



RESTRICTED - COMMERCIAL

Date: 10/05/2023

Reference No: CHP//RFQ-23-1

Dear Softcat PLC,

REQUEST FOR QUOTATION FOR FINANCE SYSTEMS CONSULTANCY SERVICES

You are invited to submit a quotation for Community Health Partnerships Limited.

The specification is as detailed in **Appendix A** and the Terms and Conditions that shall apply to any Contract formed between CHP and the successful Supplier.

Quotation Return Procedure

You are required to submit your Quotation by **25/05/2023 before noon**.

Responses should be submitted via email quoting the email subject as RFQ Finance System Procurement to procurement@communityhealthpartnerships. Any submissions that are received after this deadline may not be evaluated.

If you have any clarification questions in relation to this opportunity, including any proposed amendments to the attached terms and conditions, please submit them via email to procurement@communityhealthpartnerships. Where appropriate, and for the purposes of transparency, we will share clarification details with all suppliers invited to take part in this procurement exercise unless they are commercially sensitive.

Please note that the deadline to submit clarification questions is **17/05/2023 before noon**, we reserve the right not to respond to any clarification questions submitted after the deadline has passed. Our intention is to appoint the successful supplier as soon as possible during week commencing 6/1/2023 but this may be subject to change.

The Quotation must be valid for acceptance for a minimum period of **30** days from the closing date for receipt of Quotations.

You are advised that CHP does **not** bind itself to accept any Quotation submitted in response to this Request for Quotation.

Nothing herein or in any other communication made between CHP and any other party, or any part thereof, shall be taken as constituting a contract, agreement or representation between

CHP and any other party, save for a formal award of Contract made in writing by CHP in the form of an Official Purchase Order.

CHP accepts no liability to pay for any costs and expenses which may be incurred by you or any party involved in preparing for or participating in any part of this procurement process.

Please note that late quotations may not be accepted.

Evaluation of Responses

The following weightings will apply to this opportunity:

| Requirement | Weighting attributed |
|-------------|----------------------|
| Price | 40% |
| Quality | 60% |

General Guidance:

- Please note both the deadline for clarification questions and submissions – clarifications include any proposed amendments you may request to the terms and conditions. We reserve the right not to enter into discussions with bidders regarding any contractual changes post award. CHP considers that all tenders are submitted based on the acceptance of the attached terms and conditions in their entirety, notwithstanding any amendments we may agree to make during the clarification period.
- Suppliers are requested not to attempt to contact any employee at CHP directly regarding the tender, this is to ensure a robust, transparent audit trail can be maintained at all times. Failure to do this could potentially impact a bidder's tender response negatively.

Quality (60%)

Suppliers responding to this quotation exercise should respond to the following quality questions within their written response. Please ensure that you read the specification at **Appendix A** before responding to the below questions.

| Quality Criteria | | | |
|--|-------------------------------------|---|---------------------|
| Criteria | Question Weighting with 60% applied | Tender questions (please see below table) | Max score available |
| Quality Assessment (60% of total weighting) | | | |
| Criteria 1: Assessment | 7% | 1 | 10 |
| Criteria 2: Service Operation | 30% | 5 | 10 |
| Criteria 3: Social Value | 10% | 1 | 10 |
| Criteria 4: Relationship Management | 5% | 1 | 10 |
| Criteria 5: Values | 3% | 1 | 10 |
| Criteria 6: Additional Support and Resources | 5% | 1 | 10 |
| Total for Quality Response Section | 60% | | 60 |
| | | | |

Price Response Guidance:

- We cannot score content that we do not find, clarity, directness and succinctness are key.
- Wherever possible reference the specification/brief at all times within your responses.
- Please note the response limit for each question, whilst we may be flexible if submissions exceed the limit by a few words or so, if they substantially exceed them, we reserve the right to penalise bidders by marking their submission down in that particular area.
- Content that is relevant to our specification can score good marks; irrelevant or peripherally relevant content will score low marks.
- We would advise all bidders to ensure that they submit their bids well in advance of the response deadline. This is to ensure that if you have any technical issues, you have enough time to rectify this before the deadline expires.

Tender questions

Please provide succinct responses to the following questions as part of your quotation. Answers to the questions should be in a single document. Please follow the word limits for each question.

| Qn No. | Evaluation criteria | Question | Word limit |
|--------|----------------------------------|--|------------|
| 1 | Assessment | <p>CHP Ltd is looking for a designated consultant with the necessary finance system expertise to design the specification of the system described in appendix A.</p> <p>Please explain your understanding of our requirements and how you will provide the service?</p> | 500 words |
| 2 | Service Provision | <p>How do you ensure the service meets our need, operating effectively and efficiently. In relation to your answer, please consider the following:</p> <ul style="list-style-type: none"> - What level of expertise are you able to provide? - How do you ensure your personnel are always accessible for support requests? - How would you approach communication with stakeholders in terms of frequency of engagement and reporting? | 500 words |
| 3 | Social Value | <p>CHP is committed to increasing the amount of social value we deliver as an organisation and as such encourage this throughout our supply chain.</p> <p>Please illustrate your organisation's commitment to creating social value and detail your policies and or practices used to demonstrate this.</p> | 300 words |
| 4 | Relationship Management | <p>"Investing in relationships" is a core value of Community Health Partnerships. We are committed to supporting our employees, partners and customers. Please explain how your organisation manages customer relationships to ensure an effective partnership. In relation to your answer, please consider the following:</p> <ul style="list-style-type: none"> - Will there be a dedicated Account Manager who will facilitate customer relationship management conversations? | 500 words |
| 5 | Values | <p>"Looking after ourselves and others" is another core value at Community Health Partnerships. We want to promote health and wellbeing for ourselves and our colleagues, ensuring everyone who works with us feels supported and valued. Please state how your organisation aligns with this value?</p> | 500 words |
| 6 | Additional Support and Resources | <p>Please state what additional support/resources you can offer to our staff and Finance Systems department. Please consider any other services not detailed within the specification that you are able to provide to Community Health Partnerships.</p> | 500 words |

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Price (40%)

This section sets out how CHP requires the Supplier to price the Services required.

CHP require a fixed price (Ex Vat) to deliver the requirements set out within the specification. Fixed prices should include any expenses and overheads.

Please provide your fixed price within the pricing area in Appendix C below.

Within your returned response, please also provide a breakdown of how you arrived at your fixed price. The breakdown should include details of hourly rates, key personnel and hours allocated to the key milestones set out within the provided specification. Please note that the breakdown requested is for information purposes only, **the Fixed Price of your submission will be the only commercial element that will be evaluated as part of this RFQ.**

The pricing response of tenders will be assessed using the equation:

$$\frac{\text{Lowest Tendered Price}}{\text{Tenderer's Price}} \times 100$$

For example: Using the above equation the bidder that submits the lowest pricing will score full marks, a bidder that submits pricing that is twice as expensive as the lowest pricing submitted will score 30% of the maximum available score for price and a bidder that submits pricing that is 10% more expensive than the lowest pricing submitted will score 90.9% of the maximum available score for price. The overall price score is then multiplied by the weighting to arrive at the final commercial mark.

Commercial Guidance:

It is the responsibility of the bidder to ensure that the formulas contained within any spreadsheets, or information relating to the commercial element of their submissions is correct before their response is submitted.

The Evaluation Process

All suppliers who submit a quotation before the submission deadline will have their technical submissions scored in line with the published criteria. Scoring will be undertaken independently by members of the evaluation panel, a moderation meeting may then be held to discuss any scoring variances, during which CHP reserves the right to amend initial scores.

The commercial responses will then be reviewed and scored, again in line with the published criteria. This score is then added to the average technical score, giving an overall score for the submission.

Scoring Guidance

Where questions are scored, individual weightings are provided within the body of the question. Unless a Pass/Fail question, all quality questions will be scored out of a maximum of 10. The following guidelines will be applied when allocating scoring:

| Score | Meaning | Assessed as |
|-------|---------|-------------|
| | | |

| | | |
|-----|--------------|---|
| 0-1 | Very Poor | The bidder has provided a submission of very poor quality, demonstrating a very poor understanding of the requirements and very poor capability of undertaking it to satisfy the objectives, with very poor organisation of the technical submission and no clear and transparent linkages to the evaluation criteria. |
| 2-3 | Poor | The bidder has provided a submission of poor quality, demonstrating their poor understanding of the requirements and poor capability of undertaking it to satisfy the objectives, with poor organisation of the technical submission and little clear and transparent linkage to the evaluation criteria. |
| 4-5 | Satisfactory | The bidder has provided a submission of satisfactory quality, demonstrating a satisfactory understanding of the requirements and satisfactory capability of undertaking it to satisfy the objectives, with satisfactory organisation of the technical submission and linkages to the evaluation criteria. |
| 6-7 | Good | The bidder has provided a submission of good quality, clearly demonstrating a good understanding of the requirements and good capability of undertaking it to satisfy the objectives, with good organisation of the technical submission and clear and transparent linkages to the evaluation criteria. |
| 8-9 | Very Good | The bidder has provided a submission of very good quality, clearly demonstrating a very good understanding of the requirements and very good capability of undertaking it to satisfy the objectives, with very good organisation of the technical submission and clear and transparent linkages to the evaluation criteria. |
| 10 | Excellent | The bidder has provided a submission of excellent quality, clearly demonstrating excellent understanding of the requirements and excellent capability of undertaking it to satisfy the objectives, with excellent organisation of the technical submission and clear and transparent linkages to the evaluation criteria. |

Indicative high level procurement and key deliverable timescales are as follows may be subject to change:

| | |
|---|-------------------------------|
| Request for Quotation issued | 10/05/2023 |
| Deadline for Clarification Questions | 17/05/2023 before noon |
| Deadline for Submissions | 25/05/2023 before noon |
| Evaluation Period | w/c 25/05/2023 |
| Clarification session if required | w/c 22/05/2023 |
| Circulation of feedback letters and notification of award | w/c 1/06/2023 |
| Contract Commencement | w/c 5/06/2023 |



Yours faithfully,

A handwritten signature in black ink, appearing to be "JW", written in a cursive, flowing style.

James Wilkinson
Procurement Business Partner
Community Health Partnerships

Enclosures

1. Appendix A – Specification
2. Appendix B – Terms and Conditions
3. Appendix C – Pricing
4. Appendix D – Supporting Documentation



Appendix A

About Community Health Partnerships

Community Health Partnerships (CHP) is a DHSC owned NHS Company working in partnership with local health and care systems, our purpose is to provide innovative and sustainable spaces for patient care.

We work with a range of partners across the NHS and private sector for the benefit of patients, service users, and those who care for them. We support the integration of primary care, the delivery of place-based care and the elective care recovery plan.

CHP was set up in 2001 to improve community-based health and social care services, by working to improve the NHS estate through Public Private Partnerships established by the NHS LIFT (Local Improvement Finance Trust) programme.

We operate nationally through 49 LIFTCos and have head tenant responsibilities across over 300 buildings. We manage lease arrangements for over 800 tenants in a property portfolio worth £2.5 billion. We manage £82 million of investment in over 140 special purpose vehicles. We work with local health systems to optimise building use and create new ways to better use space. We invest in developments to support local priorities.

We are a Company undergoing a transformation in response to our changing external operating environment.

What are we looking for:

CHP has a requirement to acquire a new finance system with the standard transaction and data management capabilities that can support over 50 full system users and over 200 self-service users working in hybrid conditions. These would include: billing module, cash book, sales and purchase ledgers, purchase order system, asset management, reporting as a base minimum. The Finance Systems team would also desire flexibility within the system to modify and create bespoke functions for the continuous improvement of the platform.

Community Health Partnerships are looking to engage with an IT Consultancy expert with specialist knowledge of finance systems to understand the Company's requirements, produce a specification, scope the market, and assist with the planning and implementation of the new system as the organisation makes the transition from the existing systems (currently two ledgers and a separate billing module) to a consolidated one that is ready for use by 01/04/24. The consultant would need to be available to facilitate workshops for knowledge gathering and understanding the needs of each department that would use the system. Community Health Partnerships would also be looking to consolidate work currently being done outside the Financial System to be incorporated in the solution and look towards maximal automation within the platform.

We are seeking offers from appropriate organisations for the provision of these services on a contractual basis.

Quality of service is just as important as cost and this is accounted for in the evaluation process of tenders.

Contract Duration

CHP is looking to award a 3 month contract for this project.



Appendix B - CHP Terms & Conditions



CHP Contract For
Services.docx

Appendix C – Pricing

Price (weighting 40% of evaluation)

This section sets out how CHP requires the Supplier to price the Services required.

As stated above, CHP require a fixed price (**Ex Vat**) to deliver the requirements set out within the specification. Fixed prices should include any expenses and overheads. Please provide your fixed price within the pricing area in Appendix C below. Within your returned response, please also provide a breakdown of how you arrived at your fixed price. The breakdown should include details of hourly rates, key personnel and hours allocated to the key milestones set out within the provided specification. Please note that the breakdown requested is for information purposes only, **the Fixed Price of your submission will be the only commercial element that will be evaluated as part of this RFQ.**

| | |
|--|--|
| Confirmation of TOTAL (ex VAT): | |
|--|--|

Appendix D – Supporting Documentation

Please attach any relevant supporting documentation, service offerings or information that you feel CHP need to be aware of that supports your question responses but this **must** be relevant information and not general information.