

INVITATION TO SUBMIT PROPOSALS FOR GENERAL PRACTITIONER (GP) SERVICES

1. INTRODUCTION

Barnet, Enfield and Haringey Mental Health NHS Trust (BEH) is a large provider of integrated mental health in Barnet, Enfield and Haringey and also community health services in Enfield.

BEH provide specialist mental health services to people living in the London boroughs of Barnet, Enfield and Haringey, and a range of more specialist mental health services to our core catchment area and beyond. Following the transfer of Enfield Community Services in 2011, we also provide the full range of child and adult community health services in Enfield and are increasingly integrating these with our mental health services to provide a range of more holistic services.

Since October 2020, the Trust has been the lead-provider for the North London Forensic Consortium. Under a contract worth c£150m with NHS England the Trust has the delegated responsibility for commissioning Low and Medium Secure Forensic Services for the population of North London, working in partnership with 4 other NHS providers.

BEH serve a population of 1.2 million, employ more than 3,300 staff, and operate from over 20 main sites in the community.

Providing equality of opportunity for patients, their carers and our staff is a central element of our pursuit of excellence in care provision.

We are committed to the elimination of unlawful and unfair discrimination and value the differences that a diverse workforce brings to the organisation.

We aim to be a fair employer and strive to achieve equality of opportunity for all, creating inclusive workplace environments where everyone can work effectively towards the provision of better healthcare. As a Trust we have a comprehensive policy, setting out how it will work to deliver high quality services to all in fair and equitable ways.

2. BACKGROUND

North London Forensic Services is a 210 bedded low and medium secure mental health setting caring for male and female patients with severe mental illness, autistic spectrum disorder or learning disability aged 18 and over. Services are located on the Chase Farm Hospital site in Enfield and at Avesbury House in Edmonton, north London.

The aim of the physical healthcare team is to provide higher quality and more sustainable services reduction of unwarranted variation in clinical practice and outcomes, reduction of health inequalities and more effective use of resources through a full range of primary care services as well as some access to complimentary therapies. Health promotion and prevention would be a key focus, including smoking cessation, weight management and lifestyle coaching. There would be robust links and communication between the physical healthcare and multidisciplinary teams, ensuring a whole system approach to care.

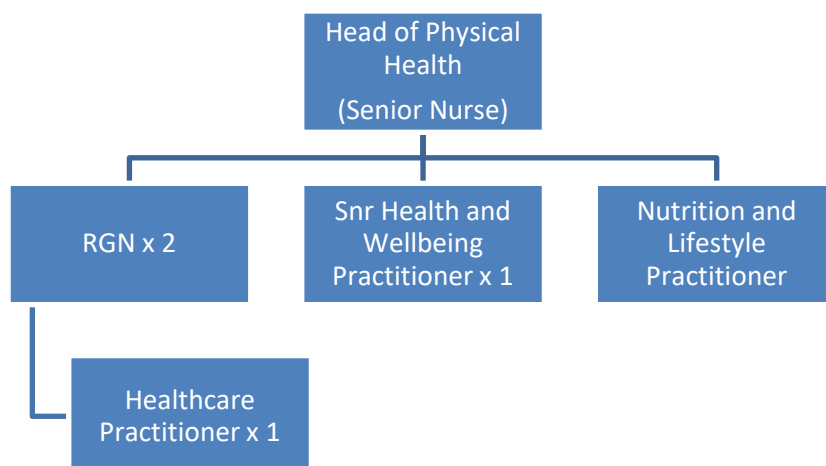
Additionally, we aim to directly parallel the NHS Long Term Plan initiatives by:

- Boosting 'out-of-hospital' care, and bridging the gap between our inpatient and acute hospitals, as well as, community services
- Reducing pressure on emergency hospital services
- Allowing service users to gain better control over their own health and more personalised care when they need it.

Early detection, support and management of long-term conditions is a key aim. There are existing links with National Screening Programmes, as well as acute services and routes of referral, would be managed by the team, led by the Head of Physical Health, who would oversee liaison with local acute trusts to ensure effective and safe care is delivered and a comprehensive handover is achieved.

Physical activities / social prescribing can be supported via our Kingswood Centre which has 2 multi gyms and large gymnasium with YMCA qualified instructors who will work directly with the physical health and health promotion team.

The physical healthcare team will comprise:



Additionally, we have or plan to procure the following services to support the team:

- Dietiticians
- Diabetes Nurse Specialist (2 sessions a month)
- Endocrinologist
- Dentists
- Podiatrists
- Optometry

Current register of patients with long term health issues (some multiples)

6	3	24	6	6	3	3	38	41	80
Ischaemic Heart Disease	Sleep Apnoea	Asthma	Arthritis	Epilepsy	Chronic Obstructive Pulmonary Disease	Chronic Heart Disease	Diabetes	Hypertension	Obesity

3. SERVICE SPECIFICATION

To provide general practitioner services to patients detained under the Mental Health Act in conditions of low and medium security, ensuring adequate cover arrangements are in place during planned leaves to maintain service levels. Services to include the following:

- Planned annual face to face gender specific health checks co-ordinated by the contracting authority, ensuring a coordinated but flexible approach so that those with mobility issues and poor engagement due to mental health or learning disability that impacts on cognition or communication can be offered appointments outside core clinic times and on their wards.
- Assessment of physical health issues via ad hoc referral from medical staff within the mental health team
- Hold and manage a caseload of patients with long term conditions, ensuring timely and regular reviews and appropriate care packages are in place in line with NICE guidance shown in appendix 1.
- Communicate with the relevant clinical team to ensure onward referrals to secondary care are actioned where required
- Record clinical activity on the Trust's Electronic Patient Record System (Rio) in line with prevailing guidelines
- Attend training in the use of the system to be arranged by the contracting authority
- Attend local mandatory training in security awareness and conflict resolution on an annual basis

The contracting authority will:

- Ensure the provider has access to appropriate clinical interview space and equipment (see Appendix 2) to conduct assessments and reviews – this is located in the primary care suite at **Camlet Three, Chase Farm Hospital, the Ridgeway, Enfield EN2 8JL** and at the Clinic Room, **Avesbury House, 85 Tanners End Lane, London N18**.
- Provide 1x WTE Band 4 administrator, to co-ordinate the booking and scheduling appointments as directed by the Head of Physical Health; sending communications on behalf of the provider following assessment to either the internal team or external agencies; following up any onward referrals made; ensure appropriate recall for appointments is in place for those with long term conditions who remain on the provider caseload.
- Provide local mandatory training including security awareness elearning, and one day prevention and management of challenging behaviour to be undertaken at service commencement.
- Ensure patients are chaperoned at all times by a nurse escort.
- Ensure appropriate clinical system log ins are set up for recording of data and information

Activity

- 2 clinical sessions of 4 hours per session x 46 weeks per annum comprising to be on fixed days as agreed at service commencement, but excluding Tuesdays.
- 78 sessions of a male GP, with 24 of these sessions dedicated to review of patients with long term conditions; 66 sessions to be delivered at Chase Farm Hospital and 12 sessions to be delivered at Avesbury House
- 10 clinical sessions per annum of a female GP provided at Chase Farm Hospital.
- 2 sessions per annum assigned for mandatory training attendance
- 2 sessions per annum assigned for junior doctor induction and attendance at physical health groups

Sessions must be on fixed days each week agreed with the contracting authority and may take place on any weekday excluding Tuesdays when the primary care suite is not available.

Sessions to include:

- Annual physical health reviews
- Appointments for ad hoc referrals for forensic inpatients sent to the Primary Care Administrator by the ward doctors or responsible clinician where medical input is required for any physical health issues that arise during the inpatient episode of care
- Attendance at physical health group virtually (bi-monthly – currently on Mondays at 12.30pm-1.30pm) and junior doctor induction (bi-annually) on the first Fridays of February and August at 9.30am-10.30am

NB: The 6 weeks clinics are not provided are to allow for leave required by the provider, with planned leave being agreed on the 1 April annually

Qualifications

Medical Degree – MBBS or MBChB

Membership of the Royal College of Physicians

KPIs

- 100% of sessions delivered per annum (92 sessions/736 hours)
- 100% compliance with annual physical health review for inpatients scheduled by the contracting authority
- 95% of routine appointments (up to maximum of 6 per week) scheduled within 7 days of referral (excluding periods of leave)
- 100% of onward referrals to secondary care are communicated within 48 hours to the clinical team

4. SUBMISSION OF QUOTES AND SUPPORTING NARRATIVE

Procurement Timetable

An outline timetable for this procurement is set out below. This is intended as a guide and whilst BEH does not intend to depart from the timetable, it reserves the right to do so at any stage.

Table 1

Date	Activity
10th March 2023	Publication of the Invitation to Tender Document
20 th March 2023	Deadline for the submission of Clarification Questions by 12:00 PM
24th March 2023	Deadline for the submission of RFP Responses (" RFP Deadline ") by 12:00 PM
30 th March 2023	Moderation Meeting
31 st March 2023	Completion of ITT Response evaluation process
5 th April 2023	Issue of ITT results to bidders
5th April 2023	Contract Award Date

The final submission deadline is Monday, 24th March 2023 at 12:00 PM. All bids should be submitted via the portal.

Business Continuity

Contractors will be required to offer resilient systems supported by business continuity, disaster recovery and rapid deployment services in respect of the services they offer to the Trust and provide Business Continuity Plans as a part of their response

5. CONTRACT PERIOD

The contract will commence approximately **05 April 2023**, with the initial term of 2 (Two) years with the option to extend for 1 (One) year.

6. EVALUATION CRITERIA

The Trust will evaluate proposals to identify the most economically advantageous proposal. The Trust has a fixed budget of up to £50,000 (inclusive of VAT) for this assignment and is seeking fixed price proposals. Proposals will therefore be assessed against the evaluation criteria summarised below.

Bidders should note that any assumptions made in their proposal within the fixed price should be explicit in the proposal. The Trusts will not accept an increase in fees at a later stage because the bidder's initial assumptions proved inaccurate unless they were clearly identified in the original proposal together with the potential cost implications.

A score of 0, 1, 2 or 3 (as the case may be) for your response to a question will entitle you to receive a mark as a proportion of the 'maximum marks available' (as set out in Table 3 (Evaluation Model)) in the following proportions ("Mark"):

Table 2

Score	Scoring Methodology
3	Detailed response providing a comprehensive and complete description of the requirement, which is supported by evidence (where relevant) and which presents no or very minimal concerns in relation to deliverability and/or performance and/or transfer of risk to the Trust.
2	Clear response providing visibility of compliance with the requirement, but there are minor deficiencies in the evidence provided (where relevant) and/or minor concerns in relation to deliverability and/or performance and/or transfer of risk to the Trust.
1	Basic response with limited information about the requirement and/or there are major deficiencies in the evidence provided (where relevant) and major concerns in relation to deliverability and/or performance and/or transfer of risk to the Trust.
0	Unanswered, or the response does not address the requirement.

Table 3 (Evaluation Model)

Evaluation Criteria for Selection of Provider		
Criterion:		Percentage Weighting:
Technical/Quality	Experience	10%
	References	10%
	Service Delivery	20%
	Risk Management	20%
	Health and Safety	20%
	Social Value	10%
Commercial	Fixed fee basis;	10%
	Total	100%

7. QUESTIONNAIRE

SECTION A - INFORMATION ONLY QUESTIONS

A1	Please state whether your organisation is the ultimate parent company within its group or whether it is a subsidiary or is otherwise controlled by another entity. If your organisation is a subsidiary or is controlled by another entity, what is its relationship with its ultimate parent company (and any holding companies) or the controlling body (i.e. in terms of ownership, directorship, authority and control)?
Bidder Response:	

A2	Please provide a one-page chart illustrating your organisation's ownership structure including its relationship to any parent or other group or holding companies.
	Submit as a separate attachment, as diagrams will not be visible in web page filtered format.

A3	Consortia and Sub-Contracting	
	Please indicate by stating Yes or No in the blue boxes, whether:	Yes / No
Bidder Response:	(a) Your organisation is bidding to provide all the services required itself, without the use of any sub-contractors or consortium members	
	(b) Your organisation is bidding in the role of prime contractor and intends to use third parties to provide some services	
	(c) You are bidding as part of a consortium	
	<p>If your answer is “Yes” in (b) or (c) please provide a separate Appendix showing the composition of the supply chain, listing the following:</p> <ul style="list-style-type: none"> • company/organisation name(s); • indication of which member of the supply chain (which may include the bidder solely or together with other providers) will be responsible for which elements of the requirement; • Confirmation of their commitment to provide the relevant services. 	

A4	If you have stated in question A3 that you are bidding as a consortium, e.g. as a corporate or a contractual joint venture please provide details of the structure of the consortium and the percentage shareholdings of each member or (in the case of contractual joint ventures) the contribution of each member to the consortium.	
Bidder Response:	Details of the proposed structure (e.g. corporate joint venture – new limited liability company established by the consortium, with x and y as guarantors).	
	Consortium Members	Percentage Shareholding / Contribution

A5	If you have stated in question A3 that you are bidding as a consortium, please provide the names of any members of the consortium who are also submitting a separate ITT Response (either in their own name or as part of another consortium or subcontractor to another party) as part of this procurement exercise. Please state N/A if this question does not apply.
Bidder Response:	

A6	How many staff does your organisation (including consortia members or named sub-contractors where appropriate) employ relevant to the carrying out of services similar to those required under this contract?
Bidder Response:	

SECTION B – GROUNDS FOR REJECTION

[B1]	Grounds for mandatory rejection (ineligibility)	
Bidder Response:	Has your organisation or any directors or partner or any other person who has powers of representation, decision or control been convicted of any of the following offences?	Yes/No
	(a) conspiracy within the meaning of section 1 of the Criminal Law Act 1977 where that conspiracy relates to participation in a criminal organisation as defined in Article 2(1) of Council Joint Action 98/733/JHA (as amended);	
	(b) corruption within the meaning of section 1 of the Public Bodies Corrupt Practices Act 1889 or section 1 of the Prevention of Corruption Act 1906 (as amended);	
	(c) the offence of bribery;	
	(ca) bribery within the meaning of section 1 or 6 of the Bribery Act 2010;	
	(d) fraud, where the offence relates to fraud affecting the financial interests of the European Communities as defined by Article 1 of the Convention relating to the protection of the financial interests of the European Union, within the meaning of:	
	(i) the offence of cheating the Revenue;	
	(ii) the offence of conspiracy to defraud;	
	(iii) fraud or theft within the meaning of the Theft Act 1968 and the Theft Act 1978;	
	(iv) fraudulent trading within the meaning of section 458 of the Companies Act 1985 or section 993 of the Companies Act 2006;	
	(v) defrauding the Customs within the meaning of the Customs and Excise Management Act 1979 and the Value Added Tax Act 1994;	
	(vi) an offence in connection with taxation in the European Community within the meaning of section 71 of the Criminal Justice Act 1993; or	

	(vii) destroying, defacing or concealing of documents or procuring the extension of a valuable security within the meaning of section 20 of the Theft Act 1968;	
	(e) money laundering within the meaning of the Money Laundering Regulations 2003 or Money Laundering Regulations 2007; or	
	(f) any other offence within the meaning of Article 45(1) of Directive 2004/18/EC as defined by the national law of any relevant State.	

[B2]	Discretionary grounds for rejection	
Bidder Response:	<p>Is any of the following true of your organisation?</p> <p>If you answer 'yes' to any of these questions please set out (in a separate Appendix in Microsoft Word format) the full facts of the relevant incident and any remedial action taken subsequently.</p>	Yes/No
	<p>(a) <u>being an individual</u>, is bankrupt or has had a receiving order or administration order or bankruptcy restrictions order made against him or has made any composition or arrangement with or for the benefit of his creditors or has made any conveyance or assignment for the benefit of his creditors or appears unable to pay or to have no reasonable prospect of being able to pay, a debt within the meaning of section 268 of the Insolvency Act 1986, or article 242 of the Insolvency (Northern Ireland) Order 1989, or in Scotland has granted a trust deed for creditors or become otherwise apparently insolvent, or is the subject of a petition presented for sequestration of his estate, or is the subject of any similar procedure under the law of any other state;</p>	
	<p>(b) <u>being a partnership constituted under Scots law</u>, has granted a trust deed or become otherwise apparently insolvent, or is the subject of a petition presented for sequestration of its estate; or</p>	

	(c) <u>being a company or any other entity within the meaning of section 255 of the Enterprise Act 2002</u> has passed a resolution or is the subject of an order by the court for the company's winding up otherwise than for the purpose of bona fide reconstruction or amalgamation, or has had a receiver, manager or administrator on behalf of a creditor appointed in respect of the company's business or any part thereof or is the subject of similar procedures under the law of any other state?	
	Has your organisation:	
	(a) been convicted of a criminal offence relating to the conduct of your business or profession;	
	(b) committed an act of grave misconduct in the course of your business or profession;	
	(c) failed to fulfil obligations relating to the payment of social security contributions under the law of any part of the United Kingdom or of the relevant State in which you are established;	
	(d) failed to fulfil obligations relating to the payment of taxes under the law of any part of the United Kingdom or of the relevant State in which you are established; or	
	e) been guilty of serious misrepresentation in providing any information required of you under Regulation 23 of the Public Contracts Regulations 2006?	

[B3]	INSURANCE	
	Insurance – A 'Yes' Response to this question is mandatory.	
Bidder Response:	Please confirm that you have, or will obtain in the event of being successfully appointed to the Contract, the following minimum levels of insurance.	Yes / No
	Employers liability	£5 million
	Public Liability	£1 million
	Professional Indemnity	£1 million
	Product Liability	£1 million

[B4]	QUALITY ASSURANCE AND CERTIFICATION	
		Yes / No
[B4.1]	Does your organisation have a Quality Management System (QMS) based on the principles of ISO 9001 or the European Foundation for Quality Management (EFQM) Excellence Model or equivalent?	
[B4.2]	<p>Does your organisation have a valid and in-date Quality Assurance Certification or Report in the form of:</p> <p>an ISO 9001 Quality Assurance Certificate - registered by a UKAS accredited organisation (see http://www.ukas.com/about-accreditation/accredited-bodies/certification-body-schedules-QMS.asp) or a UKAS equivalent national body for non-UK bidders;</p> <p>or</p> <p>a current EFQM 'Committed to Excellence' Assessor's Report;</p> <p>or equivalent?</p> <p>The Certificate/Report must be relevant to the Services required and cover the location which will supply the Services.</p>	
	If "Yes", please provide copies of any relevant Certificates/Reports as separate attachments.	
[B4.3]	<p>If you have answered "Yes" to question B4.1 but "No" to question B4.2 please provide brief details of the QMS used and include copies of your ISO 9001 compliant Quality Policy, Quality Manual Index and ISO 9001 Compulsory Documents (listed beneath the Marking Scheme); or your EFQM 'Committed to Excellence' Self Assessment Questionnaire (or equivalent). If your answer to B4.1 or B4.2 (or both) is "Yes" in respect of an equivalent, please state the equivalent(s) below, with a brief explanation of its/their relevance.</p>	

C	SPECIFIC TECHNICAL & SERVICE REQUIREMENTS - DETAILED QUESTIONNAIRE ITT Response Questions (Technical/Quality) – 90%	
[C1]	QUESTION 1 – Experience	10%
	Please detail your organisations experience in providing GP services to another similar NHS Trust or organisation.	
	<p>Guidance: Description should include details of the service delivery against the contracts that were completing, including the success of the contract and performance against the KPIs.</p> <p>Minimum pass mark: 1 If you score less than 1 for this question, your response will be rejected and you will not be invited to participate further in the procurement.</p>	
	SUPPLIER RESPONSE (MAX WORD COUNT (1000):	

[C2]	QUESTION 2 – References		10%
	<p>Please complete the below table detailing three (3) NHS/Public Sector contracts that you have recently completed. At least two of them should be a direct comparison to this specification.</p>		
	<p>Guidance: The Trust reserves the rights to contact any of the below reference sites to verify details you have provided.</p> <p>Minimum pass mark: 1 If you score less than 1 for this question, your response will be rejected and you will not be invited to participate further in the procurement.</p>		
	<p>SUPPLIER RESPONSE:</p>		
	<p style="text-align: center;">Example 1</p>		
	<p>Name of the NHS Trust or Public Sector Body</p>		
	<p>Contact Name</p>		
	<p>Contact Email</p>		
	<p>Contact Phone Number</p>		
	<p style="text-align: center;">Brief Description of the services completed (MAX WORD COUNT: 500)</p>		

	Example 2	
	Name of the NHS Trust or Public Sector Body	
	Contact Name	
	Contact Email	
	Contact Phone Number	
	Brief Description of the services completed (MAX WORD COUNT: 500)	

	Example 3	
	Name of the NHS Trust or Public Sector Body me of the NHS Trust	
	Contact Name	
	Contact Email	
	Contact Phone Number	
	Brief Description of the services completed (MAX WORD COUNT: 500)	

[C3]	QUESTION 3 – Service Delivery	20%
	<p>Based on the specification, describe with examples how you will deliver the services required.</p> <p>Guidance: Your answer should include:</p> <ul style="list-style-type: none"> • A description of your intended service delivery model including details of: <ul style="list-style-type: none"> ○ how you will ensure the workers/service is provided in a flexible and innovative manner ○ how you will work with a range of people presenting with different needs ○ Provide CV's including training and experience of the GP's who will assigned to the contract • Resource schedule along with the proposed programme • Implementation Plan 	
	<p>Minimum pass mark: 1 If you score less than 1 for this question, your response will be rejected and you will not be invited to participate further in the procurement.</p>	
	<p>SUPPLIER RESPONSE (MAX WORD COUNT 1000):</p>	

[C4]	QUESTION 4 – Risk Management	20%
	<p>Please set out your proposed approach to managing major and minor risks to service delivery.</p> <p>Guidance: Your answers should include, but not be limited to:</p> <ul style="list-style-type: none"> - Types of risk - The likelihood of risk occurrence - Plans to assure all sessions as stated in the specification will be delivered in accordance with the KPIs - Possible impacts on the business and plans to mitigate. This should include examples of how you will plan for incidents and contingency arrangements 	
	<p>Minimum pass mark: 1 If you score less than 1 for this question, your response will be rejected and you will not be invited to participate further in the procurement.</p>	
	<p>SUPPLIER RESPONSE (MAX WORD COUNT 1000):</p>	

[C5]	QUESTION 5 – Health and Safety	20%
	<p>Describe how you will provide a safe and efficient service to the Trust in line with all current legislative requirements.</p> <p>Guidance: This should include but not limited to the following:</p> <ul style="list-style-type: none"> • Health & Safety • Infection control • Safeguarding • Other clinical requirements 	
	<p>Minimum pass mark: 1 If you score less than 1 for this question, your response will be rejected and you will not be invited to participate further in the procurement.</p>	
	<p>SUPPLIER RESPONSE (MAX WORD COUNT (750):</p>	

Social Value Questions

[S1]	<p>Detail how, for the contracted workforce, awareness for both mental and physical wellbeing will be continuously raised during the contracts lifecycle.</p> <p>Guidance: Please detail how your organisation promotes and provides wellbeing campaigns in aid of mental and physical wellbeing.</p>
	WEIGHTING = 5%
	<p>SUPPLIER RESPONSE (MAX WORD COUNT 750):</p>

[S2]	<p>The Trust is committed to work toward preventing and eliminating discrimination between people on the grounds of age, disability, gender reassignment, Marriage and civil partnership, Pregnancy and maternity, race, religion or belief, sex and sexual orientation by making sure that we build equality and diversity into all our working practices and those with our suppliers.</p> <p>Please describe in your response:</p> <ul style="list-style-type: none"> • Your organisations approach to equality and diversity • How you will embed equality and diversity in your approach to this contract • How you will ensure equality and diversity values are reflected in the contract • How you will deliver Equality, Diversity, and Inclusion training to the contracted workforce
	WEIGHTING = 5%
	<p>SUPPLIER RESPONSE (MAX WORD COUNT 750):</p>

Section D - Commercial Requirements

BEH will evaluate proposals to identify the most economically advantageous proposal. The Trust has a fixed budget of up to **£50,000** (Inclusive of VAT) for this assignment and is seeking fixed price proposals. Proposals will therefore be assessed against the evaluation criteria summarised below.

Bidders should note that any assumptions made in their proposal within the fixed price should be explicit in the proposal. The Trust will not accept an increase in fees at a later stage due to the bidder's initial assumptions proved inaccurate unless they were clearly identified in the original proposal together with the potential cost implications.

The price (entered by Bidders in Pricing Matrix/Schedule, Appendix 3) shall be calculated by taking the total of the solution price for the contract.

The Price per Bidder shall be compared across all Bidders and percentage scores shall be determined for each Bidder.

The Bidder with the best Price shall be awarded 10%, with remaining Bidders being awarded a percentage equal to their Price, relative to the best Price received by BEH. The calculation is as follows:

Best Price divided by other Bidder's Price multiplied by 10% = relative score achieved for other Bidder's Price.

Appendices

Appendix 1 – NICE GUIDANCE



Appendix 1.docx

Appendix 2 – List of Equipment



Appendix 2.docx

Appendix 3 – Pricing Schedule



Pricing Schedule -
GP Services.xlsx

Appendix 4 – NHS Terms and Conditions (Provision of Services)



NHS Ts and Cs -
Purchased Health Se

Appendix 5 – Confirmation of Submission

(Please confirm you have submitted by placing a tick in the box.)

Information Only Questions – Section A	<input type="checkbox"/>
Mandatory grounds for rejection – Section B	<input type="checkbox"/>

<i>Service and Quality Questions – Section C</i>	<input type="checkbox"/>
<i>Commercial Schedule – Section D</i>	<input type="checkbox"/>
<i>Business Continuity Plan</i>	<input type="checkbox"/>