**Contract for the Provision of Insight Led Sales and Commercial Refresher Training**

**Project 902**

SCW/NHSSCWCSU/00001182/2017

**Open Competition via Contracts Finder**

**COMMERCIAL IN CONFIDENCE**

July 2020

29th July 2020

To Whom It May Concern,

**Contract for the provision of Insight Led Sales and Commercial Refresher Training**

NHS South, Central and West Commissioning Support Unit (SCW) are currently seeking quotes from suppliers able to provide Customer Development Training.

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 902, ITT number SCW/NHSSCWCSU/00001182/2017, no later than 10:00 hours on 6th August 2020.

SCW does not bind itself 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) - 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 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.
	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 bidders as part of the procurement process is supplied in good faith. However, bidders 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 bidders of such information, unless such information has been supplied fraudulently by SCW.

2.2 All information supplied to bidders by SCW in connection with this procurement Process shall be regarded as confidential. By submitting an offer the bidder 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 Bidders should be aware of SCW’s obligations and responsibilities under the FOIA to disclose, on request, recorded information held by SCW. Information provided by bidders 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 (EIR), SCW may consider it appropriate to ask bidders 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 bidders 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 bidder wishes to be held in confidence, then bidders must clearly identify in their offer documentation the information to which bidders consider a duty of confidentiality applies. Bidders 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 bidder 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 bidders 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 Bidder.

**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 6.3 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 60 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 10:00 hours on 6th August 2020.** 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. Bidders may make use of supporting documents (appendices to questions *etc*.) only where truly relevant and appropriate. Where the bidder wishes to append a lengthy document such as a staff handbook, it should include a relevant extract from the document, not the entire document. Any appendix in excess of 10 sides of A4 paper may be rejected and ignored for the purposes of evaluation.
	9. 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).
	10. 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 |   |   |
|   |   |   |   |   |   |

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 10:00 hours on 4th August 2020. 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 3 months (from a planned commencement date of 17th August 2020). The contracting authority may extend the Contract, by up to 3 months, by giving to the other parties 4 weeks’ 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**

South Central & West Commissioning Support Unit (SCW) provides specialist business support services to NHS and non-NHS customers. Based in the south of England, SCW’s team of 1,300 skilled professionals provide expert support for over 80 NHS and non-NHS customers - nationally, regionally and locally; making a difference for 14 million people across an area of 15,600 square miles. As a current delivery partner for a large number of health organisations we have been at the heart of emerging Integrated Care Systems (ICSs) and the increasing adoption of population health management approaches.

Commissioning Support Units (CSU), unlike most NHS organisations, do not receive funding as part of a central settlement. We have to compete for and win work in order to meet the needs of the care system and keep our people busy.

Within SCW, the Customer Development directorate leads and delivers many of the functions required to successfully ‘win work’. The directorate has three priorities:

* Sustaining and building key relationships
* Leading strategically important and high value opportunities: Identifying and developing insight led propositions to engage our customers/stakeholders and maximise commercial value
* Using our market insight to inform SCW solutions, propositions and promote the SCW brand

SCW’s existing source of income and customer relationships are changing as the Health and Care landscape becomes ‘system by default’. COVID-19 pandemic has accelerated the change and deepened the complexity of issues faced by health and care systems. To address the challenge SCW needs to establish advanced sales expertise for its leadership and become more commercial across the business.

**Service Delivery / Product Requirement**

We are seeking specialist support from an experienced business development professional to:

* Develop a suite of training and coaching materials to support senior leaders from SCW successfully engage with influential stakeholders to generate new business opportunities
* Coach key individuals in advanced sales practices to establish new influential relationships and so drive new income opportunities
* Engage with a small number of identified opportunities to coach SCW pursuit teams, embed and implement the advanced sales practices Take existing stakeholder engagement and commercial training material and personally lead the delivery of at least seven sessions, during which the individual will coach identified SCW colleagues to deliver various elements of the course. Support Customer Development embed the training materials as part of the Organisational Development learning portfolio, with a plan for ongoing upkeep

The training courses and coaching sessions must be delivered via MS Teams, and delivery needs to be adapted to suit the virtual environment. We expect no more than 15 participants per course. We expect the process to take a maximum of 12 weeks from start to finish.

We would like to build in 10% contingency (time and resource) of the total price for any unidentified tasks connected with this particular work package. If we are to proceed within this 10%, this will take place within the 3 months optional extension period in which we will give at least 4 weeks’ notice before commencement.

This will require input from a business development professional with specialist experience/knowledge of business development and advanced sales techniques suitable for the health and care market.

**Outcomes**

Drawing on the supplier’s own experience and industry best practice, SCW require:

1. Senior leadership across SCW to be aware of the benefits of advanced sales practices and comfortably deploying those practices, so leading the essential Organisational change in relation to customer conversations.
2. Five opportunity owners leading an insight led proposition benefiting from active coaching support.
3. A cohort of approximately 100 colleagues to have received the stakeholder engagement and commercial training material.
4. Ability for SCW colleagues to deliver and update stakeholder engagement and commercial training material.
5. A report of recommendations regarding next steps to continue to drive the necessary change to continuously improve our stakeholder engagement skills and commercial awareness in order to turn these relationships into valued sources of intelligence and leads.

**Monitoring and reporting**

During this assignment the supplier will work closely, on a daily basis, with the Director of Customer Solutions and Partnerships within Customer Development directorate. Regular briefing calls with the Executive Director of Customer Development will take place. We will require as a minimum, a formal weekly update meeting with the supplier, this can be more frequent as required. In addition we will also require a weekly highlight report. This meeting will be with the designated SCW lead Director of Customer Solutions and Partnerships and may include other members of the SCW team as required. This meeting will be via video conference call. SCW will arrange meetings dates, times and venues in agreement with the supplier.

**Service Level Agreement (SLA)**

The Customer Development team is based across a number of locations spread across the South of England. For the purposes of this assignment the delivery is virtual and we are not expecting any face to face meetings or travel to be incurred.

The supplier will be available for a weekly update call with the Director of Customer Solutions and Partnerships. Meeting dates, times to be mutually agreed.

The supplier will appoint a lead to act as a single point of contact with SCW for the management of this assignment.

The assignment unless by mutually agreed consent, needs to be complete by 30th October 2020.

**Contract Manager**

Deputy Director of Customer Development

**Any other information**

SCW is seeking a fixed price for the following deliverables

1. A suite of training and coaching materials to support senior leaders from SCW successfully engage with influential stakeholders to generate new business opportunities
2. The delivery of seven training session sessions re ‘Stakeholder Engagement and Commercial Refresher’
3. The transfer of delivery to SCW colleagues for the Stakeholder Engagement and Commercial Refresher’
4. Five opportunity owners leading an insight led proposition benefiting from active coaching support.
5. The training materials transferred to the Organisational Development learning portfolio, with a plan for ongoing upkeep.
6. A final Report on recommended next steps.

We request that some contingency (e.g. 10% of total price) is identified for additional associated tasks as they occur.

**OFFER TIMELINE -**

|  |  |
| --- | --- |
| Request for Quotation issued | 29th July 2020 |
| Deadline for clarification | 4th August 2020 at 10:00 hours |
| Quotation Submission | 6th August 2020 at 10:00 hours  |
| Evaluation of offers | 10th August 2020 |
| Contract awarded | 13th August 2020 |
| Commencement date | 17th August 2020 |

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) |

The word count for the proposal should be limited to no more than 1500 words. The attachment of mini CVs does not contribute to the word count.

### 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.  Please ensure that within your response you note the timescales and deliverables set out within the service specification and the evaluation criteria.**

*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% |

**The table below demonstrates the potential scores which can be awarded to each evaluation criteria and related question**

|  |  |  |
| --- | --- | --- |
|  |  | **Score** |
| **Question** | **Weighting** | **0** | **1** | **2** | **3** | **4** |
|   |   | 0% | 25% | 50% | 75% | 100% |
| **1** | **25.00** | 0.00 | 6.25 | 12.50 | 18.75 | 25.00 |
| **2** | **25.00** | 0.00 | 6.25 | 12.50 | 18.75 | 25.00 |
| **3** | **10.00** | 0.00 | 2.50 | 5.00 | 7.50 | 10.00 |
| **4** | **20.00** | 0.00 | 5.00 | 10.00 | 15.00 | 20.00 |
| **Total** | **80.00** | 0.00 | 20.00 | 40.00 | 60.00 | 80.00 |

**Document no 5 - Offer Schedule**

**COSTING SCHEDULE (Part A)**

**Contract for the provision of Insight Led Sales and Commercial Refresher Training to South, Central and West Commissioning Support Unit**

**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.

Contractual pricing will utilise a fixed price model, with any additional services being called off as and when required. All bids must be priced in accordance with this and any non-compliant bids will not be considered for contract award.

Bidders shall complete the separate Microsoft Excel pricing template titled **902 Financial Template**.

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

**Suppliers to provide a rate card for any unidentified services that may be required as part of this work package. Please note that an additional 10% contingency both in terms of time and finance will be included within the resulting contract.**

**This will not be part of the tender evaluation; however, this will be used as required for any additional services.**

**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 10:00 hours on 6th August 2020 latest.

All proposals will be subject to the terms indicated in Document no 3 – Terms and Conditions of Contract.

The word count for the proposal should be limited to no more than 1500 words. The attachment of appendices does not contribute to the word count.

|  |  |  |
| --- | --- | --- |
| No | Question | Weighting |
| 1 | Please provide a detailed description of how your organisation would develop and deliver the requirements? | 25% |
| Please insert your response here and reference any supporting documents to Q1 |
| 2 | Please define the quality criteria you would apply to the deliverables and how you would ensure that the quality measures are integral to the implementation of Service Delivery / Product requirement? | 25% |
| Please insert your response here and reference any supporting documents to Q2 |
| 3 | Please advise how your organisation would take responsibility for delivery of project, contract management, approach to customer dispute resolution and providing relevant reports (detail how this will be monitored and met) which shall enable both parties to make informed decisions? | 10% |
| **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 set out in Service Delivery / Product requirement? | 20% |
| 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 Insight Led Sales and Commercial Refresher Training (902)**

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 29th July 2020.

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 sixty (60) 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): | ----------------------------------------------------------------- |