Invitation to Quote for the provision of

Urgent Courier Service (Small items) across NW London

On Behalf of

NHS NORTHWEST LONDON CLINICAL COMMISSIONING GROUP (CCG)

(‘The Contracting Authority’)

BIDDER INSTRUCTIONS

Deadline for submitting ITQ Bid Responses:

12pm on Tuesday 27thJuly 2021

**Invitation to Quote (ITQ)**

1. **The Service**

The purpose of this Invitation to Quote (ITQ) is to provide Bidders with sufficient information to enable preparation of a comprehensive Quote that meets the requirements for the provision of a responsive, urgent courier service to deliver small items across NW London to residential addresses. (“the Service”).

NHS Northwest London Clinical Commissioning Group (CCG) (the “Contracting Authority”) is inviting suitably experienced and capable providers outline a proposal with competitive pricing to deliver this service which has been in place already, and is now needed to continue for at least a further year.

The small items to be delivered include simple items of NHS equipment to be used by people within their home environment to help them to monitor their levels of oxygen (Pulse Oximeters).

Full details of the Service are provided within the Service Specification (see ‘Service Specification Requirements’ – Appendix B).

1. **Overview Summary**

The Contracting Authority has introduced a successful initiative involving supplying people considered most at risk of poor outcomes from contracting COVID-19, with small simple devices to monitor their pulse and the levels of oxygen.

This service will be required to deliver pulse oximeters to patients’ homes across NW London.

1. **Intended outcomes**

The appointed service provider will:

* pack and deliver small equipment (as outlined above) to patients’ homes across the 8 boroughs of NW London (Brent, Harrow, Hillingdon, Hounslow, Ealing, Westminster, Hammersmith & City and Kensington & Chelsea), in response to requests from the Covid Hot Hubs and the GP Practices
* infrequently re-distribute several boxes of pulse oximeters between hubs, GP Practices and hospitals in NW London to ensure sufficient stock is in the right places to meet demand

Suppliers must demonstrate a proven track record in responsive and timely collection and delivery of either people or small goods and have the experience, capacity, and capability to deliver at pace to meet the service requirement to deliver “urgent” packages within 90 minutes.

The supplier will be expected to work alongside the CCG Primary Care Team who will support the contract.

The service will receive requests efficiently, despatch a courier quickly to deliver the small package within NW London, and ensure detailed record of all activity.

1. **Overall work and deliverables**

The appointed supplier will need to:

* track requests made, delivery completion and the timeframes for delivery.
* provide a means for capturing any issues raised in relation to delivery and resolve them within an appropriate timeframe and a maximum of 24 hours
* respond to requests to re-distribute pulse oximeters between hubs, hospitals and GP Practices, as requested by the CCG e.g., London Northwest Hospital may request 300 pulse oximeters – 150 at their Ealing site and 150 at their Northwick Park site
* provide a fortnightly spreadsheet to the CCG that tracks the deliveries made. The spreadsheet must be produced to a high standard to enable the data to be analysed effectively. Invoices will be submitted following on from spreadsheet approval.

1. **Proposal Submission Requirements**

You are invited to prepare and submit a written proposal which will set out how you will deliver the specified requirements.

Your proposal must be able to address the Award Criteria within the table below which will be used to evaluate your proposal and to identify the Recommended Bidder (the scoring approach is set out further below in Section 12).

Please contain your proposal within the equivalent of 5 A4 pages (maximum).

**Your proposal will need to include:**

* How you will bring relevant knowledge and experience to deliver benefit to your proposed solution for NW London CCG, if possible, using case studies and / or testimonials that can illustrate positive outcomes achieved previously.
* What you assess to be the potential challenges in setting up and delivering this service, including the restrictions and risks of the Covid-19 pandemic and how you will plan to address these.
* A clear description of your proposed service model and how this will meet the specified requirements.
* Your proposed staffing/courier model and how this will both support coverage across the 8 boroughs of NW London and enable you to meet the 90 min “urgent” delivery time requirements.

|  |  |
| --- | --- |
| **Award Criteria** | **Weighting** |
| 1. Demonstrable ability to apply relevant experience and/or learning to develop and deliver a solution to meet the specified requirements. | 15 |
| 1. A clear service model having the ability to deliver the specified requirements of the CCG. | 20 |
| 1. Demonstrable ability to deliver the service through a flexible approach to respond to the changing restrictions of the Covid-19 pandemic and deliver in light of fluctuating activity levels. | 15 |
| 1. Clear ability to deliver the oximeters within a 90-minute window from receipt of request, for urgent requests and same day delivery for routine requests. | Pass/Fail |
| 1. Demonstrable capacity to deliver the service over the full geography of NW London CCG (8 boroughs of - Brent, Harrow, Hillingdon, Hounslow, Ealing, Westminster, Hammersmith & City and Kensington & Chelsea). | Pass/Fail |
| 1. A clear ability to deliver a sustainable service solution with a “green” service offer that will reduce CO2 emissions. This criteria may also apply to your packaging solution. | 15 |
| 1. A clear ability to appropriately safeguard the handling of personal information of patients such as Postal Addresses. | 15 |
| 1. Confirmation and evidence of the ability to keep an accurate and clear record of requests received, as well as confirmation to supply a breakdown of requests per hub on a weekly basis (by close of play on a Wednesday) for audit and analysis purposes. | 20 |
| 1. Affordability of the overall modelled contract price, using the assumed level of activity shared by the Contracting Authority as part of the Service Specification (Appendix B). | Pass/Fail |
| **Total** | **100** |

1. **Service Specification Requirements**

The Service Specification is set out within Appendix B. Please ensure your proposal shows how you plan to achieve the specification as you note the focus of evaluation within the table above.

1. **Contract**

The contract intended through this procurement will be for 12 months, expected to commence from 1st August 2021 until 31 July 2022.

Additionally, the contracting Authority reserves the right to extend the contract term to by up to a further 6 months from 1st August 2022 to 31st January 2023.

The Contract will naturally terminate at the end of the initial 12-month term, unless specifically renewed/extended.

The assumed activity modelled within the Service Specification is based on recent activity of the current service. Actual contract activity and associated income is not guaranteed and will be paid for on the basis of actual journeys requested and undertaken.

Should either party wish to terminate this agreement, a minimum period of 1 months’ notice must be provided in writing.

The Contracting Authority reserves the absolute right and using its own discretion to not award a contract.

1. **The Budget/ Bid Price**

**A budget of up to £60,000** per year has been agreed to invest through this contract which is exclusive of VAT. A compliant Quotation must be affordable and therefore be contained within this budget.

This upper threshold assumes that the activity going through this service will be around 400 journeys per month.

There will be no further funding available for any additional costs, expenses and/or liabilities incurred. Any additional costs shall be the responsibility of the Recommended Bidder(s).

Further, it is the responsibility of Bidders to obtain for themselves, at their own expense, any additional information necessary for the preparation of their quotation. Please see Section 10 below re clarifications.

A supply of pulse oximeters will be made available to the appointed Provider for onwards distribution, i.e. these are purchased by the CCG and supplied to the Provider of this service for deliveries.

Where these have to be collected from the Hot Hubs or any other location, the Provider will be reimbursed for costs associated with collection. Where drop offs of oximeters to alternate locations are requested, Providers will also be reimbursed at a set fee per drop off location.

Within your bid response, please set out your proposed Bid Price as follows:

**A Delivery to patients**:

* Assume two scenarios,

100 deliveries per month

400 deliveries per month

* Assume deliveries can be anywhere in NW London and a mix of urgent/routine
* Assume inclusion of all journeys needed to collect/deliver the oximeters across NW London
* Assume inclusion of storage and packaging of all oximeters ready for distribution to residential addresses across NW London, as and when requested;
* Propose how the Contract Pricing should be structured to enable the CCG to pay for actual activity each month, whilst recognising a reasonable minimum overhead to collect, store and package the oximeters\*

\*Note – the CCG welcomes proposals which might include a minimum payment or standing charge per month, or a payment model involving all overheads being built-in to the journey rates. As set out above please propose to us your financial model for both scenarios, one for 100 and the other for 400 deliveries per month.

**B Re-distribution of oximeters between Practices/ Hubs and hospitals**

* Please detail a flat fee per drop off

1. **Timetable**

|  |  |
| --- | --- |
| **Milestone** | **Date** |
| Invitation to Quote (ITQ) issued | 19th July 2021 |
| Deadline for receipt of Clarification Questions | 27th July 2021 |
| **Deadline for receipt of ITQ Bids** | **12pm Tuesday 27th July 2021** |
| Evaluation of the Bids | 27th July – 30th July 2021 |
| Bidders notified of the outcome of the ITQ | After 30th July 2021 |
| Service Mobilisation / Contract/ PO | After 31st July 2021 - Onwards |

1. **Clarification Questions**

For any Bidder clarifications please contact the Commissioner directly at [siobhan.herron@nhs.net](mailto:siobhan.herron@nhs.net).

1. **Bid Submission**

**Bidders must submit their proposal and include a completed ITQ Bidder Details & Declaration Form (Appendix C) via email at** [**siobhan.herron@nhs.net**](mailto:siobhan.herron@nhs.net) **by the above deadline within the above Timetable (section 9).**

The Contracting Authority reserves the right to reject a bid if received after the stated deadline above or fails to comply with the bid submission requirements.

Please refrain from including general documentation including marketing information and only supply relevant material in support of your ITQ response.

**To summarise, your bid submission will include:**

* Detailed proposal (max 5 pages) addressing the submission requirements set out in Section 5 above and noting how the evaluation will grade your submission using the criteria also set out in Section 5 above.
* Proposed pricing approach to the contract as requested within Section 8 above
* Bid prices, setting out details of your prices on the assumption of delivering two scenarios, one for 100 deliveries per month, and the other for 400 deliveries per month over the 12 month contract term – ensuring that this is contained within the stated budget of up to £60k for the year, this upper threshold applying to the scenario of 400 deliveries per month.
* Completed “Bidder Details and Declaration” as included within Appendix C.

**Important points for Bidders to note:**

* Bidders should submit the ITQ Bid Response (Appendix A) in MS Word format and not PDF.
* Any additional information including but not limited to appendices, embedded documents, pictures, tables and/or attachments unless permitted as part of the ITQ will not be taken into account as part of the evaluation of the ITQ Bid responses.
* Bidders are asked to stay within the 5 page.
* **Bidders are reminded to ensure that the bid response addresses each of the award criteria and requirements as set out within Section 5 above.**

1. **Bid Evaluation**

The written response to this ITQ will be evaluated based on each point of the Award Criteria in Section 5 in accordance with the scoring criteria as detailed below:

| **Definitions for Pass/Fail Questions** | **Grade** |
| --- | --- |
| Meets all the criteria set out in the question | Pass |
| Does not meet all the criteria set out in the question | Fail |

|  |  |  |
| --- | --- | --- |
| **Grade Label** | **Definition of Scored Questions** | **Grade** |
| Superior | Response contains an extensive level of relevant detail and evidence which provides excellent confidence in the Bidder’s understanding and capability. | 4 |
| Comprehensive | Response contains a good level of relevant detail and evidence which provides a strong level of confidence in the Bidder’s understanding and capability. | 3 |
| Acceptable | Response contains sufficient relevant detail and evidence which provides an acceptable level of confidence in the Bidder’s understanding and capability. | 2 |
| Limited | Response contains only limited relevant detail and evidence which provides only limited confidence in the Bidder’s understanding and capability. | 1 |
| Deficient | Response to the question is deficient and fails to provide any form of confidence in the Bidder’s understanding and capability. | 0 |

1. **Overview of the process and selection of the Recommended Bidder**

Following completion of the evaluation and where relevant clarification questions, the Contracting Authority will identify the Recommended Bidder and proceed to Contract Award.

The Recommended Bidder will be the Bidder which:

* Has submitted a compliant bid, including being affordable within the stated budget.
* Achieved the highest overall Value for Money Evaluation Score which will be calculated as follows:

Total weighted evaluation score for bid x 10,000

Total bid price

***Example****: If Bidder A achieves a weighted score of 75 with a bid price of £58,000 and Bidder B achieves a weighted score of 74 with a bid price of £59,000:*

*Bidder A = 75 / 58,000 x 10,000 = 12.93*

*Bidder B = 74 / 59,000 x 10,000 = 12.54*

*In this example, Bidder A would be Recommended Bidder, having achieved the highest overall Value for Money Evaluation Score of 12.93.*

1. **Contract Award and Due Diligence**

The Contracting Authority reserves the right to undertake due diligence as it considers appropriate at any point throughout and/or after the ITQ process to seek the necessary reassurances in regard to the Bidder’s bid response and overall ability to deliver the requirements of the Contracting Authority.

As part of its due diligence, the Contracting Authority may wish to more fully assess and consider the information provided by the Bidder to determine the extent to which a Bidder presents any risks which the Contracting Authority may deem to be unacceptable, in its sole discretion, to the delivery of the Services. Where such risk is identified, the Contracting Authority may invite the Bidder to agree how the risk can be mitigated to an extent considered by the Contracting Authority to be sufficient. Where mitigation cannot be agreed to the satisfaction of the Contracting Authority, such satisfaction being at the sole discretion of the Contracting Authority, the Contracting Authority reserves the right to award a Contract to one of the other Bidders, such award to be decided on the basis of ranking of the highest scoring Bids. Alternatively it may decide to re-run part or all of the ITQ process or cancel the ITQ process completely.

Bidders should note that the Contracting Authority may require additional documents or information from the Bidders as part of a due diligence process prior to deciding upon the Recommended Bidder and/or contract signature.

Timely responses for any due diligence is required from the Recommended Bidder in order to facilitate timely progression towards contract signature. In the event that the required information is not provided by the Bidder, or the information provided is not satisfactory or it comes to light that information supplied and relied on to arrive at the decision regarding the choice of Recommended Bidder is incorrect, the Contracting Authority reserves the right in its absolute discretion not to enter into a Contract. Under such circumstances, the Contracting Authority reserves the right to award a Contract to one of the other Bidders, such award to be decided on the basis of ranking of the highest scoring Bids. Alternatively it may decide to re-run part or all of the ITQ process or cancel the ITQ process completely.

Without prejudice to any other actions which the Contracting Authority may wish to take, findings from the due diligence undertaken may identify the need for specific Conditions Precedents to the Contract.

1. **The Contract Terms & Conditions**

The terms and conditions applied through the Purchase Orders will be the NHS Terms and Conditions for the Supply of Services available at: <https://www.gov.uk/government/publications/nhs-standard-terms-and-conditions-of-contract-for-the-purchase-of-goods-and-supply-of-services>

1. **Confidentiality**

Bidders shall treat all information supplied by the Contracting Authority in connection with this ITQ as confidential. Information may be disclosed by Bidders insofar as is necessary for the preparation, submission, and evaluation of quotes.

The Contracting Authority as a public body is subject to the provisions of the Freedom of Information Act 2000 (FOI). If Bidders consider that any information supplied as part of the ITQ response is either commercially sensitive or confidential in nature, this should be highlighted and the reasons for its sensitivity given.

**Appendix A- Important Notices for Bidders**

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**Appendix B – Service Specification Requirements**



**Appendix C- Bidder Details & Declaration**

