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29<sup>th</sup> August 2018

Dear Bidders,

**Request for Quotation: PRJ-689 Tower Hamlets Together Outcome Framework**

I am writing to you on behalf of We currently have a requirement for the procurement of Tower Hamlets Together Outcome Framework, the details of which are set out in the Annex A to this RFQ letter.

We need our chosen supplier to commence the work in the week commencing 17<sup>th</sup> September 2018 and finish the work on or before 31<sup>st</sup> March 2019.

Please note the attached (Annex B) NHS Standard Contract 2017-18 / Terms and Conditions for the Supply of Services will apply to any contract awarded as a result of this quotation exercise.

If you are interested in quoting for this requirement, please reply with a completed 'bid response document' to the following email box [nelcsu.welcpod-procurement@nhs.net](mailto:nelcsu.welcpod-procurement@nhs.net) by **12:00 noon on the 6<sup>th</sup> September 2018** with the following information:

- Full name and address of supplier, our reference number and your contact details;
- Details of services to be supplied including details in response to the requirements set out in the Annex A / the evaluation criteria to this letter and a referee (preferably public sector);
- Expected delivery / start / finish date, and a project time table;
- Total price excluding VAT (Annex C);
- Confirmation of acceptance of the terms and conditions of contract (Annex B);
- Annex D – Conflict of Interest Declaration.

## Procurement Timeline

Whilst the Authority does not intend to depart from the timetable, it reserves the right to do so at any stage.

#	Description of the Event	Start Date	Deadline
1.	Request For Quotation Issued	30-Aug-18	30-Aug-18
2.	Clarification Period	30-Aug-18	04-Sep-18
3.	Deadline for submission of quotations	-	06-Sep-18
4.	Evaluation of Quotations	7-Sep-18	12-Sep-18
5.	Outcome Notification of quotation exercise to successful and unsuccessful bidders	13-Sep-2018	13-Sep-2018
6.	Mobilisation	17-Sep-2018	17-Sep-2018
7.	Contract Commencement Date	Wk Commencing 17-Sep-2018	

The CCG is seeking quotations from a number of suppliers. The following criteria will apply to the selection of the successful supplier:

#	Evaluation Criteria	Weight
1	<b>Proposed Approach</b>	<b>70%</b>
1.1	<p>A project brief of no more than a 1000 words describing how the requirements can be delivered within the budget available</p> <p><b>Word Count: 1000</b></p> <p>The word count will include additional text/paragraphs' in any diagrams attached.</p>	30%

#	Evaluation Criteria		Weight
	1.2	<p>Examples of where similar work has been completed</p> <p><b>Word Count: 500</b></p> <p>The word count will include additional text/paragraphs' in any diagrams attached.</p>	15%
	1.3	<p>Who will be working on the project and what skills and experience they bring</p> <p><b>Word Count: 250</b></p> <p>The word count will include additional text/paragraphs' in any diagrams attached.</p>	10%
	1.4	<p>How you plan to work with the Tower Hamlets Together partners to develop your work plan and how you intend to keep the Outcome Framework Steering group up to date on progress and challenges that arise.</p> <p><b>Word Count: 500</b></p> <p>The word count will include additional text/paragraphs' in any diagrams attached.</p>	15%
<b>2</b>	<p><b>Price</b></p> <p>A breakdown of the estimated costs associated with the evaluation.</p> <p><b>(Any quotations exceeding the financial envelope will be disqualified)</b></p>		<b>30%</b>
	<b>Proposed Approach + Price</b>		<b>100%</b>

Score		Definition
0	Non-compliant	No response or partial response and poor evidence provided in support of it. Does not give the commissioner confidence in the ability of the Bidder to deliver the Contract.
1	Weak	Response is supported by a weak standard of evidence in several areas giving rise to concern about the ability of the Bidder to

Score		Definition
		deliver the Contract.
2	Minor reservations	Response is supported by a satisfactory standard of evidence in most areas but a few areas lacking detail/evidence giving rise to some concerns about the ability of the Bidder to deliver the Contract.
3	Compliant	Response is comprehensive and supported by good standard of evidence. Gives the commissioner confidence in the ability of the Bidder to deliver the contract. Meets the Commissioner's requirements.
4	Very good	Response is comprehensive and supported by a high standard of evidence. Gives the Commissioner a high level of confidence in the ability of the Bidder to deliver the contract. Exceeds the commissioner's requirements in some respects.
5	Excellent	Response is very comprehensive and supported by a very high standard of evidence. Gives the Commissioner a very high level of confidence the ability of the Bidder to deliver the contract. Exceeds the Commissioner's requirements in most respects.

**The Quotation must be submitted in a PDF format, with pricing submitted in a separate file (or submit one priced and one unpriced bid). Quotations received after the above date and time may not be considered.**

*It would be appreciated if you could advise, within 3 days of receiving this RFQ, if you intend to submit a bid or your reasons for not submitting a bid.*

If the panel feels at any point that there is not sufficient evidence to score a bidder on any evaluation point then they may, at their discretion, seek clarification from any and all bidders. Bidder clarifications will at all times take account of the commercial confidence of bidders.

If a bidder scores a '0' on any sub-section then they may be eliminated at the discretion of the panel, dependent on how service critical the panel deems that sub-section to be. If a bidder scores '0' on an

entire section of the evaluation, the bidder will be automatically eliminated from any further evaluation.

The pass-mark for the qualitative evaluation (Questions 1.1 – 1.5) element is **50%**. If a bidder does not attain this score overall then their bid will be rejected. This process ensures that NEL Commissioning Support Unit and NHS Tower Hamlets CCG attain a minimum acceptable service quality. Following submission of bids, a moderation / evaluation meeting may be held.

*In the event of a tie (where two or more top scoring Bidders had the same total weighted score including both quality and price), the CCG will select from amongst those Bidders, the submission of the Bidder with the highest weighted score for the Proposed Approach criteria.*

Your response must be valid for acceptance for 90 days from the deadline for receipt of quotations. Your response constitutes an offer and if NHS Tower Hamlets CCG accepts that offer then a legally binding contract will exist between us.

Respondents accept that the NHS Tower Hamlets CCG is subject to the Freedom of Information Act and government transparency obligations which may require NHS Tower Hamlets CCG to disclose information received from you to third parties.

**Rights to cancel or vary this Procurement Process - By issuing this RFQ, entering into clarification communications with Bidders or by having any other form of communication with Bidders, the CCG is not bound in any way to enter into any Contractual or other arrangement with you or any other Bidder. It is intended that the remainder of this Procurement Process will take place in accordance with the provisions of this RFQ but the Authority reserves the right to terminate, amend or vary (to include, without limitation, in relation to any timescales or deadlines) this Procurement Process by notice to all Bidder in writing. The Authority will have no liability for any losses, costs or expenses caused to you as a result of such termination, amendment or variation.**

This RFQ letter and your response do not give rise to any contractual obligation or liability unless and until such time as NHS Tower Hamlets CCG issues a letter referencing this Request for a Quotation with a signed contract and a valid Purchase Order number accepting your quotation. NHS Tower

Hamlets CCG does not make any commitment to purchase and shall have no liability for your costs in responding to this Request for a Quotation.

### *Canvassing and contacts*

Bidders shall not in connection with this Procurement:

- Offer any inducement, fee or reward to any officer or employee of NEL Commissioning Support Unit or NHS Tower Hamlets CCG or any person acting as an advisor to NEL Commissioning Support Unit or NHS Tower Hamlets CCG in connection with this Procurement;
- Do anything which would constitute a breach of the Prevention of Corruption Acts 1889-1916
- Canvass any of the persons referred to above in connection with the Procurement.

No attempt should be made to contact NEL Commissioning Support Unit or NHS Tower Hamlets CCG staff, except the Project Team, or to contact NEL Commissioning Support Unit / NHS Tower Hamlets CCG or NEL Commissioning Support Unit / NHS Tower Hamlets CCG advisers or other NHS/DoH bodies as part of the procurement process. Any enquiries made to persons other than the NEL Commissioning Support Unit Project Team will be regarded as prima facie evidence of canvassing.

### *Conflicts of interest*

In order to ensure a fair and competitive procurement process, NHS Tower Hamlets CCG requires that all actual or potential conflicts of interest that a potential bidder may have are identified and resolved to the satisfaction of the CCG.

Potential Applicants should notify the CCG of any actual or potential conflicts of interest in their response to the RFQ. If the potential bidder becomes aware of an actual or potential conflict of interest following submission of the application it should immediately notify the CCG by completing the Conflict of Interest form (see Annex D) for this procurement. Such notifications should provide details of the actual or potential conflict of interest.

If, following consultation with the potential bidder or bidders, such actual or potential conflict(s) are not resolved to the satisfaction of the CCG, NHS Tower Hamlets CCG reserves the right to exclude at any time any potential Applicants(s) from the Procurement process should any actual or potential conflict(s) of interest be found by the CCG to confer an unfair competitive advantage on one or more potential bidder(s), or otherwise to undermine a fair procurement process.

Examples of potential conflicts of interest are (without limitation) as follows:

- A Bidding organisation, or any person employed or engaged by or otherwise connected with a Bidding organisation, is currently carrying out any work for the CCG, NHS England and/or the Department of Health (DH), or has done so within the last six (6) months;
- A Bidding organisation is providing services for more than one Potential Bidder, in respect of this Procurement.

The 'Conflict of Interest Declaration', provided in Annex D, must be completed by an authorised signatory, in his / her own name, on behalf of the Bidding organisation and attached in response to this section of this RFQ.

The CCG should be immediately notified, in the event that any actual or potential conflict of interest comes to a potential Bidder's attention at any time following the submission of the potential Bidder's 'Conflicts of Interest Declaration' and bid documents.

If you have any queries about this letter or the requirement, please contact the under signed at [nelcsu.welcpod-procurement@nhs.net](mailto:nelcsu.welcpod-procurement@nhs.net).

If you are unable to meet this requirement or are otherwise not intending to provide a quote, I would be grateful if you could let me know as soon as possible.

Yours sincerely,



Dorothy Williams  
Procurement Officer

NEL

## Annex A

### Specification / Project Brief

#### For

### PRJ-689 Tower Hamlets Together Outcome Framework

Tower Hamlets Clinical Commissioning Group

2<sup>nd</sup> Floor Alderney Building

Mile End Hospital

Bancroft Road, E1 4DG

#### Introduction: Tower Hamlets Together –Outcomes Framework Guide

NHS Tower Hamlets CCG would like to commission a piece of work to support the further development and implementation of the Tower Hamlets Together Outcomes Framework. The work will entail:

- Contribution to THT work to incorporate the Outcomes Framework into a Tower Hamlets Accountability Framework
- Further development of the outcomes framework architecture (i.e. how does the Outcomes Framework relate/report to national outcomes frameworks, regulatory requirements (e.g. CCG IAF, provider SOF), Health & Wellbeing Board, Waltham Forest & East London Transformation Board etc.), in contracting
- Development of a set of proposed outcome indicators
- Working with THT partners to develop standard operating procedures regarding reporting of the Outcomes Framework
- Development of a concise practical document or handbook for commissioners & providers outlining how to use the Outcomes Framework, both in terms of contracting and in terms of promoting change including behaviour change.

#### Tower Hamlets Together

Tower Hamlets has an extensive history of partnership working which has been a key enabler in the development of an integrated care system. In 2015, a partnership of commissioner and provider health, social and voluntary organisations in Tower Hamlets was awarded vanguard status and became known as Tower Hamlets Together. (Tower Hamlets Together, 2018) In 2017, the procurement of Community Health Services (CHS) was finalised with mobilisation of a CHS Alliance contract with the THCCG, GPCG, ELFT and Barts Health. In March 2018, the Vanguard programme came to an end and steps are being taken to sustain the partnership to deliver a complex agenda.

Three workstreams have been developed to strengthen post-Vanguard collaboration across partners and promote local population health and wellbeing by delivering better integrated services around the following population groups; Children – Born Well and Growing Well, Healthy adults – Living Well, Complex adults – Supporting and Promoting Independence.

Tower Hamlets is split into four localities within which a Primary Care network model operates with eight GP networks each serving a population of around 30000-50000. Each locality has a multi-professional community care team known as an Extended Primary Care team (EPCT) (reconfigured from Community Health Teams) and a Locality Health and Wellbeing Committee (LHWC). Future plans for the locality model are centred on the locality becoming a fundamental component of a borough wide integrated health and social care system that aims to improve the health and wellbeing of the local population, focussed on prevention with consideration of the wider social determinants of health.

### Developing a THT Outcomes Framework

A key part of developing a more integrated system in Tower Hamlets was the creation of a single outcomes framework which aligns all system partners around key ambitions for improving the health and wellbeing of the Tower Hamlets population. The framework aims to ensure that any newly commissioned or developed services are in line with the ambitions of the Tower Hamlets Together partnership.

To date, the Tower Hamlets Together, under the Vanguard programme, developed an outcomes framework and tested it with the community to establish a set of 'I' statements which identify what matters most to the people of Tower Hamlets. The next stage is to implement the outcomes framework in the most practical way possible across the Tower Hamlets Health and Social care system so that both commissioners and providers use the outcomes to drive forward improvements in how services are commissioned and provided.

THT partners recognise that reporting against the Outcomes Framework will need to work coherently alongside regulatory requirements (e.g. CCG IAF, provider SOF), other system performance imperatives/must-do's, and quality must do's including CQC standards. THT is currently therefore considering how to develop an accountability framework into which the Outcomes Framework will need to be integrated.

## Purpose

Tower Hamlets Clinical Commissioning Group, on behalf of the Tower Hamlets Together partnership is looking to commission an external piece of work to develop a practical guide to implementing the THT outcomes framework. The supplier will:

- Contribution to THT work to incorporate the Outcomes Framework into a Tower Hamlets Accountability Framework
- Further develop of the outcomes framework architecture (i.e. how does the Outcomes Framework relate/report to national outcomes frameworks, regulatory requirements (e.g. CCG IAF, provider SOF), Health & Wellbeing Board, Waltham Forest & East London Transformation Board etc.), in contracting
- Develop of a set of proposed outcome indicators
- Work with THT partners to develop standard operating procedures regarding reporting of the Outcomes Framework
- Develop a concise practical document or handbook for commissioners & providers outlining how to use the Outcomes Framework, both in terms of contracting and in terms of promoting change including behaviour change.

The guide should include:

- A summary of research on national and international best practice on using outcomes frameworks to improve outcomes for populations
- How to use the high level outcomes or “I” statements to inspire, enthuse and drive behaviour change across the system
- How commissioners can use the framework to support the commissioning cycle from procurement and contracting to monitoring and review of contracts
- How providers can use the framework to meet the needs of users and improve services
- Practical examples of how to implement an outcome based reporting requirement

The successful supplier will work with a THT steering group to provide support in taking this work forward.

## Budget:

Maximum budget including VAT is £49,500. In your application please include a breakdown of estimated costs. Value for money will be one of the criteria for shortlisting so please bear this in mind when developing your proposal.

## Timing:

The activities should be planned to take place between Sept 2018 and March 2019.

## Application deadline:

The deadline for completed applications, including all supporting documents is: **12 Noon, 6th Sept 2018**

We regret we are unable to consider incomplete or late applications.

**The submission:**

In no more than five pages please outline:

1. A project brief of no more than a 1000 words describing how the requirements can be delivered within the budget available
2. Examples of where similar work has been completed
3. Who will be working on the project and what skills and experience they bring
4. How you plan to work with the Tower Hamlets Together partners to develop your work plan and how you intend to keep the Outcome Framework Steering group up to date on progress and challenges that arise
5. A breakdown of the estimated costs associated with the evaluation

Submission will be reviewed by members of the THT Outcome Framework steering group.

**Please note: We will be unable to consider your application if you fail to provide these supporting documents.**

You can send your application and supporting documents via email to: [nelcsu.welcpod-procurement@nhs.net](mailto:nelcsu.welcpod-procurement@nhs.net)

## Annex B

### Terms and Conditions of Contract



Contract\_Services.docx

## Annex C

### Financial Submissions

**Financial Envelope - The financial envelope available for this work is £49,500 including VAT. Any quotation exceeding the financial envelope will not be considered.**

- 1.1 Providers are required to submit a comprehensive pricing schedule covering all costs involved with satisfying the Customer need, covering (but not restricted to) the following points:
- A full breakdown of staff costs which includes a fixed daily charge (exclusive of VAT) for each individual who is engaged in delivery of this contract. Providers are required to state how many days will be required for each individual as a separate line.
  - Clearly outline the use of non-staff including consultants, contractors, sub-contractors, temps involved in the above breakdown
  - Detail any other necessary costs which will be required (e.g. marketing, translation, management fee, overheads, cost of providing any materials etc.)
  - The price submitted must be the total cost of the delivery of the service
  - All charges must be provided in GBP and must be exclusive of VAT.
- 1.2 The charges must be inclusive of any and all additional charges which may apply. Contracting Authority will not accept any additional costs which are not declared.
- 1.3 The commercial scoring will be based on the total contract value
- 1.4 Providers are required to complete and submit the pricing schedule as part of their submission

Breakdown of all Cost	Cost (£)
<u>Breakdown of all costs</u>	
Management/co-ordination costs (specify staff role)	
Service Delivery (specify with staff roles)	

Operational Costs	
Venue, Postage, Printing & Stationery, Telephone, Mobile Phones, Hire of equipment, etc.	
If the work is to be broken down into specific sections, cost out each section separately.	
<b>Total</b>	

**The lowest price (within affordability limits) will be awarded the maximum score for price with other bidders awarded score in proportion to the lowest priced using the following formula:**

$$\text{Score} = \frac{\text{Lowest Tender Price}}{\text{Other/Higher Tender Price}} \times 30 \text{ (maximum score/mark available)}$$

All costs must be inclusive of travel and related expenses to the Base location. An estimate of the overall costs for expenses must be submitted to enable comparison of bids on an equal basis.

All prices exclude VAT.

**If submitting** your proposal as a pdf document, please submit your prices in a separate file.

NHS Tower Hamlets CCG is requesting that bidders submit a breakdown of total cost for all the work / services as detailed in the Service Specification.

**The lowest price (within affordability limits) will be awarded the maximum score for price with other bidders aggregated against that. Quotations exceeding the financial will be awarded 0 score and disqualified from the process.**

## ANNEX D

### Declaration of conflict of interests (Bidders/Contractors)

**Project Name: PRJ-689 Tower Hamlets Together Outcome Framework**

#### **NHS Tower Hamlets Clinical Commissioning Group Bidders/potential contractors/service providers declaration form: financial and other interests**

This form is required to be completed in accordance with the CCG's Constitution, and s140 of the NHS Act 2006 (as amended by the Health and Social Care Act 2012) and the NHS (Procurement, Patient Choice and Competition) (No2) Regulations 2013 and related guidance

#### **Notes:**

- All potential bidders/contractors/service providers, including sub-contractors, members of a consortium, advisers or other associated parties (Relevant Organisation) are required to identify any potential conflicts of interest that could arise if the Relevant Organisation were to take part in any procurement process and/or provide services under, or otherwise enter into any contract with, the CCG, or with NHS England in circumstances where the CCG is jointly commissioning the service with, or acting under a delegation from, NHS England.
- Any changes to interests declared either during the procurement process or during the term of any contract subsequently entered into by the Relevant Organisation and the CCG must be notified by completing a new declaration form and submitting it to the CCG.
- Relevant Organisations completing this declaration form must provide sufficient detail of each interest so that the CCG, NHS England and also a member of the public would be able to understand clearly the sort of financial or other interest the person concerned has and the circumstances in which a conflict of interest with the business or running of the CCG or NHS England (including the award of a contract) might arise.
- If in doubt as to whether a conflict of interests could arise, a declaration of the interest should be made.

Interests that must be declared (whether such interests are those of the Relevant Person themselves or of a family member, close friend or other acquaintance of the Relevant Person), include the following:

- the Relevant Organisation or any person employed or engaged by or otherwise connected with a Relevant Organisation (Relevant Person) has provided or is providing services or

other work for the CCG or NHS England;

- a Relevant Organisation or Relevant Person is providing services or other work for any other potential bidder in respect of this project or procurement process;
- the Relevant Organisation or any Relevant Person has any other connection with the CCG or NHS England, whether personal or professional, which the public could perceive may impair or otherwise influence the CCG's or any of its members' or employees' judgements, decisions or actions.

**Declarations:**

<b>Name of Relevant Organisation:</b>	
<b>Interests</b>	
<b>Type of Interest</b>	<b>Details</b>
Provision of services or other work for the CCG or NHS England	
Provision of services or other work for any other potential bidder in respect of this project or procurement process	
Any other connection with the CCG or NHS England, whether personal or professional, which the public could perceive may impair or otherwise influence the CCG's or any of its members' or employees' judgements, decisions or actions	

<b>Name of Relevant Person</b>	<i>[complete for all Relevant Persons]</i>
<b>Interests</b>	

Type of Interest	Details	Personal interest or that of a family member, close friend or other acquaintance?
Provision of services or other work for the CCG or NHS England		
Provision of services or other work for any other potential bidder in respect of this project or procurement process		
Any other connection with the CCG or NHS England, whether personal or professional, which the public could perceive may impair or otherwise influence the CCG's or any of its members' or employees' judgements, decisions or actions		

### Form Completion

<p><b>I declare that to the best of my knowledge and belief, the above information is complete and correct. I undertake to update as necessary the information. I understand that the information will be used in the evaluation process to assess my organisation's suitability to be included in the tender evaluation process, and that giving false information may result in my organisation being disqualified from the process, at this or whatever stage it becomes known to the Commissioners.</b></p>	
<b>Signed:</b>	
<b>Name:</b>	
<b>Position:</b>	
<b>Bidder:</b>	
<b>Date:</b>	

