**Contract for the Provision of Consultancy Support to Develop a BaNES, Wiltshire and Swindon CCG wide Citizens Panel**

**Project: 723**

SCW/NHSSCWCSU/00001079/2017

**Open Competition via Contracts Finder**

**COMMERCIAL IN CONFIDENCE**

November 2019

4th November 2019

To Whom It May Concern,

**Contract for the provision of Consultancy support to develop a BaNES, Wiltshire and Swindon-wide Citizens Panel**

NHS South, Central and West Commissioning Support Unit (SCW) are currently seeking quotes from suppliers able to provide Consultancy support in the development of a Citizens Panel on behalf of Bath and North East Somerset (BaNES), Swindon and Wiltshire Clinical Commissioning Groups.

I am therefore inviting you to submit a proposal for the services and outcomes described in the accompanying documentation.

For this purpose we enclose the following documents, which will form the basis of any contract we may award.

Document 1 This Invitation Letter

Document 2 Terms of Offer

Document 3 Terms and Conditions of Contract

Document 4 Service Specification and Evaluation Criteria

Document 5 Offer Schedule

Document 6 Form of Offer

You are required to complete Document 5 and 6 , in relation to the details provided in Documents 2, 3, and 4. Please submit your proposal on the InTend e-tendering portal <https://in-tendhost.co.uk/scwcsu/aspx/Home>.

For the submission of your offer please upload your response via the InTend Portal against Project number 723, ITT number SCW/NHSSCWCSU/00001079/2017 no later than 12:00 hours (noon) on 18th November 2019.

SCW does not bind themselves to accept the lowest or any offer and reserves the right to award a contract to more than one Provider.

SCW reserves the right to abandon or amend this procurement process at any time.

All organisations intending to prepare a response, submit offer documentation or be involved in any subsequent part of this procurement process do so at their own responsibility and expense. SCW cannot be held responsible for any costs incurred by potential bidders

Any enquiries concerning this Invitation should be submitted via the InTend messaging system

Yours faithfully,

Louise Amos

Strategic Buyer

**Terms of Offer (Document 2)**

1. Procurement Process
	1. This procurement is run as a competitive process. Firms that have received this Invitation to Tender (ITT) have been invited to participate by NHS South, Central and West Commissioning Support Unit (‘SCW’, a Business Unit of NHS England) and Wiltshire Clinical Commissioning Group - such firms (whether a single organisation or a consortium) are referred to in this document as a ‘Bidder’.
	2. This procurement is run as an Open Competition via Contracts Finder.
	3. The purpose of this document is to identify the solution and the supplier that can best meet the requirements set out in this ITT. Throughout the process, SCW and BaNES, Swindon and Wiltshire Clinical Commissioning Groups will assess Bidders’ ideas, approach and suitability to meet these requirements. This process is a competitive procurement and submissions will be formally evaluated to determine a winner.
	4. This procurement is being carried out in an open, transparent and proportionate manner that affords equal treatment to all economic operators.
	5. This procurement is being carried out by SCW, on behalf of Wiltshire Clinical Commissioning Group.
	6. Should a bidder wish not to respond to this tender opportunity, we would welcome feedback to inform us of the reasons so that we as an organisation can continue to ensure maximum engagement.

**2. Information and confidentiality**

* 1. Information that is supplied to offerors as part of the procurement process is supplied in good faith. However, offerors must satisfy themselves as to the accuracy of such information and no responsibility is accepted for any loss or damage of whatever kind or howsoever caused arising from the use by the offerors of such information, unless such information has been supplied fraudulently by SCW.

2.2 All information supplied to offerors by SCW in connection with this procurement Process shall be regarded as confidential. By submitting an offer the offeror agrees to be bound by the obligation to preserve the confidentiality of all such information.

2.3 This invitation and its accompanying documents shall remain the property of SCW and must be returned on demand.

**3**. **Freedom of Information Act 2000**

3.1The Freedom of Information Act 2000 (FOIA) applies to SCW.

3.2 Offerors should be aware of SCW’s obligations and responsibilities under the FOIA to disclose, on request, recorded information held by SCW. Information provided by offerors in connection with this procurement process, or with any contract that may be awarded as a result of this process, may therefore have to be disclosed by SCW in response to such a request, unless SCW decides that one of the statutory exemptions under the FOIA applies.

3.3 In certain circumstances, and in accordance with the Code of Practice issued under section 45 of the FOIA or the Environmental Information Regulations 2004, SCW may consider it appropriate to ask offerors for their views as to the release of any information before a decision on how to respond to a request is made. In dealing with requests for information under the FOIA, SCW must comply with a strict timetable. SCW, therefore, expects a timely response to any such consultation within five working days.

3.4If offerors provide any information to SCW in connection with this procurement process, or with any contract that may be awarded as a result of this process, which is confidential in nature and which an offeror wishes to be held in confidence, then offerors must clearly identify in their offer documentation the information to which offerors consider a duty of confidentiality applies. Offerors must give a clear indication which material is to be considered confidential and why you consider it to be so, along with the time period for which it will remain confidential in nature. The use of blanket protective markings such as “commercial in confidence” will not be appropriate. In addition, marking any material as “confidential” or equivalent should not be taken to mean that SCW accepts any duty of confidentiality by virtue of such marking. Please note that even where an offeror has indicated that information is confidential, SCW may be required to disclose it under the FOIA if a request is received.

3.5 SCW cannot accept that trivial information or information which by its very nature cannot be regarded as confidential should be subject to any obligation of confidence.

3.6 In certain circumstances where information has not been provided in confidence, SCW may still wish to consult with offerors about the application of any other exemption such as that relating to disclosure that will prejudice the commercial interests of any party.

3.7 The decision as to which information will be disclosed is reserved to SCW, notwithstanding any consultation with the Offeror.

**4. Prices**

4.1 You are required to complete and return Document 5 – the Offer Schedule - as part of your offer. This will be used to calculate the bidder’s price evaluation score. How this is calculated is set out in paragraph 5.3 below. In addition bidders are required to provide a breakdown of costs sufficient for SCW to understand the amount and type of resource the bidder proposes to deploy.

* 1. Prices must be quoted in pounds sterling. SCW will not accept any reliance on a variable exchange rate for pricing.
	2. Pricing submitted as part of Bid responses to this tender must be capable of acceptance for a period no less than 30 days after the deadline date for Bid submission.
	3. All pricing within a submission shall be firm for the period of the contract and will not be subject to any variation (except for where provided for in accordance with the Contract).
	4. It is imperative that bidders include all costs within their tender pricing as any shortfall in funding will be at the bidder’s own risk.
	5. Bidders should not anticipate any automatic inflationary uplifts after the first full year of the Contract.
	6. The contract will be paid according to activity undertaken with payments made as stipulated in the contract, unless this is altered by mutual agreement of the Commissioner and Bidder at a later date.
	7. Prices submitted should not be caveated or qualified and SCW reserves the right to reject Bids which seek to do so.
	8. It is the Bidder’s sole responsibility to determine whether VAT should apply to their bid. In the event that VAT does apply, the Bidder should indicate this in its financial response.
	9. As part of the Bidder’s tender submission they should identify whether VAT will be recoverable

**5. Offer documentation submission**

* 1. Bids must be received no later than **12:00 (noon) on 18th November 2019.** SCW will not accept submissions received after the deadline except, at its absolute discretion, where it considers it appropriate to do so in exceptional or genuinely unforeseeable circumstances.
	2. Please note that bidders are responsible for ensuring safe receipt of their bid. SCW will not accept responsibility or liability for or arising from late or non-receipt of a submission. Proof of transmission will not be accepted as proof of receipt.
	3. All submission documentation must be sent through the relevant part of the e-Procurement system. Submissions will not be accepted by any other route except in exceptional circumstances, which must be agreed in advance with SCW.
	4. All documents submitted through the e-Procurement system must be in a format that is readable in all versions of the Microsoft Office suite from the 2003 version onwards. Additionally, all attached spreadsheet and text responses must be fully editable (*i.e.*, not locked for editing or presented as a PDF document).
	5. Images within documents should be appropriately compressed to ensure document sizes do not become unmanageable.
	6. All electronic files submitted should be clearly and logically named, including the Bidder’s name and the question number to which that electronic file relates.
	7. The submission shall be submitted in the format and order as stipulated, and derogations or omissions from that format may result in SCW rejecting the submission. Bidders should respond to each point when responding to questions. Supporting documentation, appropriately cross-referenced, may also be submitted in support of the answers. Generic and promotional material should not be included, and will be ignored.
	8. Consortium Bidders should identify one organisation as the ‘Lead’ Organisation in order to co-ordinate their Bid responses (unless a new organisation is formed/determined in advance of the formal procurement commencing, in which case the In-Tend user profile should be set up under the new organisation’s name).
	9. Bidders should ensure that their submissions are complete when they are submitted and that all accompanying documentation is provided, as changes or additions to submissions will not be accepted after the submission due date. An exception to this is in the case of arithmetic or administrative errors that are clearly correctable and do not alter the substance of the bid.

**6. Contract award criteria**

6.1 The contract will be awarded on the basis of the most economically advantageous offer judged on the evaluation criteria contained within the Service Specification (document no.4). **Please ensure you demonstrate within your offer how your organisation meets the evaluation criteria.**

6.2 **This contract will be weighted 80% quality and 20% price.**

6.3 Price will be evaluated on the basis of the lowest acceptable price. The lowest acceptable offer, i.e. an offer that meets the requirements of the specification, will be awarded 20**%.** Higher bids will be awarded a score in direct proportion to the difference in value;

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Illustration  |   |   |   |   |
| Lowest acceptable price (£100) receives maximum score 20% |
| Lowest bidder divided by bidders score x weighting  |   |
|   |   |   |   |   |   |
|   | Bidder | Price | Score |   |   |
|   | Bidder A | £100 | 20.00 |   |   |
|   | Bidder B | £125 | 16.00 |   |   |
|   | Bidder C | £112 | 17.86 |   |   |
|   | Bidder D | £115 | 17.39 |   |   |
|   |   |   |   |   |   |

6.4 Quality will consist of the following components;

|  |  |
| --- | --- |
| **Evaluation stage one** | **Total weighting (% of final score)** |
| Written Submissions | 70% |
| **Evaluation Stage two** |
| Presentations | 10% |
| **Total Quality** | **80%** |

Evaluators will complete an individual evaluation of the written submissions based on the responses received. Evaluation scores will then be moderated to achieve a consensus score for each question. Each question will have weightings applied and the combined total consensus score for written submissions and financial assessment will be used to shortlist bidders to attend the presentation stage.

It would not be feasible or practical for all Suppliers who submit a bid to present their model (demonstrations) to the evaluation panel. Suppliers not within 10 points of the highest combined scoring proposal for Evaluation Stage 1 scores will not be invited to present. The presentation stage has 10 points available therefore this ensures that only providers with the potential to be awarded this contract will be invited to present.

**All bidders are advised to ensure that they reserve the 3rd December 2019, in the event that you are shortlisted and invited to present.**

The 10% for the presentation will be awarded according to the table below:

|  |  |
| --- | --- |
| **Subject area** | **Weight Criteria (%)**  |
| Demonstrate how you would work with BSW CCGs to establish and run a Citizens Panel. Presentation should include:* Your approach to the recruitment and maintenance of a representative panel.
* Your approach to ongoing communication with panel members and BSW CCGs to ensure a positive relationship.
* Examples of successful implementation of Citizens Panels or similar and any lesson learned.
 | 10% |
| **Total Weighting** | **10%** |

1. Communications
	1. SCW will send all Bidders a copy of the ITT (this document), any Addenda, and any other documents and materials relevant to the procurement via the e-Procurement system at no cost.
	2. SCW to be its single point of contact for the Procurement.
	3. All contact relating to this procurement must be undertaken through the e-Procurement system. Any direct contact made with any member of the Project team in relation to the procurement of this service will be re-directed through the e-Procurement system, and may jeopardise the continuing participation of the Bidder in the process.
	4. Each Bidder must designate an individual (the Authorised Representative) to whom SCW should address all materials relevant to the procurement process. If the Bidder is made up of multiple organisations, the Authorised Representative should be a contact from the Lead organisation.
	5. SCW will not be responsible for or bound by:
		1. any oral communication; or
		2. any other information or contact occurring outside the official communication procedures specified herein.
	6. The rules of contact set forth in this document apply throughout the Procurement Process. These rules are designed to promote an open, fair, unbiased and legally defensible procurement process.
2. Consortium Bids
	1. Consortia and/or other forms of partnership bid will be accepted by SCW.
	2. Such organisations are under no obligation to make legally binding arrangements at this stage; however the manner in which they would intend to do so, along with the roles and responsibilities of the members, will be tested and evaluated.
	3. SCW will require the contract to be entered into by a lead single entity, as identified in their tender response.
	4. A Bidder must promptly provide notification of any change in control, or its composition or its membership, if any, that takes place at any point following their initial submissions. SCW reserves the right to disqualify any Bidder that fails to provide notification, or to seek further assurance in the event of any changes, and to disqualify a Bidder who does not provide sufficient assurance around any changes.
	5. SCW reserves the right to require a consortium to form a legal entity before entering the contract and/or to require consortium members to be jointly or severally liable for the performance of the Contract.
3. Bidder Clarifications
	1. Bidders should read this tender document as soon after receipt as possible. It is the bidder’s responsibility to seek clarification in interpretation of any item in this document.
	2. The objective of bidder clarifications is to give bidders the opportunity to submit questions to SCW concerning either the process or the substance of the proposed Services.
	3. Where a Bidder requires further information on details within this or other bid documentation, clarification questions must be submitted through the e-Procurement messaging system. Clarification questions received by any other means will be rejected.
	4. Responses to clarification questions will be anonymised and sent out to all other Bidders during the period of the tender. Where Bidders consider that the clarification questions and/or responses to such questions are commercially confidential, the request must be indicated “Commercial in Confidence” and Bidders should specify, where possible, such redactions as would render the request and any response non-confidential. SCW will consider the request for confidentiality. However SCW reserves the right to act in what it considers to be the best interests of a fair procurement process and in accordance with its obligations under the FOIA or EIR.
	5. Where any response to a request for clarification or the response thereto contains information which should, in the interests of a fair procurement process, be disseminated to all Bidders, SCW shall be free to disseminate such information to all Bidders, with or without any redactions proposed by the Bidders. Before doing so SCW will inform the Bidder of its intention to do so and offer the Bidder the opportunity to withdraw the request for clarification before such dissemination.
	6. The Bidder clarification stage will close at 12 noon on 13th November 2019. Questions submitted after this date will not receive a response except in exceptional circumstances, or where the question concerns a system issue (*e.g.*, difficulties with the e-Procurement system itself).
4. SCW Clarifications
	1. SCW reserves the right to require a Bidder to clarify its bid submissions, with any such request made to the Bidder’s nominated representative. SCW retains a general discretion at any stage of this procurement process to seek clarification from any Bidder in relation to any aspect of the bid submission.
	2. Clarification questions for these purposes from SCW will be required to be answered within 48 hours, unless otherwise stipulated. Failure to respond adequately or in a timely manner to clarification questions may result in a Bidder not being considered further in the procurement, or the submission being evaluated in an un-clarified state (at SCW’s discretion).
	3. SCW may contact (or may require the Bidder to contact on its behalf) any of the customers, sub-contractors or consortium members to whom information relates in a Further competition submission or any other document, to ask that they testify that information supplied is accurate and true.
	4. SCW reserves the right to seek third party independent advice or assistance to validate information submitted by a Bidder and/or to assist in the bid evaluation process.
5. Amendments to the process or Services
	1. SCW reserves the right to:
		1. amend the procurement process, evaluation questions, evaluation criteria, Contract, Service Specifications, the conditions for participation, the time limits for contacting SCW, or the award procedure to be applied, or any other procurement requirement at any point during the procurement process and to issue modifications or amendments to this tender;
		2. alter the timetable to contract award;
		3. cancel, withdraw from, or recommence the tender process at any stage; and
		4. not award the contract.
	2. Any amendments will be communicated at SCW’s earliest opportunity to all Bidders through the e-Procurement system.
	3. Where SCW makes such an amendment, it will ensure that Bidders have an appropriate amount of time in which to digest and respond to the amendment.
6. Canvassing
	1. If the Bidder or any person employed by the Bidder, whether or not to the Bidder’s knowledge:
	2. offers, gives or agrees to give to any person any gift or consideration of any kind as an inducement or reward for taking or for not taking action in relation to the contract or any other contract with SCW; and/or
	3. canvasses any of the Project Team in connection with the Project; and/or
	4. contacts any officer of SCW (or of the Commissioner) prior to the contract being awarded about any aspect of the services in a manner not permitted by this document
	5. The Bidder will be disqualified (without prejudice to any other civil remedies available to the SCW and without prejudice to any criminal liability which such conduct by a Bidder may attract).

**Document no 3 – Terms and Conditions of Contract**

* 1. SCW will be contracting for the services outlined in this tender using the NHS Standard Terms and Conditions for the Provision of Services Contract Version. A link to the contract is attached below and Bidders should carefully study the terms to ensure they are familiar with the obligations on them should they be awarded a contract.
	2. No material negotiation on the terms of the draft contract will be entertained by SCW and refusal to accept the terms of the draft contract will cause a submission to be rejected.
	3. The contract will be for a term of 1 year (from a planned commencement date of 9th December 2019), the contracting authority may extend the Contract, by up to a further 24 months, by giving to the other parties one months’ notice of such extension.

<https://www.gov.uk/government/publications/nhs-standard-terms-and-conditions-of-contract-for-the-purchase-of-goods-and-supply-of-services>

**Document 4 – Service Specification and Evaluation Criteria**

Background and Context

Bath and North East Somerset (BaNES), Swindon and Wiltshire Clinical Commissioning Groups will join together as one CCG from April 2020. The three CCGs are working with partners across the system (e.g. B&NES, Swindon and Wiltshire councils, Healthwatch, Virgin Care and the South Western Ambulance Service) to join up health and care services and are moving towards becoming an integrated care system in line with the NHS Five Year Plan. You can find out more about the partnership on the [BSW Sustainability and Transformation website](http://www.bswstp.nhs.uk/).

The three CCGs use a range of different channels to engage with the public and involve local people in decision making and development of services and the approach is different in each locality with differing levels of success. The addition of a Citizens Panel will complement existing methods of engagement and involvement, and give us an opportunity to innovate and develop a more collaborative and consistent approach to engagement across B&NES, Swindon and Wiltshire (BSW). It is a resource that will be led and funded by BSW CCGs and has the potential to become a vital engagement tool, not just for commissioners but also for our health and care partners to secure greater involvement by local communities.

The three CCG areas have different population bases and geographical challenges. The make- up of the Citizens Panel must be representative of the BSW population as a whole, as well as engaging those who are seldom heard, and vulnerable and disadvantaged groups.

BaNES CCG includes:

* the city of Bath and surrounding rural areas
* 24 GP practices
* Royal United Hospital (RUH)
* a population of 188,678

Swindon CCG includes:

* the large town of Swindon
* 23 GPs practices
* Great Western Hospital
* a population of 240,000

Wiltshire CCG includes

* the city of Salisbury and the many towns and villages of Wiltshire
* 48 GP practices
* Salisbury Hospital
* a population of 496,000

The panel will provide a mechanism for gathering insight and views on health and care issues across the combined BSW population, and inform a new way of working for BSW CCGS. Panel surveys will inform both strategic direction and day-to-day service delivery, particularly around proposed service change or development of new services. Anonymised feedback will be shared with project managers and senior leaders to help shape and influence partnership initiatives and programmes of work. Anonymised feedback will also be made publically available so panel members and the wider public will have the opportunity to review the results.

Service delivery / product requirement

We would like to work with an organisation or consortia to develop, recruit and maintain an online Citizens Panel, including the design and delivery of a first benchmarking survey and three subsequent surveys in the first year.

In the recruitment phase, we expect the bidder to use a range of engagement methods, such as face-to-face conversations and telephone calls to recruit a representative panel of at least 1,000 members from across B&NES, Swindon and Wiltshire.

The recruitment phase will provide our first opportunity for surveying and we would expect to maximise this offline contact with the people of BSW by the bidder gathering responses to a first set of health and care-related questions (for example general attitudes to certain health and care topics). The bidder will work with us in designing the survey to ensure it is accessible, engaging and captures the appropriate information. The output from this survey, and all subsequent surveys, will be provided to us in both raw format and as a report.

The first survey and creation of the panel will include appropriate geographic/population weighting, as reflected in the Joint Strategic Needs Assessment for each of the three localities, and encompass representative samples taking account of:

* sex
* ethnicity
* age (16+)
* deprivation (using local area as measure – not based on individual characteristics)
* geographic spread and location across BSW, including urban/rural split
* employment status
* disability/long term illness
* family status (married/civil partnership, number of people in household)
* pregnancy and maternity
* gender reassignment
* religion or belief
* sexual orientation
* carer status (are they a registered carer, an informal carer/supporter, who do they care for?)

Expectations around exact timescales for the first survey and recruiting to the panel will be discussed and agreed between the successful bidder and ourselves – this will also include checkpoints associated with release of payments. However we would expect, as a minimum, for the panel to be recruited and first benchmarking survey to be completed by end March 2020.

Once members of the panel have been recruited, the bidder will be responsible for maintaining an active panel. This will include replacing members who are not actively engaged, ensuring the panel remains representative. We expect a planned programme of accessible communication with panel members to encourage ongoing engagement and ensure members feel valued and appreciated.

While we will provide the subject and focus of the surveys, we expect the bidder to work with us to design accessible and engaging surveys that capture the views of our populations in a way that supports decision making and research outcomes. From time to time we would like to be able to segment the panel members into small focus groups for engagement on specific topics.

The bidder will collect the responses to any engagement and provide both the raw data and relevant reports on the results. All data must be kept secure and effectively managed in accordance with data protection legislation.

We expect to build a strong and productive relationship with the successful bidder that includes regular reporting on the panel and its development, delivery against objectives and suggestions for improvements.

Core requirements

In the bid, we would like to see consideration for the following elements to understand how the successful bidder would:

* Develop and complete the panel recruitment process across the region, including methods used and how they would ensure the panel is representative of the population.
* Ensure regular reporting to provide us with timely updates on recruitment activity.
* Ensure full compliance with GDPR in capturing people’s data, providing a clear audit trail around individual’s permission to be involved and allowing data sharing between the bidder undertaking the work and the BSW CCG’s communications and engagement teams.
* Work with us to create appropriate screening questions and initial panel questions and subsequent survey questions.
* Ensure surveys are accessible to all panel members.
* Develop and deliver regular surveys and engagement opportunities, working proactively with BSW CCG’s communications and engagement teams on themes and content.
* Track panel member’s involvement over multiple surveys to help assess trends.
* Maintain the panel, including regular communication with the panel and processes for replacing inactive members.
* Provide the opportunity for panel members to communicate with us through online processes.

In addition, we would like bidders to:

* Provide a cost breakdown for the elements as outlined above.
* Explain how they would approach the recruitment process and demonstrate expertise in panel segmentation, sample weighting and avoiding panel hoppers.
* Explain how they would ensure an active panel; limiting drop-off rate and engaging with members.
* Share their views on whether incentives would be required, and if so, what they could be.
* Give examples of how they would communicate with the panel.
* Share any insights and learning they may have from other organisations they have worked with on similar initiatives.
* Provide detail for how they would ensure the smooth transition of the management of the panel to BSW CCGs at the end of a one year contract. Or, if by mutual agreement with BSW CCGs continue manage the panel for either a one or two year period, to provide details of what level of support the bidder would recommend and the cost for providing this.
* Explain the communication, account handling and reporting mechanisms they would put in place to keep BSW CCGs updated on progress and report any issues.

Outcomes

* A representative Citizens Panel recruited by 28th February 2020.
* An agreed plan for a year of engagement with the Citizens Panel including timing of surveys, regular communications, and topics and themes for surveys and engagement by 31st January 2020.
* Agreed schedule of payment milestones linked to satisfactory delivery by 31st January 2020.
* Effective delivery of the agreed plan of engagement to be reviewed quarterly for the first year.

Monitoring and reporting

We will need to be able to demonstrate the value of the panel through ongoing evaluation. The successful bidder will be expected to work with us to evaluate the panel at appropriate points (to be agreed). Evaluation plans will be developed in conjunction with the bidder at the start of the contract. Measures could include demonstrating whether the panel meets our objectives, is a representative sample, that panel members are responsive and engaged and that we receive high-quality quantitative/qualitative data.

Contract Manager

Deputy Director of Communications and Engagement, BSW CCGs. Support provided by Helen Robertson, Communications and Engagement Officer, Wiltshire CCG.

Expected contract start date and end date

One year with the expectation of re-contracting for ongoing service delivery for another two years.

**OFFER TIMELINE -**

|  |  |
| --- | --- |
| Request for Quotation issued | 4th November 2019 |
| Deadline for clarification | 13th November 2019 12:00 Noon |
| Quotation Submission | 18th November 2019 12:00 Noon |
| Evaluation Stage One – Shortlisting | 21st November 2019 |
| Evaluation Stage Two – Presentation with shortlisted providers | 2nd December 2019 |
| Contract awarded | 6th December 2019 |
| Commencement date | 9th December 2019 |

When SCW has reached a decision in respect of contract award it will notify all Bidders of that decision.

**DOCUMENT FORMATS**

|  |  |
| --- | --- |
| **File type** | **Software package** |
| Response to Document 5 | Readable by Microsoft Word (Version 97-2003 or later) –  |
| Spreadsheet based documents | Readable by Microsoft Excel (Version 2000 or later) |
| Graphics files | Readable by Adobe Acrobat (pdf) and/or as a JPEG and/or readable as PowerPoint (Version 2000 or later) |

### All documentation and communication must be in English.

### **Scoring Criteria**

**With the exception of total cost (the evaluation methodology of which is set out in document No 2, section 6, each of the above evaluation criteria will be scored on a 0-4 basis as below.**

*If a supplier scores a consensus score of 0 on any question they will be disqualified from the tender process based on their proposal failing to meet minimum acceptable standards in all areas of the specification.*

|  |  |  |
| --- | --- | --- |
| **Assessment** | **Score** | **Interpretation** |
| Superior | 4 | As Comprehensive but to a significantly better degree or likely to result in increased quality |
| Comprehensive | 3 | A comprehensive response submitted in terms of detail and relevance |
| Acceptable | 2 | An acceptable response submitted in terms of the level of detail, accuracy and relevance |
| Limited | 1 | Limited information provided or a response that is inadequate or only partially addresses the question |
| Deficient | 0 | Response to the question (or an explicit requirement) significantly deficient or no response received |

|  |  |
| --- | --- |
| Score per question |  % of weighting |
| 4 | 100% |
| 3 | 75% |
| 2 | 50% |
| 1 | 25% |
| 0 | 0% |

**Document no 5 - Offer Schedule**

**COSTING SCHEDULE (Part A)**

**Contract for the Provision of Consultancy Support to Develop a BaNES, Wiltshire and Swindon CCG wide Citizens Panel**

**Summary of Costs**

Bidders are required to complete the offer schedule, detailing their costs of the contract based on the information provided in Document 4, (Service Specification and Evaluation Criteria) and this document.

Costs must be inclusive of all expenses but exclusive of VAT. Whole life costs throughout the contract duration will be monitored against costs provided in this schedule.

Please insert all costs relevant to this contract. Bidders are not permitted to alter the table format, other than by inserting additional rows to itemise the pricing structure.

**Any submission which fails to use this template may not be considered for this contract.**

**Bidders are requested to complete the Price schedule which has been provided below. Payment Milestones will be based on delivering the required outcomes as you list below.**

|  |  |  |  |
| --- | --- | --- | --- |
| **Service component/ Deliverable** | **Year 1 Cost** | **Year 2 Cost** | **Year 3 Cost** |
|  | **£** | **£** | **£** |
|  | **£** | **£** | **£** |
|  | **£** | **£** | **£** |
|  | **£** | **£** | **£** |
| **TOTAL CONTRACT COST** | **£** | **£** | **£** |

**Document 5 Offer Schedule**

Questions and Template for Responses (Part B)

Any submission which fails to use this template may not be considered for this contract.

Please provide a response to the questions below, by adding your completed documents to the relevant part of the eProcurement system by 12:00 noon on 18th November 2019 latest.

All proposals will be subject to the NHS Standard Terms and Conditions for Provision of Services: Contract Version

|  |  |  |
| --- | --- | --- |
| No | Question | Weighting |
| 1 | Please provide a detailed description of how your organisation would develop and deliver the requirements. This should include, but not be limited to, your approach to:* screening and recruitment of a representative Citizens Panel
* developing and delivering online surveys, focus groups and other engagement opportunities
* maintaining an active and engaged panel
* monitoring and evaluating the effectiveness of the panel
* analysis and reporting engagement activity to BSW CCGs
 | 30% |
| Please insert your response here and reference any supporting documents to Q1 |
| 2 | Please describe how you will ensure full ongoing compliance with GDPR and any other relevant data security and privacy legislation. This should include, but not be limited to:* capturing, storing and using people’s data
* providing a clear audit trail for each individual’s permission to be involved in the Citizens Panel
* providing a clear audit trail for each individual’s permission to share data between the bidder and BSW CCGs
* processes for addressing data security breaches
 | 10% |
| Please insert your response here and reference any supporting documents to Q2 |
| 3 | Please provide details for how your approach will be innovative and creative in order to ensure the success of our Citizens Panel. Include any additional information about how your engagement model is different from other suppliers. | 5% |
| Please insert your response here and reference any supporting documents to Q3 |
| 4 | Please provide relevant examples which demonstrate your organisation has the experience and skills required to deliver this service. | 15% |
| Please insert your response here and reference any supporting documents to Q4 |
| 5 | Please explain your approach to working effectively with the three CCGs across a wide geographic region. | 10% |
| Please insert your response here and reference any supporting documents to Q4 |

DOCUMENT 6

**FORM OF OFFER** **DECLARATION**

Dear Sir/Madam

**Contract for the Provision of Consultancy Support to Develop a BaNES, Wiltshire and Swindon CCG wide Citizens Panel**

Having examined the proposed Contract comprising:

Document 1 – This Invitation Letter

Document 2 – Terms of Contract

Document 3 – Terms and Conditions of Contract;

Document 4 – Service Specification;

Document 5 – Offer Schedule

Document 6 – Form of Offer

As enclosed under cover of your invitation to quote letter dated 4th November 2019.

We do hereby offer to enter into a contract with NHS South, Central and West CSU on the terms and conditions in the said Contract.

We undertake to keep the offer open for acceptance by NHS South, Central and West CSU for a period of thirty (30) days from the return date.

We declare that this is a bona fide offer, intended to be competitive, and that we have not fixed or adjusted the amount of the offer by, or under, or in accordance with, any agreement or arrangement with any other person. We further declare that we have not done, and we undertake that we will not do, any of the following acts prior to award of this Contract:

1. *Collude with any third party to fix the price of any number of offers for this Contract;*

 *(b) Offer, pay, or agree to pay any sum of money or consideration directly or indirectly to any person for doing, having done, or promising to be done, any act or thing of the sort described herein and above.*

We understand that you are not bound to accept the lowest price, or any, offer.

|  |  |
| --- | --- |
| Signed: | ----------------------------------------------------------------- |
| Date: | ----------------------------------------------------------------- |
| Name: | ----------------------------------------------------------------- |
| In the capacity of: | ----------------------------------------------------------------- |
| duly authorised to sign offers for and on behalf of: | ----------------------------------------------------------------- |
| Company Registered Address: | ----------------------------------------------------------------- |
| Postal address (If different from Company Registered address): | ----------------------------------------------------------------- |