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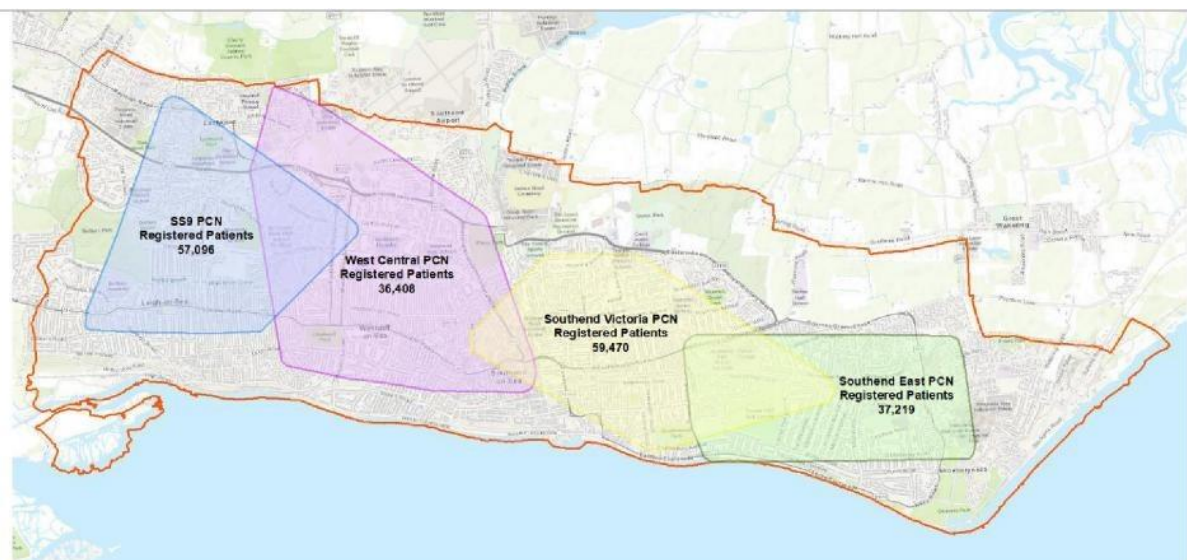
# **Invitation to Quote**

**For**

## **Southend-on-Sea Borough Council Pharmaceutical Needs Assessment (PNA) 2021 (Schedule 1)**

## 1. General Requirements

Southend Borough Council (SBC) is seeking to commission a Provider to deliver a Pharmaceutical needs Assessment (PNA) for Southend. The map below shows the geographical area covered by this spec and the distribution of Primary Care Networks (PCNs), across Southend Clinical Commissioning Group (CCG):



Southend CCG is part of the Mid & South Essex Health and Care Partnership (also referred to as the STP).

Southend Local Authority is split into 4 localities, as seen in the map below. The population of Southend is split:

West: 39,044

West Central: 65,648

East Central: 36,557

East: 41,876



## 2. Background

Southend-on-Sea is a Unitary Authority within the boundaries of Essex. The population is estimated to be 183,125 as at 2019 and is projected to grow to around 195,875 by 2031. We know that around 13% of the population is non-white British and that health risks are generally greater for these ethnicity groups. The working age population is expected to increase by 1% by 2031, while the ageing population is expected to increase by 24%. This will impact on our health and care requirements, our planning for infrastructure, and the wider economy in the borough.

The greatest population density lies in our most disadvantaged wards and where we see broadly positive performance for childhood wellbeing indicators in the borough, in a number of areas we are performing below the national average.

Southend-on-Sea has higher rates of premature and preventable mortality for cancer and respiratory disease than the national average. Early identification of diseases remains concerning with lower uptake rates for several national screening programmes and some of the key lifestyle factors rate amongst the worst nationally, including tobacco and alcohol utilisation. The borough takes a combined approach in addressing 'harmful behaviours' and building more community and individual resilience. Southend has a higher rate of physical inactivity in adults (24%) and a higher prevalence of overweight and obesity (68%) than the national and regional average. This contributes to ill health and increasing obesity. Income is the biggest single determinant of health and poor health has a significant negative impact on an individual or family's income generation.

The proportion of people out of work due to sickness is lower than the national average but gaining employment for people with long term health conditions and disabilities continues to be a challenge. Poor air quality management from traffic and domestic fires is impacting on our residents' health with higher levels of traffic-derived pollution in more deprived neighbourhoods.

Southend 2050 is the borough's vision for the kind of place we want Southend to be in 2050, and an examination of what we need to do to achieve this. Prevention and engaging with our communities are key priorities.

### **3. Objective and Output**

The PNA will describe the health needs of the population, review current pharmaceutical provisions and identify any gaps. The aims of this PNA are to:

- 1) determine if there are sufficient community pharmacies to meet the needs of the population of Southend
- 2) determine other services which could be delivered by community pharmacies to meet the identified health needs of the population.

The party commissioned to deliver the PNA will be expected to deliver, as a minimum, the following:

#### **Project Planning and Governance**

- Project plan development
- Rag Rated Risk Log
- Convene Steering Group
- Draft, edit and finalise Terms of Reference for Steering Group
- Draft Communications Plan
- Draft updates for Health & Well Being Board (HWB)
- Briefings for stakeholders

#### **Research and Analysis**

- Collation of data from NHSE, PH, LPC and other providers of services
- Listing and mapping of services and facilities within the borough

- Collation of information regarding housing and new care home developments
- Equality Impact Assessment
- Drafting, editing, and creating questionnaires for public, community pharmacy and PCNs
- Electronic, distribution and collation
- Analysis of questionnaire responses
- Consider and evidence reference to the Local Plan (Appendix A)
- Develop Consultation Plan
- Coordinate and manage consultation process
- Analyse of consultation responses
- Production of consultation findings report

#### **PNA Development**

- Triangulation, review and analysis of all data and information collated to identify gaps in services based on current and future population needs
- Draft PNA to take to appropriate Boards for feedback and approval by June 2022
- Edit and finalise Final PNA in August 2022 (meeting the Councils accessibility standards)
- Develop PNA summary in the form of an infographic to present to appropriate Boards by August 2022

#### **4. Timeline**

The outline timeline for a pharmaceutical needs assessment is set out below, although subject to refinement depending on the methodology used.

<b>Activity</b>	<b>Indicative Milestone</b>
Issue tender documents	13 September 2021
Tender submission	29 September 2021
Tender analysis completed	1 October 2021
Award contract	4 October 2021
Inception meeting	11 October
Finalisation of questions and methodology	22 October 2021
Pharmaceutical Needs Assessment begins	1 November 2021
Pharmaceutical Needs Assessment ends	21 March 2022
Headline key findings summary	4 April 2022
Draft reporting	6 June 2022
Public Consultation begins	7 June 2022
Public Consultation ends	12 July 2022
Full final report	15 August 2022

## 5. Methodology

The findings from the PNA will be used to meet the health needs of the population and help us to achieve our Safe & Well theme as part of our Southend 2050 ambition. The PNA will be used to:

- Inform commissioning plans about pharmaceutical services that could be provided by community pharmacies and providers to meet local needs in Southend
- Ensure high quality pharmaceutical service delivery
- Facilitate opportunity for pharmacists to make a significant contribution to the health of Southend residents
- Ensure adequate coverage of pharmaceutical services for Southend's growing population, in line with our Local Plan

## 6. Service and Scope

The general requirement for the selected Supplier will be to undertake all project management activities associated with the PNA. Specific requirements include:

### Data

Following completion of the PNA all data and intermediate products (e.g. excel spreadsheets with formulas, charts etc) should be handed over to the Authority, including contacts lists, along with all sources and methodologies for calculations. It is important that we are able to audit any calculations or other derivations.

Research and information within the PNA should be correctly referenced as appropriate and supported by a bibliography.

A Data Sharing Agreement will form part of any agreement moving forwards.

- Provide advice and recommendations of the most suitable assessment methodologies given the specification requirements, cost and timeline.
- Provide innovative ideas for implementing the assessment in line with local circumstances, the Southend 2050 programme, and the development of digital tools for publication on SmartSouthend ([www.smartsouthend.org](http://www.smartsouthend.org)).
- Provide a detailed summary of which stakeholders have been engaged and the method of engagement.
- Demonstrate methods to recruit and obtain qualitative data and insights, considering the impacts of the Coronavirus (COVID-19) pandemic and evolving participant engagement techniques.
- Demonstrate steps that will be taken to enhance engagement, including ways to increase responses from potentially under-represented groups.
- Provisions of geospatial files.
- Provision of any coding or other computer programming files used to enable reproducibility.
- Provision of Excel files containing formulas that allow for testing and inspection of methodologies and derivations.

## 7. Contract Management

The successful bidder must designate a senior manager as the Contract Manager to oversee the running of this Contract. They will undertake a minimum of bi-monthly update meetings to start with but could be scaled back as agreed.

The successful bidder is required to proactively partake in review meetings/conference calls with the Council. These will form part of the bi-monthly review meetings as required. The purpose of these review meetings/conference calls is to ensure compliance to the contract and to discuss any issues regarding the Contract.

Responsibilities of the successful bidder's Contract Manager will include but will not be limited to:

- Ensuring that all work is carried out in accordance with the requirements of the Contract, including progress against the agreed timeline of activity and working collaboratively to unblock any obstacles which may arise.
- Discuss financial aspects relating to the Contract.
- Monitoring and reporting to the Council on the provisioning of the contract when required by the Council.
- The successful bidder must at all times, consult fully with the Council and keep the Council fully informed of all issues immediately in writing, via email is sufficient, which could have a negative effect on the running of the contract.
- As and when requested by the Council, the successful bidder shall liaise with and provide all such information as the Council may reasonably require and which is in the successful bidder's possession and control.

The point of contact for the Council is Tom Dowler, Group Manager - Operation, Performance & Intelligence

The Council's Contract Manager reserves the reasonable right to convene a meeting with the successful bidder's designated Contract Manager at any time.

The Council reserves the right to change its own Contract Manager without notice to the successful bidder.

The successful bidder will ensure that it resolves all queries raised by the Council's Contract Manager within 48 hours.

The relationship between the successful bidder and the Council must be established as a working partnership with close liaison and discussion being a regular feature of the Contract.

## **8. Contract Length and Budget**

This contract will be in place from 4 October 2021 to 1 October 2022

The value of this contract will be capped at £30,000. Bids above £30,000 will not be accepted.

## **9. Enquiries and Quotation Submissions**

Bidders should note that all clarification questions must be made in writing (via email). The Council, at their discretion, reserves the right to circulate any response to all suppliers. All clarification questions must be clearly marked CLARIFICATION with the question and Supplier details clearly set out. Any clarification questions from the Supplier to the Council should be sent to [benrussell@southend.gov.uk](mailto:benrussell@southend.gov.uk)

To allow information to be circulated in time, the deadline for receiving clarification questions is **12:00 on 20 September 2021**

The quotation return date is **12:00 on 29 September 2021**

Quotations should be submitted to [benrussell@southend.gov.uk](mailto:benrussell@southend.gov.uk) (you are recommended to request confirmation of receipt). Please use the title 'PNA quotation' when submitting your response.

Please note that Soar Beyond provided some guidance in the formatting of this specification.

## 10. Evaluation of Quotations

All quotations will be subjected to a thorough evaluation. The Council will examine quotations for completeness and may seek clarification where necessary. A quotation determined to be incomplete or not substantially fulfilling the conditions in this document will be rejected.

- Technical (Quality) evaluations will be conducted, based on the information submitted in Schedule 2, in writing, as part of this quotation submission.
- Commercial (Price) evaluations will be conducted, based on the information submitted in Schedule 3, in writing, as part of this quotation submission.

## 11. Evaluation Criteria

The Council does not bind itself to accept the lowest priced quotation, or any quotation for this service. The Council will have no obligation to Suppliers arising from this quotation unless and until it enters into a formal contract with the successful Supplier for the provision of the goods and/or services that are subject to this Quotation document. Any contract awarded will be to the Supplier whose proposal is determined to be the most economically advantageous.

The evaluation criteria are:

Table 1

Criteria	Evaluation Method	Percentage Score
Price	Commercial Questionnaire (price submission)	30%
Quality	Quality assessment of the responses to the questions within the Technical Questionnaire	70%

**30% price allocation:** To be detailed within this written quotation submission, by the Supplier. It is the requirement of the Council to maximise the budget available for this project. The Quotation is accepted on a "Fixed Price" basis and the Supplier will not be entitled to claim any additional payments or expenses including but not limited to any increase in the price of the service and/or cost of, or incidental to, the employment of labour. The prices included in the Quotation shall be the maximum payable by the Council for the duration of the contract.

Pricing Evaluation (30%) – using the Prices submitted by Suppliers a percentage will be allocated to the total cost as follows:

- $\text{Score} = (\text{Lowest Price Quotation} / \text{Your Price}) * 30\%$
- The Table below gives an example of how the methodology works when applied to contract prices. The prices used here are examples of the pricing methodology and do not reflect any expectation of this contract in relation to any aspect of the pricing.

See example below:

$$\frac{\text{Lowest Price Bid (£15,000)}}{\text{Next Tenderer's Bid (£22,000)}} \times 30 = 20.45$$

**Price score example** – assuming for demonstration purposes only 3 companies were bidding



	Company 1	Company 2	Company 3
Tenderers price bid	£15,000	£22,000	£25,000
Total Price Score out of a possible score of 30	30.00	20.45	18.00

**70% quality allocation:** To be detailed within this written quotation submission, by the Supplier, in Section A (Technical Questionnaire).

Evaluation of Responses will be carried out on an individual question basis. Grade labels and definitions are as follows:

Scoring Matrix		Score
<b>Unacceptable /not answered</b>	Question not answered and/or response to the question significantly deficient and/or raises fundamental concerns regarding the organisation's ability to successfully deliver the Contract. Answer does not provide satisfactory evidence as to the organisation's capability to deliver the contract successfully.	0
<b>Poor</b>	A response that is inadequate or only partially addresses the question. Response provides only limited evidence as to the organisation's capabilities to deliver the contract successfully. Raises a large number of concerns and/or includes a large number of informational deficiencies. Does not raise any fundamental concerns regarding the organisation's ability.	1
<b>Acceptable</b>	An acceptable response submitted in terms of the level of detail, accuracy and relevance. Answer provides an average level of evidence as to the organisation's capability. The response raises some concerns and/or includes a significant number of informational deficiencies. Does not raise any fundamental concerns regarding the organisation's ability.	2
<b>Good</b>	A good response in terms of the level of detail, accuracy and relevance. The information provides good evidence of the ability of the organisation to deliver the Contract successfully; but does raise minor concerns and/or includes deficiencies around some of the information provided in the response. Does not raise any fundamental concerns regarding the organisation's ability.	3
<b>Very good</b>	A very good response in terms of the level of detail, accuracy and relevance. The information submitted provides significant evidence of the ability of the organisation to deliver the Contract successfully. However, the response lacks a level of detail needed for full marks. The response raises no fundamental concerns regarding the organisation's ability.	4
<b>Excellent</b>	An excellent response in terms of the level of detail, accuracy and relevance. The level of information provided is comprehensive and strongly evidences an assurance as to the organisation's capability to deliver the contract successfully. The response raises no concerns and has no information deficiencies.	5

Tenderers scores will be calculated by dividing the tenderers actual score by the maximum obtainable total weighted score and then multiplying this by the 70% weighting allocated for quality. See formula and example below:

$$\frac{\text{Tenderer's total score (3)}}{\text{Maximum obtainable score (5)}} \times 70 = 42.00$$



**Quality Score Example** - Assuming for demonstration purposes only 3 Tenderers were bidding.

	Company 1	Company 2	Company 3
Score out of 5	5	2	3
Total Quality Weighted Score out of a possible score of 70	70.00	28.00	42.00

## Technical Questionnaire 70% (Schedule 2)

Please note that page limits are on the basis of font Arial 11 and include charts, diagrams, tables etc. Additional appendices are not permitted.

### 1. Demonstrable understanding of the brief and subject area

Please confirm the approach that your organisation will employ to the Council to deliver this contract.

Your response should include but not be limited to:

- Statement of methodology of how you propose to deliver the outputs required against each project phase demonstrating relevant experience.
- Project plan with the identification of barriers, challenges, and potential major risks for the delivery of each phase with an appropriate mitigation and escalation plan to ensure that this project runs to completion
- Staff who will be working on the project – (including CV's) roles and responsibilities, qualifications and how relevant work experience and skills learnt from delivering similar services will assist you to deliver this project
- How your organisation will safeguard the Council's data whilst ensuring compliance with the Market Research Society Code of Conduct, the Data Protection Act, General Data Protection Regulations, and any other relevant legislative requirements.

The page limit in response to question 1 is 8 sides of A4 and should be in a minimum of 11pt Arial (or equivalent) and use standard margins (not including staff CVs).

(Weighting = 70%)

## 12. Commercial Questionnaire 30% (Schedule 3)

Costs should be broken down with a full description of each component and its associated time and costs to cover preparation, implementation, analysis, and reporting.

Component description	Cost (£)
Project set up, including inception meeting and advice on assessment questions.	

Component description	Cost (£)
Conducting pharmaceutical needs assessment, including fieldwork (quantitative), processing data, data tables and analysis.	
Conducting pharmaceutical needs assessment, including fieldwork (qualitative), processing data, data tables and analysis.	
Reporting and recommendations, including presentation of findings.	
Any other associated components or costs not noted above – please specify.	
<b>Total cost:</b>	<b>£</b>

The Council is not bound to accept the lowest priced or any quote and shall not be bound to accept the supplier as sole supplier. Prices quoted shall remain firm for the duration of the contract. Value Added Tax (VAT) should be shown separately, and the VAT registration number given.

13.

## Appendix A

### Local Plan