lacking relevant detail and/ or raises issues which gives the evaluator minor concern over the future delivery of the services. |
| **Good** | 3 | A strong response that addresses all parts of the question and provides the evaluator with confidence that the service will be provided to a good standard.  Demonstrates how most or all of the relevant requirements of the service will be met, however, the information may lack relevant detail in some areas but this does not cause the evaluator concern over the future delivery of services. |
| **Excellent** | 4 | A very strong and well detailed response that addresses all of the question and provides the evaluator with confidence that the service will be provided to an excellent standard.  Demonstrates in detail how all of the relevant requirements of the service will be met with a high standard of evidence to support. |

|  |  |  |
| --- | --- | --- |
| **THEME** | **POLICY OUTCOME** | **MODEL AWARD CRITERIA** |
| **Theme 2: Tackling economic inequality** | Create new businesses, new jobs and new skills | ● MAC2.2: Create employment and training opportunities particularly for those who face barriers to employment and/or who are located in deprived areas, and  for people in industries with known skills shortages or in high growth sectors.  ● MAC2.3: Support educational attainment relevant to the contract, including training schemes that address skills gaps and result in recognised qualifications. |
| **Theme 3: Fighting climate change** | Effective stewardship of the environment | ● MAC 4.1 Deliver additional environmental benefits in the performance of the contract including working towards net zero greenhouse gas emissions.  ● MAC 4.2 Influence staff, suppliers, customers and communities through the delivery of the contract to support environmental protection and improvement. |
| **Theme 4: Equal opportunity** | Tackle workforce inequality | ● MAC 6.1: Demonstrate action to identify and tackle inequality in employment, skills and pay in the contract workforce.  ● MAC 6.2: Support in-work progression to help people, including those from disadvantaged or minority groups, to move into higher paid work by developing new skills relevant to the contract.  ● MAC 6.3 Demonstrate action to identify and manage the risks of modern slavery in the delivery of the contract, including in the supply chain. |
| **Theme 5: Wellbeing** | Improve health and wellbeing | ● MAC 7.1: Demonstrate action to support health and wellbeing, including physical and mental health, in the contract workforce.  ● MAC 7.2: Influence staff, suppliers, customers and communities through the delivery of the contract to support health and wellbeing, including physical and mental health. |

Given the above, we would like providers to consider each of the following questions:

|  |  |  |
| --- | --- | --- |
| 5.1 | Overarching themes and policy outcomes  The Authority has highlighted the above themes and policy outcomes as the most relevant to the Contract.  Please confirm whether you agree that, given the subject matter of the contract, these are the most appropriate policy outcomes within the model to drive social value through the procurement?  Are any of other themes relevant to this specification in terms of a provider’s contribution to delivering social value? |  |
| 5.2 | **Model questions and award criteria**  **Please provide feedback on the draft question, evaluation scoring matrix and weighting proposed.**  **Would this allow bidders to demonstrate their respective social value offers in sufficient detail for each of the required areas?**  **Would you recommend any changes?** |  |
| 5.3 | **Other comments**  **Please provide any other feedback you feel would be helpful in relation to the above proposed social value evaluation methodology.** |  |

## General feedback

|  |  |  |
| --- | --- | --- |
| 6.1 | Barriers to bidding  Please confirm if there are any other barriers to prevent you from bidding which you have not already described above. |  |
| 6.2 | **Risks**  **Are there any other risks associated with the service or the procurement which have not been described above which you feel the Authority should consider and how these could be mitigated.** |  |
| 6.3 | **Any other feedback** |  |

## Appendix 1 – Draft Service Specification

See attached zip file.

## Appendix 2 – contract values

See attached Excel file.