APPENDIX a: QUALITY AND CAPABILITY SUBMISSION – Lot 1 – Various clinical areas

This Specification for this lot can be found in Tender for Insourcing of Elective Care Clinical Services (ITT) Section 4. All boxes in green must be completed.

**Section 1 –** **Provider completing the lot.**

|  |
| --- |
| **Provider Information** |
| **Question** | **Response** |
| **Full trading name of the potential provider** |  |
| **Contact Person Name**  |  |
| **Contact Person Title** |  |

**Section 2 - Pass/Fail Technical Questions**

**Lot 1**

* Dermatology
* Plastics
* General Surgery
* Urology
* Ear Nose & Throat (ENT) including Audiology provision
* Oral Maxillofacial Surgery/Oral Surgery (OMFS)
* Benign Gynaecology

These are pass/fail questions and failure to the box will result in non-compliant bid. This will result in the response not being evaluated.

The Provider will supply an Insourcing Arrangement for Elective Care as follows.

|  | **Provider’s Response** |  |
| --- | --- | --- |
| **Specification** The Provider must be able to provide services for **all areas** as detailed in the specification (Section 4 of ITT for Insourcing of Elective Care Clinical Services). Indicative Activity illustrated by HRG can be found in Appendix B Commercial Schedule Submission on the lot worksheet.*Pass: can provide the service of speciality as stated**Fail: cannot provide the service of speciality as stated* |[ ]   |
| **VAT Exemption** Services provided fall under the category of healthcare and are therefore VAT example. The Provider must confirm that all services provided are VAT exempt. *Pass: can provide the service of speciality as stated**Fail: cannot provide the service of speciality as stated.* |[ ]   |
| **Workforce** The Provider must be able to provide workforce as detailed within the specification and must not deviate from the principles provided. *Pass: will ensure that workforce structure is compliant with the specification**Fail: cannot adhere to the specification as detailed.* |[ ]   |
| **Organisations Protocols** The Provider must ensure workforce employees adhere to the organisation’s protocols and standards as laid out in the Specification.*Pass: Provider confirms that all staff will adhere to the organisation’s protocols and standards* *as laid out in the Specification.**Fail: Provider fails to confirm that all staff will adhere to the organisation’s protocols and standards* *as laid out in the Specification.* |[ ]   |
| **Governance** The Provider must ensure all workforce comply with the Clinical Governance as detailed in Section 7 of the specification in the tender documentation.*Pass: Provider can meet the Information Governance requirements as detailed above**Fail: Provider cannot meet some or all of the Information Governance requirements.* |[ ]   |
| **Do Not Attend (DNA) Patients**The Provider confirms that DNA patients will not be billed to MFT and will work to reduce the numbers during the contract life.*Pass: The Provider is happy to accept this as a fundamental part of the contract structure**Fail: The Provider does not accept this as a fundamental part of the contract structure* |[ ]   |
| **Booking and Scheduling**The Provider must be able to provide booking and scheduling services as part the resulting agreement?*Pass: Provider can meet provide the services as outlined.**Fail: Provider cannot provide the services as outlined.* |[ ]   |
| **Pre Operative Assessment**The Provider must be able to provide pre-operative services as part the resulting agreement?*Pass: Provider can meet provide the services as outlined.**Fail: Provider cannot provide the services as outlined.* |[ ]   |

Section 3 Quality Evaluation – Lot 1

* Dermatology
* Plastics
* General Surgery
* Urology
* Ear Nose & Throat (ENT) including Audiology provision
* Oral Maxillofacial Surgery/Oral Surgery (OMFS)
* Benign Gynaecology

Please note: Ensure that the response submitted does not exceed the specified word count per question. The word count for the answer must be stated. Supporting documents including images, graphs, policies etc will not be included within the word count but should only be used to support the written submission and limited to 5 per lot.

Question under 1 – Quality, Governance, Safety and Reporting

|  |  |  |
| --- | --- | --- |
| **Question 1a** | Please describe below the service you propose to provide to MFT to meet the service requirements detailed in lot 1. The response must include at least one example from another NHS organisation for all clinical areas within the lot. | **Weighting****6%** |
| *Please submit your response here (max 3000 words).**Please state word count total:*  |

|  |  |  |
| --- | --- | --- |
| **Question 1b** | Please describe how you would ensure robust governance, safety, and quality outcomes Responses should include but not be limited to:* Measures and protocols you have in place to maintain high standards.
* Reporting systems in place to capture and address adverse events, near misses and errors.
* Patient satisfaction feedback processes and procedures
 | **Weighting****6%** |
| *Please submit your response here (max 2000 words).**Please state word count total:*  |

|  |  |  |
| --- | --- | --- |
| **Question 1c** | Please describe how you would report delivery against the KPIs to MFT on a weekly/monthly basis.Responses should include but not be limited to:* Patient throughput – delivered
* Theatre utilisation
* Patients scheduled
* DNA
* Reporting of adverse events, near misses and errors
* Patient satisfaction feedback
 | **Weighting****3%** |
| *Please submit your response here (max 2000 words).**Please state word count total:*  |

**Question 2 – Mobilisation**

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| --- | --- | --- |
| **Question 2** | Please detail below your plan to mobilise services to MFT based on the requirement that the service is in place in September 2025* Details of the approach for providing lot 1 across all clinical areas
* Details of the proposed implementation plan, to include timescales and Gant Chart
* Training, if required, for your staff on HIVE as well as booking and scheduling element of the agreement
* Recent experience of mobilising and delivering services for lot 1 as detailed in the specification
 | **Weighting****10%** |
| *Please submit your response here (max 3000 words).**Please state word count total:*  |

**Questions under 3 – Workforce – contributes to Social Value**

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| --- | --- | --- |
| **Question 3a** | Please describe the workforce that you currently have in place to meet the needs of lot 1 across all clinical areas.Responses should include but not be limited to:* The number of personnel that the organisation will provide to support the contract.
* The anticipated number of personnel who are MFT substantive members of staff expressed as a percentage.
* The use of HIVE in MFT is key please provide evidence of your staff competence in the use of HIVE or how you would ensure staff have all the necessary experience and training required?
* Management and process for ensuring workforce have applicable qualifications/accreditations to provide the services.
* Booking and scheduling is a fundamental requirement how many staff do you currently available with experience of delivering this type of service?
 | **Weighting****5%** |
| *Please submit your response here (max 3000 words).**Please state word count total:*  |

|  |  |  |
| --- | --- | --- |
| **Question 3b** | Please detail the support mechanisms in place for staff employed within the insource. You must make reference to: * The employment structure of staff (substantive, contractor etc)
* Mechanisms to ensure that employment with the insource provider does not have a detrimental effect on a members of staff’s substantive role within the NHS at MFT or another NHS organisation.
* The providers policy and application of Modern Slavery Act 2025
 | **Weighting****5%** |
| *Please submit your response here (max 2000 words).**Please state word count total:*  |

**Questions under 4 – Booking, Scheduling and Pre-Operative Services**

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| --- | --- | --- |
| **Question 4a** | Please provide details of the Booking, Scheduling standards that you would maintain if you were awarded this contract.Responses should include but not be limited to:* Process for booking of patients.
* Any follow up calls
* Timescales for booking
* Actions taken to reduce do not attends.
* Experience of providing this service within other insourcing arrangements
 | **Weighting****2.5%** |
| *Please submit your response here (max 2000 words).**Please state word count total:*  |

|  |  |  |
| --- | --- | --- |
| **Question 4b** | Provide details as to how your organisation will provide the pre-operative services.Responses should include but not limited to.* Outline of the pre-operative service to be provided to include all stages linked to the requirements in lot 1.
* Experience and track record of providing this type of service within other insourcing arrangements.
* Actions taken to reduce do not attends.
 | **Weighting****2.5%** |
| *Please submit your response here (max 2000 words).**Please state word count total:*  |

**Questions under 5 – Maximising Attendance and Reducing Unnecessary Attendance - – contributes to Social Value**

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| --- | --- | --- |
| **Question 5a** | How will you ensure comprehensive assessment of patients and minimise follow ups?Responses to include:* Details of new to follow up existing ratios for all clinical areas in lot 1 based on experience within other insourcing contracts.
* Ensure that patients get a prompt diagnosis and move through the pathway as quick as possible.
* Application of one stop clinics if appropriate.
 | **Weighting****7%** |
| *Please submit your response here (max 2000 words).**Please state word count total:*  |

|  |  |  |
| --- | --- | --- |
| **Question 5b** | Reducing DNA Responses to include:* Processes to maximise attendance and reduce DNA.
* Follow up process for DNA.
 | **Weighting****3%** |
| *Please submit your response here (max 1000 words).**Please state word count total:*  |