DOCUMENT 8c

**Yorkshire and Humber NHS Pharmaceuticals Purchasing Consortium**

**Award Criteria and Methodology**

1. **Introduction**
   1. The Framework Agreement(s) will be awarded based on the most economically advantageous tender criteria under the Public Procurement Contract Regulations 2015, evaluated based on the criteria and methodology set out in this document. The Authority will operate a staged evaluation. The stages are set out in section 3 - Evaluation Stages.
   2. Reaching some of the stages is dependent on “passing” the preceding stage in terms of meeting all of the stated requirements set out.
   3. For those Offerors that proceed to the scored evaluation stages, a maximum score of 100% will be available for the Tender as a whole, based on the following:

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| --- | --- |
| **Award Criteria** | **Weighting** |
| **SSQ** | **Pass/ Fail** |
| **Specification Response**   * **Regulatory** | **Pass/Fail** |
| **Specification Response**   * **Technical and Quality** (Adjudication & Compliance) | **50%** |
| **Specification Response**  **-Social Value Model** (Adjudication & Compliance | **10%** |
| **Commercial Schedule** | **40%** |

1. **Evaluation Group**
   1. The Offeror responses will be evaluated, and where relevant scored by the Evaluation Group, which will include;
      1. YHPPC Procurement Team Members
      2. Regional Homecare Specialists
      3. Trust Pharmacy Homecare Colleagues
   2. Each member of the Evaluation Group will score each Offeror in accordance with the scoring methodology set out in this Document and Appendices.
   3. Moderation of the scores will be undertaken to reach a consensus on scores
2. **Evaluation Stages**
   1. Prior to commencing evaluation, all Offerors responses will be checked for compliance and completeness against the requirements listed in Document 2 - Terms of Offer and below;
      1. Standard Selection Questionnaire, parts 1,2 and 3, fully completed within the Authority’s electronic tendering system
      2. Document 2 - Terms of Offer, completed within the electronic tendering system
      3. Document 3 - Certificate of Bona Fida Offer, and Non Canvassing, completed within the electronic tendering system
      4. Document 8a - Tender Response, completed and returned
      5. Document 8b - Commercial Schedule, completed and returned
      6. Document 4 - Commercially Sensitive Information Schedule, completed and returned if applicable
   2. A Offerors response may be considered non-compliant if it is an incomplete submission.
   3. The Authority expects the Offeror’s to provide any clarification information required within 2 business days of the request via the ATAMIS Portal unless another timeframe is agreed with the Authority.

| Stage | Requirement | Specification Section | Evaluation | Evaluation Method | Weighting |
| --- | --- | --- | --- | --- | --- |
| 1 | SSQ | ATAMIS Requirement Envelope | Each Offerors response to the SSQ will be assessed in accordance with the Award Criteria Methodology in Appendix A of this document.  Offerors must fully complete Parts 1,2 and 3.  Offerors must pass this step before proceeding onto the next stage. | Pass/ Fail | Pass/Fail |
| 2 | Regulatory Questions | Document 8a Tender Response | Each Offerors response to the Regulatory Questions within Document 8a Tender Response will be verified to ensure compliance. These questions are deemed a must for Offerors depending on the Lot(s) bidding for.  Offerors must pass this step by answering all the Questions relating to the Lot(s) Offerors are bidding for before proceeding onto the next steps. | Pass/Fail | Pass/Fail |
| 3a | Compliance Questions | Document 8a Tender Response | Each Offerors response to the Compliance Questions within Document 8a Tender Response will be evaluated and scored as per Award Methodology in Appendix B of this document.  These questions are confirmation of compliance with a consolidation of multiple Specification Points within each Sub-Section. The consolidation of the Specification Points together are deemed the standard specification required. | Scored | 50% |
| 3b | Adjudication Questions  *All except Social Value* | Document 8a Tender Response | Each Offerors response to the Adjudication Questions within Document 8a Tender Response will be evaluated and scored as per Award Methodology guidance in Appendix C of this document.    These questions are used to evidence how the Offeror would meet a Specification Point. | Scored |
| 3c | Adjudication Questions  *Social Value Only* | Document 8a Tender Response | Each Offerors response to the Adjudication Questions within Document 8a Tender Response will be evaluated and scored as per Award Methodology and using guidance in Appendix B of this document.    These questions are used to evidence how the Offeror would meet a Specification Point. | Scored | 10% |
| 4 | Commercial | Document 8b  Commercial Schedule | Each Offerors response to the Document 8b - Commercial Schedule will be input into a pre-determined theoretical ‘Basket of Goods/Services’ with scores allocated as per the calculations set out. | Scored | 40% |
| **Steps 3 to 4 will be undertaken for each Lot Offerors bid against.** | | | | | |
| **5** | All scores from 3a-c and 4 are combined to achieve a score out of 100% per Lot. All Offerors achieving a score of 30% or more for combined Technical and Quality, Social Value and Commercial sections per Lot will achieve a place on the Framework. Offerors scoring less may be disqualified per Lot at the discretion of the Authority. | | | | |

1. **Evaluation Scoring**
   1. The scoring model for the specification is below. Details of scores applicable and how to achieve these scores are detailed in Appendix B.

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| **Scoring Model for Technical and Quality Questions** | | |
| **Description** | **Score label** | **Score** |
| **Does not meet the requirement**  Failure to meet standard within Specification. Submission does not provide confidence of ability to undertake and deliver the service. | **Unsatisfactory Response** | **0** |
| **Partial requirement**  Failure to meet standard within Specification. Submission includes a suitable alternative of an equivalent nature providing confidence of ability to still undertake and deliver the service. | **Partial Requirement** | **1** |
| **Satisfies the requirement**  Response meets the standard requirements within the Specification. Submission provides confidence of ability to undertake and deliver the supplies / service. | **Satisfactory Response** | **5** |
| **Exceeds the requirement**  Response exceeds the standard requirement within the specification. Submission provides confidence of added value to the supplies / service. | **Superior Response** | **10** |

1. **Scores**
   1. **Stage 1 SSQ** - Offerors responses will be evaluated as per Appendix A and that Offerors have fully completed the SSQ parts 1,2 and 3.

Any Offeror failing to pass Stage 1 will automatically be disqualified and will not be considered further. Offerors passing this stage will progress to stage 2

* 1. **Stage 2 Regulatory** - Offerors responses to Document 8a will be verified to confirm that they have fully completed responses, and that the information submitted is applicable the to the Lots they are tendering for.

Any Offerors failing to provide a suitable response to the Regulatory Questions relevant to the Lot they are tendering for will not pass Stage 2 and will automatically be disqualified and will not be considered further. Offerors passing this stage will progress to stages 3.

* 1. **Stage 3a and 3b Technical and Quality** - Offerors responses to Document 8a will be evaluated against Compliance Questions and Adjudication Questions and scored as per the table above using Appendix B.
  2. **Stage 3c Social Value Model -**  Offerors responses to Document 8a will be evaludated against Compliance Questions and Adjudications Questions and scored as per the table above and using Appendix B.
  3. All sections within the Technical and Quality requirement are equally weighted.
     1. for avoidance of doubt where a specification point is not applicable, the maximum available unweighted score will be adjused accordingly
     2. The Offerors scores shall be calculated for each lot bidded for as follows:

Offerors achieved score / Maximum available unweighted score \* 50%

* 1. All sections questions within the Social Value Model envelope are equally weighted.
     1. The Offerors scores shall be calculated for each lot bidded for as follows:

Social Value Model **-** Offerors achieved score / Maximum available unweighted score \*10%

* 1. **Stage 4 Commercial Schedule -** Commercial evaluation will be undertaken based on the theoretical “Basket of Goods/Services” in Document 8b - Commercial Schedule.
     1. The lowest ‘Basket’ will achieve a score of 40% - excluding abnormally low Tenders. All other offers will be allocated a score relative to their percentage deviation from the lowest ‘Basket’ submitted.
     2. Formula: Lowest Offerors Basket / Offerors Basket \* 40% = Offerors %

***Example****:*

*Offeror A Basket cost = £100*

*Offeror B Basket cost = £130*

*Offeror C Basket cost = £240*

*Offeror D Basket cost = £190*

*Offeror A has lowest Basket cost therefore score 40% for their commercial evaluation*

*Offeror B: 100/130\*40% = 0.3077 therefore score 31% for their commercial evaluation*

*Offeror C: 100/240\*40% = 0.1666 therefore score 17% for their commercial evaluation*

*Offeror D: 100/190\*40% = 0.2105 therefore score 21% for their commercial evaluation*

* 1. **Total scores -** all scores will be combined from the Technical and Quality, Social Value and Commercial schedule to achieve a score out of 100% per Lot
     1. All Offerors achieving a score of 30% per Lot or more will be placed on the Framework Agreement for that Lot. Offerors scoring less my be disqualified at the sole discretion of the Authority.

**Appendix A - Standard Selection Questionnaire (SSQ) Award**

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| **Standard Selection Questionnaire (SSQ)** |
| Completion of the SSQ will be completed in the Health Family e-Commercial System’ (ATAMIS). <https://health-family.force.com/s/Welcome> Supplier Guidance is available via the Atamis portal  This section sets out the criteria that the Authority will use to evaluate submissions.  All Parts 1, 2 and 3 will be evaluated.  Compliance with: -  - Deadline for receipt of response  - Confirmation that all the information requested has been provided  Satisfactory answers will achieve a PASS.  Unsatisfactory answers will be marked as FAIL which will lead to automatic disqualification |

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| **Part 1: Your Information and the bidding model** | |
| **Section 1** - Your Information and the bidding model | The Offeror must pass all of Part 1 Information will be verified. This will be scored “PASS/FAIL”  **Please note**: A criminal record check for relevant convictions may be undertaken for the preferred supplier and all relevant persons and entities (as described in section 1.1)  Non-compliance will score a “Fail” this will lead to automatic disqualification and removal from the tender process.  Only responses that have achieved a “Pass” will progress to Part 2 (Section 2). |

| **Part 2 Exclusion Grounds** | |
| --- | --- |
| **Section 2 -** Grounds for mandatory exclusion | The Offeror must pass all of Part 2 (Section 2) Questions. This will be scored “PASS/FAIL”  This section is subject to the “self-cleaning” provisions.  To score a "PASS", the Tender response must adequately  - address all key points and include adequate supporting evidence / examples / information.  - It must give a reasonable degree of confidence that the Offeror has the capability, resource, and experience to properly perform a contract under the Framework.  Where an Offeror scores a "FAIL" for any question, the Authority will treat the Tender response as non-compliant and this will lead to automatic disqualification and removal from the tender process  Only responses that have achieved a “PASS” against both measures will progress to Part 2 (Section 3). |
| **Section 3**  Mandatory and discretionary grounds relating to the payment of taxes and social security contributions | The Offeror must pass all of Part 2 (Section 3) Questions. This will be scored “PASS/FAIL”  This section is subject to the “self-cleaning” provisions.  To score a "PASS", the Tender response must adequately  - Address all key points and include adequate supporting evidence / examples / information.  - It must give confidence that the Offeror has met all obligations relating to payment of taxes and social security contributions.  Please Note: We reserve our right to use our discretion to exclude your bid where we can demonstrate by any appropriate means that you are in breach of your obligations relating to the payment of taxes or social security contributions  Where an Offeror scores a "FAIL" for any question, the Authority will treat the Tender response as non-compliant and this will lead to automatic disqualification and removal from the tender process  Only responses that have achieved a “PASS” against both measures will progress to Part 2 (Section 4) |
| **Section 4**  Grounds for discretionary exclusion | The Offeror must pass all of Part 2 (Section 4) Questions. This will be scored “PASS/FAIL”  This section is subject to the “self-cleaning” provisions.  To score a "PASS", the Tender response must adequately  - address all key points and include adequate supporting evidence / examples / information.  - It must give a reasonable degree of confidence that the Offeror has the capability, resource, and experience to properly perform a contract under the Framework.  Where an Offeror scores a "FAIL" for any question, the Authority will treat the Tender response as non-compliant and this will lead to automatic disqualification and removal from the tender process  Only responses that have achieved a “PASS” will progress to Part 3 (Section 5). |

| **Part 3 Selection Questions** | |
| --- | --- |
| **Section 5**  Economic and Financial Standing | This section will be checked for compliance to ensure that you can provide the relevant information requested  To score a "PASS", the Tender response must adequately  - address all key points and include adequate supporting evidence / examples / information.  - It must give a reasonable degree of confidence that the Offeror has the capability, resource, and experience to properly perform a contract under the Framework.  **Note**: Question 5.4 does not apply as the Authority has not specified a minimum level of economic and financial standing and/or minimum financial threshold.  Only responses that have achieved a “PASS” will progress to Part 3 (Section 6).  Where an Offeror scores a "FAIL" for any question, the Authority will treat the Tender response as non-compliant and this will lead to automatic disqualification and removal from the tender process. |
| **Section 6**  Technical and Professional Ability | This Question does not apply as the Authority has not specified a requirement for this question.  Offerors will progress to Part 3 (Section 7) |
| **Section 7** | Not all questions are relevant to this tender exercise |
| **Section 7.1**  Insurance | Suppliers who self-certify that they meet the requirements of having or committing to obtaining the relevant insurance cover will be required to provide evidence of this if they are successful at contract award stage.  PASS: You will pass this section if the Offeror self-certifies that they have, or can commit to obtain prior to the commencement of the contract, the type and level of insurance cover appropriate to the delivery of the goods and/or services  FAIL: You will fail this section if the Offeror will not commit to obtaining prior to the commencement of the contract, the type and level of insurance cover appropriate to the delivery of the good and/or services.  **Note:** There is a legal requirement for certain employers to hold Employer’s (Compulsory) Liability Insurance of £5million as a minimum. See the Health and Safety Executive website for more information <http://www.hse.gov.uk/pubns/hse39.pdf>  Requirements are for  £5million for Employers Liability, Public Liability, Product Liability and Professional Liability |
| **Section 7.2**  Data Protection | To score a "PASS", the Tender response must adequately  - address all key points and include adequate supporting evidence / examples / information.  - It must give a reasonable degree of confidence that the Offeror has the capability, resource, and experience to properly perform a contract under the Framework.  Where an Offeror scores a "FAIL" for any question, the Authority will treat the Tender response as non-compliant and this will lead to automatic disqualification and removal from the tender process  Only Offerors that achieve a “PASS” will progress to Part 3 (Section 7.3) |
| **Section 7.3**  Health & Safety | This Question does not apply as the Authority has not specified a requirement for this question  Offerors will progress to Part 3 (Section 7.4) |
| **Section 7.4**  Payments in contracts (above £5m per annum per supplier) | This Question does not apply as the Authority as this is not applicable to this tender exercise.  Offerors will progress to Part 3 (Section 7.5) |
| **Section 7.5**  Payment Terms (above £5m per annum per supplier)  *(Public Sector Contracts only)* | This Question does not apply as the Authority as this is not applicable to this tender exercise.  Offerors will progress to Part 3 (Section 7.7) |
| **Section 7.7**  Carbon Reduction Plans | This section will be checked for compliance to ensure that you can provide the relevant information requested  To score a "PASS", the Tender response must adequately   - address all key points and include adequate supporting evidence / examples / information.   - It must give a reasonable degree of confidence that the Offeror has the capability, resource, and experience to properly perform a contract under the Framework.  Where an Offeror scores a "FAIL" for any question, the Authority will treat the Tender response as non-compliant and this will lead to automatic disqualification and removal from the tender process.  Only responses that have achieved a “PASS” will have their tender responses assessed. |
| **Section 8**  Declarations | This section will be checked for compliance to ensure that you have completed the questions. |

**Appendix B - Compliance and Adjudication Questions Evaluation**

Please refer to Document 8a - Tender Response to identify which Specification Point and associated Questions are relevant to the Lots Offerors are tendering for.

| **Question Type** | **Question** | **Standard Requirements** | **Scores Available** |
| --- | --- | --- | --- |
| Compliance | **All Questions** | To achieve a score of 5 Offerors respond with a Yes to the compliance question(s) relevent to the Lots being bid for.  To achieve a score of 1 Offerors response with a No to the compliance question(s) relevent to the Lots being bid for but include a suitable alternative of an equivalent nature.  To achieve a score of 0 Offerors response with a No to the compliance question(s) releve nt to the Lots being bid for and provide no suitable alternative of an equivalent nature, or provide no response. | 5  1  0 |
| Adjudication | **Please certify that your welcome pack complies with the requirements set out in Specification Point 4.6 and provide an example of your welcome pack patient information for each Lot your are bidding for.  *Attachment required for this Adjudication Question response in Word format where possible, PDF will be accepted with search function available.*** | To achieve a score of 10 Offerors respond with a copy of their Welcome Pack Information for each Lot they are bidding for. The information provided contains more than the information on the list of suggested bullets and the additional information is deemed added value to the service.  To achieve a score of 5 Offerors respond with a copy of their Welcome Pack Information for each Lot they are bidding for. The information provided must contain information on the list of suggested bullets as a minimum unless the Supplier indicated an adequate reason why its not applicable to the Lot/Service offering.  To achieve a score of 1 Offerors do not respond with their Welcome Pack Information for each Lot they are bidding for, or the information provided does not contain information on the list of suggested bullets as a minimum, or the indicated reason why certain bullets are not applicable to the Lot/Service offering is not adequate.  To achieve a score of 0 Offerors respond with their Welcome Pack Information for any Lot they are bidding for, or the information provided does not contain information on the list of suggested bullets as a minimum, or Supplier does not provide any reasoning for the missing information, or provide no response. | 10  5  1  0 |
| Adjudication | **With reference to the Specification Point 4.7, Suppliers should describe their service offering for inbound patient queries and complaints. *Statement required for this Adjudication Question response.*** | To achieve a score of 10 Offerors respond with a service offering exceeding the attributes listed in Specification Point 4.7 that are of added value to the service.  To achieve a score of 5 Offerors respond with a service offering including the attributes listed in Specification 4.7.  To achieve a score of 1 Offerors respond with a service offering that does not include all the attributes listed in Specification 4.7.  To achieve a score of 0 Offerors respond with a service offering that does not include any of the attributes listed in Specification 4.7, or provide no response. | 10  5  1  0 |
| Adjudication | **With reference to the Specification Point 4.8. Suppliers should indicate which languages, formats and/or prints they are able to provide at no extra cost. For those that incur an additional cost these must be provided in Commercial Schedule NOT this Adjudication Question response. *Statement required for this Adjudication Question response.*** | To achieve a score of 10 Offerors respond with a service offering exceeding the requirements of English, pictorial format, and large print that are of added value to the service.  To achieve a score of 5 Offerors respond with a service offering exceeding the requirements of English, pictorial format, and large print.  To achieve a score of 1 Offerors respond with a service offering that does not include all of the requirements of English, pictorial format, and large print.  To achieve a score of 0 Offerors respond with a service offering that does not include any of the requirements of English, pictorial format, and large print, or provide no response. | 10  5  1  0 |
| Adjudication | **With reference to Specification Point 5.3, please describe your stock check procedure. Including where applicable deliveries arranged or clinical visits made using other methods to phone call. *Statement required for this Adjudication Question response.*** | To achieve a score of 10 Offerors respond with a service offering exceeding the attributes listed in Specification Point 4.7 that are of added value to the service.  To achieve a score of 5 Offerors respond with a service offering including the attributes listed in Specification 4.7.  To achieve a score of 1 Offerors respond with a service offering that does not include all the attributes listed in Specification 4.7.  To achieve a score of 0 Offerors respond with a service offering that does not include any of the attributes listed in Specification 4.7, or provide no response. | 10  5  1  0 |
| Adjudication | **With reference to the Specification Point 9.3, Suppliers should describe their service offering for resolution of service queries, complaints and contract management from the Participating Authority. *Statement required for this Adjudication Question response.*** | To achieve a score of 10 Offerors respond with a service offering exceeding the attributes listed in Specification Point 9.3 that are of added value to the service.  To achieve a score of 5 Offerors respond with a service offering including the attributes listed in Specification 9.3.  To achieve a score of 1 Offerors respond with a service offering that does not include all the attributes listed in Specification 9.3.  To achieve a score of 0 Offerors respond with a service offering that does not include any of the attributes listed in Specification 9.3, or provide no response. | 10  5  1  0 |
| Adjudication | **With reference to the Specification Point 11.1, please describe your internal change control processes ensuring this complies with the requirement. *Statement required for this Adjudication Question response.*** | To achieve a score of 5 Offerors respond with a service offering including the attributes listed in Specification 11.1.  To achieve a score of 0 Offerors respond with a service offering that does not include all the attributes listed in Specification 11.1 or provide no response. | 5  0 |
| Adjudication | **With reference to Specification Point 11.5, please describe the service you provide to support the smooth transition onto the service. *Statement required for this Adjudication Question response.*** | To achieve a score of 10 Offerors respond with a service offering exceeding the processes contained within RPS Homecare Handbook Appendix 12, that are of added value to the service.  To achieve a score of 5 Offerors respond with a service offering including the processes contained within RPS Homecare Handbook Appendix 12.  To achieve a score of 1 Offerors respond with a service offering that does not include all the processes contained within RPS Homecare Handbook Appendix 12.  To achieve a score of 0 Offerors respond with a service offering that does not include any of the processes contained within RPS Homecare Handbook Appendix 12 or provide no response. | 10  5  1  0 |
| Adjudication | **With reference to the Specification Point 13.3, please describe your prescription management process. *Statement required for this Adjudication Question response.*** | To achieve a score of 10 Offerors respond with a pro-active prescription management service offering exceeding the minimum 4 week prior to next scheduled delivery date.  To achieve a score of 5 Offerors respond with a pro-active prescription management service iffering including the minimum 4 week prior to next scheduled delivery date.  To achieve a score of 1 Offerors respond with a pro-active prescription management service offering not including the minimum 4 week prior to next scheduled delivery date.  To achieve a score of 0 Offerors respond with no prescription management service offering or provide no response. | 10  5  1  0 |
| Adjudication | **With reference to Specification Point 16.3, please state your standard delivery days/hours, and any additional delivery days/hours routinely available (excluding those exclusively offered as part of an emergency service).  Note: Any additional costs associated with additional delivery days/hours offered must be referenced within your response and the commercial offer schedule. *Statement required for this Adjudication Question response.*** | To achieve a score of 10 Offerors respond with a service offering exceeding the attributes listed in Specification Point 16.3 that are of added value to the service.  To achieve a score of 5 Offerors respond with a service offering including the attributes listed in Specification 16.3.  To achieve a score of 1 Offerors respond with a service offering that does not include all the attributes listed in Specification 16.3.  To achieve a score of 0 Offerors respond with a service offering that does not include any of the attributes listed in Specification 16.3, or provide no response. | 10  5  1  0 |
| Adjudication | **With reference to Specification Point 16.3, please describe the options you use to arrange deliveries with patients, including how positive confirmation is obtained from patients. *Statement required for this Adjudication Question response.*** | To achieve a score of 10 Offerors respond with a service offering exceeding the standard phone call to arrange delivery with positive confirmation obtained from all options.  To achieve a score of 5 Offerors respond with a service offering exceeding the standard phone call to arrange delivery with no positive confirmation obtained from these additional options or Offerors respond with a service offering of the standard phone call to arrange delivery with positive confirmation obtained.  To achieve a score of 0 Offerors respond with no service offering of the standard phone call to arrange delivery with no positive confirmation obtained, or provide no response. | 10  5  0 |
| Adjudication | **With reference to Specification Point 16.4, please describe the delivery reminder service offered to patients. *Statement required for this Adjudication Question response.*** | To achieve a score of 10 Offerors respond with a service offering exceeding the reuirement of a day before delivery date reminder service.  To achieve a score of 5 Offerors respond with a service offering including a day before delivery date reminder.  To achieve a score of 1 Offerors respond with a delivery reminder service offering that does not include a day before reminder.  To achieve a score of 0 Offerors respond with no delivery reminder service, or provide no response. | 10  5  1  0 |
| Adjudication | **With reference to Specification Point 16.4, please confirm the delivery window length provided and at what point this is provided to patients. *Statement required for this Adjudication Question response.*** | To achieve a score of 10 Offerors respond with a service offering of a shorter than 2 hour delivery window provided to patients the day before their delivery date. Or Offerors respond with a service offering of a 2 hour delivery window provided to patients before the day before the delivery date.  To achieve a score of 5 Offerors respond with a service offering of a 2 hour delivery window provided to patients the day before their delivery date.  To achieve a score of 1 Offerors respond with a service offering of a 2 hour delivery window provided to patients the day of their delivery date.  To achieve a score of 0 Offerors respond with no 2 hour delivery window offerings, or provide no response. | 10  5  1  0 |
| Adjudication | **With reference to Specification Point 16.6 please describe what communication methods you offer including any innovative methods. Any additional costs must be specified in the tender response and Commercial Schedule. *Statement required for this Adjudication Question response.*** | To achieve a score of 10 Offerors respond with a service offering exceeding the standard phone call communication method.  To achieve a score of 5 Offerors respond with a service offering of the standard phone call communication method.  To achieve a score of 0 Offerors respond with no communication method service offering, or provide no response. | 10  5  0 |
| Adjudication | **With reference to Specification Point 16.6, please describe for each of the communication method offered (including phone call) how these ensure positive confirmation is received from patients before any changes to delivery dates/times are made. *Statement required for this Adjudication Question response.*** | To achieve a score of 10 Offerors respond with a service offering exceeding the standard phone call communication method and details of how the inclusion of positive confirmation from patients of changes to already agreed delivery schedules if being notified via these additiona communication routes.  To achieve a score of 5 Offerors respond with a service offering of the standard phone call communication method and confirmation of the inclusion of positive confirmation from patients of changes to already agreed delivery schedules. Or respond with a service offering exceeding the standard phone call communication method with some or all involving no inclusion of positive confirmation from patients of changes to already agreed delivery schedules if being notified via these additional communication routes.  To achieve a score of 0 Offerors respond with no communication method service offering, or no communication method involving no positive confirmation from patients of changes to already agreed delivery schedules, or provide no response. | 10  5  0 |
| Adjudication | **With reference to Specification Point 19.2, please advise if your collections of returned items are made at the same time as a scheduled product delivery for those patients not terminating treatment. Statement required for this Adjudication Question response.** | To achieve a score of 5 Offerors respond with a collection of returned items service offering made at the same time as a scheduled product delivery (for patient not termainating service).  To achieve a score of 1 Offerors respond with a collection of returned items service offering not made at the same time as a scheduled product delivery (for patient not termainating service).  To achieve a score of 0 Offerors respond with no collection of returned items service offering, or provide no response. | 5  1  0 |
| Adjudication | **With reference to Specification Point 20.1 please describe your out of hours and urgent delivery service. Note: Any additional costs associated must be referenced within your response and the commercial offer schedule. *Statement required for this Adjudication Question response.*** | To achieve a score of 10 Offerors respond with an out of hours/emergency delivery service offering which exceeds prescription receipt cut off of 2pm for same day and/or next day delivery.  To achieve a score of 5 Offerors respond with an out of hours/emergency delivery service offering which includes prescription receipt cut off of 2pm for same day and/or next day delivery.  To achieve a score of 1 Offerors with an out of hours/emergency delivery service offering which does not include prescription receipt cut off of 2pm for same day and/or next day delivery.  To achieve a score of 0 Offerors respond with no out of hours/emergency delivery service offering, or provide no response. | 10  5  1  0 |
| Adjudication | **With reference to Specification Point 33.5, please detail your procedure in place to ensure stock checks are performed with patients and how regular these are performed. *Statement required for this Adjudication Question response.*** | To achieve a score of 10 Offerors response includes details of their stock check procedure which excees the minimum requirement of stock checks to be performed prior to each routine delivery.  To achieve a score of 5 Offerors response includes details of their stock check procedure which includes as a minimum stock check to be performed prior to each routine delivery.  To achieve a score of 1 Offerors response includes details of their stock check procedure which does not include as a minimum stock check to be performed prior to each routine delivery.  To achieve a score of 0 Offerors respond with no stock check service offering, or provide no response. | 10  5  1  0 |
| Adjudication | **With reference to Specification Point 35.4 please confirm the training your paediatric nurses hold or confirm you are not offering paediatric nursing services. *Statement required for this Adjudication Question response.*** | To achieve a score of 10 Offerors response confirms Paediatric Nurses hold more than either RN: Children’s Level 1 or RNC: Children’s Nurse Level 1, Sub part 1.  To achieve a score of 5 Offerors response confirms Paediatric Nurses hold either RN: Children’s Level 1 or RNC: Children’s Nurse Level 1, Sub part 1. Or confirm they are not offering Paediatric nursing services.  To achieve a score of 1 Offerors response confirms Paediatric Nurses hold other requirements to RN: Children’s Level 1 or RNC: Children’s Nurse Level 1, Sub part 1.  To achieve a score of 0 Offerors response confirms Paediatric Nurses do not hold either RN: Children’s Level 1 or RNC: Children’s Nurse Level 1, Sub part 1 or do not detail any other requirements, or provide no response. | 10  5  1  0 |
| Adjudication | **With reference to Specification Point 35.4, please confirm the current competencies your nursing team hold. (example SC, IV, IM, cannulation, ANTT etc.) *Statement required for this Adjudication Question response.*** | To achieve a score of 10 Offerors respond with a service offering exceeding the competencies listed in Specification Point 35.4 that are of added value to the service.  To achieve a score of 5 Offerors respond with a service offering including the competencies listed in Specification 35.4.  To achieve a score of 1 Offerors respond with a service offering that does not include all the competencies listed in Specification 35.4.  To achieve a score of 0 Offerors respond with a service offering that does not include any of the competencies listed in Specification 35.4, or provide no response. | 10  5  1  0 |
| Adjudication | **With reference to Specification Point 35.5, please describe the key features of your remote consultation and interactions training service including your process of receiving prior agreement from Trusts.  *Statement required for this Adjudication Question response.*** | To achieve a score of 10 Offerors respond with a description of the key features of their remote consultation and interaction service to include the prior approval from Participating Authorities.  To achieve a score of 5 Offerors respond with confirmation they do not offer remote consultation and interaction service.  To achieve a score of 1 Offerors respond with a description of the key features of their remote consultation and interaction service that does not include the prior approval from Participating Authorities.  To achieve a score of 0 Offerors provide no response. | 10  5  1  0 |
| Adjudication | **With regards to Specification Point 37.7. Suppliers should complete the embedded proforma or confirm no elements of their service are sub-contracted. *Attachment in the provided proforma required for this Adjudication Question response in Word format, PDF will NOT be accepted.*** | To achieve a score of 5 Offerors fully complete and attach the embedded proforma or confirm no elements of their service offering are sub-contracted.  To achieve a score of 0 Offerors do not fully complete and attach the embedded proforma or confirm no elements of their service offering are sub-contracted, or provide no response. | 5  0 |
| Adjudication | **With reference to Specification Point 42.1 please provide your BCP testing schedule and the results from your last test exercise. *Statement and attachment required for this Adjudication Question response in Word format where possible, PDF will be accepted with search function available.*** | To achieve a score of 10 Offerors respond with their BCP testing schedule and results from the last test exercise which confirms testing is carried out more than once every 12 months.  To achieve a score of 5 Offerors respond with their BCP testing schedule and results from the last test exercise which confirms testing is carried out no less than once every 12 months.  To achieve a score of 1 Offerors respond with either their BCP testing schedule or results from the last test exercise. Or results from the last test exercise which confirms testing is not carried out no less than once every 12 months.  To achieve a score of 0 Offerors respond with no BCP testing schedule or results from the last test exercise, or provide no response. | 10  5  1  0 |
| Adjudication | **With reference to Specification Point 42.3, please provide your contingency plans, detailing the types of situations they cover. *Statement and attachment required for this Adjudication Question response in Word format where possible, PDF will be accepted with search function available.*** | To achieve a score of 10 Offerors respond with contingency plans that exceeding the attributes listed in Specification Point 42.3.  To achieve a score of 5 Offerors respond with contingency plans that include the attributes listed in Specification Point 42.3.  To achieve a score of 1 Offerors respond with contingency plans that do not include all the attributes listed in Specification Point 42.3.  To achieve a score of 0 Offerors respond with contingency plans that do not include any of the attributes listed in Specification Point 42.3, or provide no response. | 10  5  1  0 |
| Adjudication | **With reference to Specification Point 50.4, please provide a list of digital technologies that you are offering for each Lot you are tendering for (e.g. remote consultation platform, web portal, App) supported with evidence of DTAC status. *Statement and attachment required for this Adjudication Question response in Word format where possible, PDF will be accepted with search function available.*** | To achieve a score of 10 Offerors provide a list of digital technologies that you are offering for each Lot you are bidding for including evidence of DTAC Approval.  To achieve a score of 5 Offerors provide a list of digital technologies that you are offering for each Lot you are bidding for including DTAC Status, or confirm you are not offering any digital technologies.  To achieve a score of 1 Offerors provide a list of digital technologies that you are offering for each Lot you are bidding for, not including DTAC Status or Approval evidence.  To achieve a score of 0 Offerors provide no response. | 10  5  1  0 |
| Adjudication | **In reference to Specification Point 51.1. The Theme is Fighting Climate Change  The Policy Outcome is Effective stewardship of the environment  Please describe how you have embedded effective measures to deliver additional environmental benefits in the performance of the framework including working towards net zero greenhouse gas emissions.  Detail how, through the delivery of the framework agreement, you will reduce the amount of single use plastic used for both packaging and products that will be provided within the service.**  **Using a maximum of 1,000 words describe the commitment your organisation will make to ensure that opportunities under the framework deliver the outcome and Award Criteria. Please include:  - your ‘Method Statement’, stating how you will achieve this and how your commitment meets the Award Criteria, and  - a timed project plan and process, including how you will implement your commitment and by when.  Also, how you will monitor, measure and report on your commitments/the impact of your proposals. You should include but not be limited to:  - timed action plan  - use of metrics  - tools/processes used to gather data  - reporting  - feedback and improvement  - transparency *Attachment in the provided proforma required for this Adjudication Question response in Word format, PDF will NOT be accepted.*** | To achieve a score of 10 Offerors have exceeded the standard requirement and the response therefore shows;   * Very good understanding of the requirements. * Excellent proposals demonstrated through relevant evidence. * Considerable insight into the relevant issues. * The response is also likely to propose additional value in several respects above that expected. * The response addresses the social value policy outcome and also shows in-depth market experience   To achieve a score of 5 Offerors have met the standard requirement and the response therefore shows;   * Good understanding of the requirements. * Sufficient competence demonstrated through relevant evidence. Some insight demonstrated into the relevant issues. * The response addresses most of the social value policy outcome and also shows general market experience.   To achieve a score of 1 Offerors met elements of the requirement but gives concern in a number of significant areas. There are reservations because of one or all of the following:   * There is at least one significant issue needing considerable attention. * Proposals do not demonstrate competence or understanding. * The response is light on detail and unconvincing. * The response makes no reference to the applicable sector but shows some general market experience. * The response makes limited reference (naming only) to the social value policy outcome set out within the invitation   To achieve a score of 0 Offerors response completely fails to meet the required standard, or does not provide a response. | 10  5  1  0 |
| Adjudication | **In reference to Specification Point 51.1. The Theme is Tackling Economic Inequality (Workforce)  The Policy Outcome is Create new businesses, new jobs, and new skills   Please describe how you plan to create new jobs and new skills in your workforce which benefits in the performance of the framework including:  - Create employment and training opportunities, particularly for people in industries with known skills shortages or in high growth sectors.  - Support educational attainment relevant to the contract, including training schemes that address skills gaps and result in recognised qualifications.  Detail how, through the delivery of the framework, how you will ensure that there is a skills policy that focuses on increasing the average level of skills of the workforce and reduce inequalities in the way skills are distributed among the population, keeping the supply of skills aligned and responsive to market needs  Using a maximum of 1,000 words describe the commitment your organisation will make to ensure that opportunities under the framework deliver the outcome and Award Criteria. Please include:  - your ‘Method Statement’, stating how you will achieve this and how your commitment meets the Award Criteria, and  - a timed project plan and process, including how you will implement your commitment and by when.  Also, how you will monitor, measure and report on your commitments/the impact of your proposals. You should include but not be limited to:  - timed action plan  - use of metrics  - tools/processes used to gather data  - reporting  - feedback and improvement  - transparency *Attachment in the provided proforma required for this Adjudication Question response in Word format, PDF will NOT be accepted.*** | To achieve a score of 10 Offerors have exceeded the standard requirement and the response therefore shows;   * Very good understanding of the requirements. * Excellent proposals demonstrated through relevant evidence. * Considerable insight into the relevant issues. * The response is also likely to propose additional value in several respects above that expected. * The response addresses the social value policy outcome and also shows in-depth market experience   To achieve a score of 5 Offerors have met the standard requirement and the response therefore shows;   * Good understanding of the requirements. * Sufficient competence demonstrated through relevant evidence. Some insight demonstrated into the relevant issues. * The response addresses most of the social value policy outcome and also shows general market experience.   To achieve a score of 1 Offerors met elements of the requirement but gives concern in a number of significant areas. There are reservations because of one or all of the following:   * There is at least one significant issue needing considerable attention. * Proposals do not demonstrate competence or understanding. * The response is light on detail and unconvincing. * The response makes no reference to the applicable sector but shows some general market experience. * The response makes limited reference (naming only) to the social value policy outcome set out within the invitation   To achieve a score of 0 Offerors response completely fails to meet the required standard, or does not provide a response. | 10  5  1  0 |