

**Procurement & Commercial Services**

**Project Reference IN655C**

**Integrated Electronic Patient Record**

**Specification for the Supply of Floorwalkers**

**to Support the Delivery of Lorenzo EPR at Salisbury NHS Foundation Trust**

**Background**

At Salisbury District Hospital (SDH), Salisbury NHS Foundation Trust provides a range of clinical care, which includes general acute and emergency services, to approximately 225,000 people in Wiltshire, Dorset and Hampshire. Specialist services, such as burns, plastic surgery, cleft lip and palate, genetics and rehabilitation, extend to a much wider population of more than three million people. Trust staff provide outpatient clinics in other locations in Dorset and Hampshire. Specialist staff hold outreach clinics in hospitals within the Wessex area and, in total, the Trust employed 3,890 staff at 30 September 2014. This includes full and part-time staff.

# This Procurement

The Trust has procured the Lorenzo electronic patient record system from CSC, with the first phased migration from the current iPM system due for 31st October 2016.

This requirement is to provide experienced and suitably qualified personnel to assist with the rollout within the Trust, via floorwalking services, to provide support, information and advice for end users during the rollout / transition period.

**Procurement Process & Timetable**

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| --- | --- |
| Advertised via Contracts Finder | Thursday 09 June 2016 |
| Last day for Clarification Questions | Thursday 23 June 2016 |
| Completed responses required  | Monday 4th July 2016 |
| Discussions with preferred bidder(s) | To be confirmed |
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This Opportunity is being advertised via the Cabinet Office Contracts Finder Website. All required documents are published via that Portal and are freely available.

All communication with the Trust must be via the Trust’s Procurement & Commercial Services team. Direct approaches to other Trust individuals may invalidate your bid.

Email : tenders@salisbury.nhs.uk

**Introduction:**

Prices must be fixed for the period of the contract, subject only to any variation provisions contained in the contract documents. It is anticipated that prospective suppliers will offer additional financial discounts to be activated by increased workloads.

The invitation to tender will lead to a contract to supply the Trust with these services. **Prospective suppliers are required to state how their proposed solution complies with each of the specified requirements below**. The responses given by prospective suppliers to each item of the specification will form the basis of the contract to purchase the product and services. Failure to comply with the specification given by the supplier in response to this document within the operational life of the contract will be used by the Trust for liquidated damages claims purpose.

The trust reserves the right to conduct a full evaluation of the proposed services detailed by the supplier prior to a decision being made to award any contract. The evaluation will be conducted by employees of the Trust according to a protocol designed by the Trust.

**Responses:**

Below is a list of specification requirements from 1.0-4.0. Suppliers **must** provide information for each point as to how their proposed option meets the requirements, or an explanation for its exclusion. Please respond following the same format as this document, listing the points as set out.

Answers such as “Fully compliant” with no supporting evidence will not be scored.

Please note – any subsequent contract will be let under NHS Standard Terms for Services (copy available via Contracts Finder). Submission of a response by a supplier confirms full acceptance of NHS Terms.

**Detailed Requirements**

Supplier flexibility

**Requirement: 01**

**Importance:** Mandatory

**Description:** Suppliers MUST be able to cope with some flexibility to a delay in our go-live date. Currently go-live is planned for 31st October 2016 with support required from 24th October 2016. It is possible – though unlikely -- that a delay to this schedule may be required.

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| *Response here:* |

**Requirement: 02**

**Importance:** Mandatory

**Description:** All suppliers MUST be able to flex their provision of support staff and describe how quickly they can change the numbers supplied (up or down), in line with the Trust’s roll-out progress. It is anticipated that 20 staff will be required between 24th October 2016 and 18th November 2016 but if roll-out slows then more (up to a maximum of 30 may be required). Conversely, if roll-out is achieved faster than expected, the number of floorwalkers will need to be stepped-down.

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| *Response here:* |

Previous Experience

**Requirement: 03**

**Importance:** Mandatory

**Description:** The contracting organisations MUST already be a recognised supplier of go live (floorwalker) services. This MUST be evidenced by data in the following format:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| * Name of Acute Trust
 |  | * Total number of Floorwalkers

supplied  | * Date of supported implementation
 | * Trust Referee (Name, post at time of deployment, current contact details)
 |

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| *Response here:* |

Support Personnel

**Requirement: 04**

**Importance:** Mandatory

**Description:** The contracting organisation MUST provide a list of the lead staff who will be supplied and their specific experience and guarantee the performance of any subcontractors**.**

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| *Response here:* |

**Requirement: 05**

**Importance:** Mandatory

**Description:** The Floorwalkers will be localised by the Trust. Please explain how you manage their adoption of the system and your proposal for allocating them according to their system knowledge and their experience.

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| *Response here:* |

**Requirement: 06**

**Importance:** Mandatory

**Description:** The quality of the staff supplied to other Trusts has been variable. Partly, this risk will be mitigated by using experienced suppliers with a good demonstrable track record. The Supplier MUST provide details of how the quality of their supplied staff is assured and MUST provide details of remedial procedures (if needed).

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| *Response here:* |

**Requirement: 07**

**Importance:** Mandatory

**Description:** All staff supplied MUST comply with all Trust policies. The Trust will provide a list of policies as required. Please explain how you will manage adherence to these. These include but are not limited to:

* Dress Code
* Health and Safety
* Information Governance
* Adverse Incident Reporting
* Protection of Children
* Infection Control

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| *Response here:* |

**Requirement: 08**

**Importance:** Mandatory

**Description:** The Supplier MUST ensure that all of their staff (who will be working in the hospital) have undergone a Standard CRB Disclosure check.

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| *Response here:* |

**Requirement: 09**

**Importance:** Mandatory

**Description:** All suppliers MUST describe the pre-employment checks they carry out.

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| *Response here:* |

Company Performance

**Requirement: 10**

**Importance:** Mandatory

**Description:** The Supplier MUST provide the following statistics and performance indicators for their company (i.e. your company, not any company through whom you may supply these services):

* Turnover for last 3 years
* Net profit (audited accounts) for last 3 years
* Number of years in operation
* Number of NHS Trust that they have supported in the last 12 months (with details) on Floorwalking Projects

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| *Response here:*Standard |

**Requirement: 11**

**Importance:** Desirable

**Description:** Suppliers SHOULD be ISO 9000 accredited. Please provide evidence of this accreditation

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| *Response here:**standard* |

**Requirement: 12**

**Importance:** Mandatory

**Description:** The supplier MUST name the person taking overall responsibility for the management, administration and scheduling of supplied support staff and supply a CV for that person quoting evidence of relevant experience.

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| *Response here:* |

**Requirement: 13**

**Importance:** Desirable

**Description:** The supplier SHOULD suggest any extra help that they can provide to facilitate the successful delivery of the floor walking programme, for example, administrative assistance (software or person based) or innovative delivery mechanisms.

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| *Response here:* |

General

**Requirement: 14**

**Importance:** Mandatory

**Description:** This contract will be let subject to the Terms & Conditions listed in the *‘NHS conditions of contract for consultancy, July 2007’*. Suppliers MUST indicate their willingness to be bound by these Terms & Conditions or indicate any specific issues**.**

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| *Response here:* |

1. **Pricing**

All suppliersMUST provide day/unsocial hours rates by role assuming a 10 and a 12 hour shift, AND an overall price for the provision of floorwalkers and their management. Ideally the Trust requires a fixed price for a pre-determined amount of activity with the ability to add additional support at a defined rate per additional daily resource that fits within the budget available. The Trust also requires the supplier to work with the Trust to review the Support Plan to reduce costs to keep within the financial cap.

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| *Response here:* |

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| --- | --- | --- | --- | --- | --- |
| **Job role** | Day Rate for 10 hour shift | Day Rate 12 hour shift | Night Rate 12 hour shift | Weekend Rate – 12 hour shift |  |
| Floorwalker |   |   |   |   |  |
| Others… please supply |   |   |   |   |  |

|  |  |
| --- | --- |
| Overall fixed price for the provision of floorwalkers for the period of XXXXXXXXXXXXXX (please include a plan for roll out that indicates how many days each job role will provide to fulfil the contract): |   |
|  |  |  |  |  |

|  |  |
| --- | --- |
| Name |  |
| Signature |  |
| Designation |  |
| Company |  |
| Date  |  |

Part 2 Step/Volume Discounts

* + 1. Step/volume Discounts for additional days purchased by the Trust beyond the Fixed Price:

|  |  |  |
| --- | --- | --- |
| Category | Description | Unit Format |
|  |  | 1-5 | 6-10 | 11-15 | 16-20 | 21-25 | 26-30 | 31-35 | 36-40 | 41-45 | 46-50 |
|  |  |  |  |  |  |  |  |  |  |  |  |
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