

## Procurement Strategy & Specification

C1469

Outsourcing of Childcare Service Provider

Salisbury District Hospital

### *Procurement & Commercial Services*



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## **Background**

At Salisbury District Hospital (SDH), Salisbury NHS Foundation Trust provides a range of clinical care, which includes general acute and emergency services, to approximately 225,000 people in Wiltshire, Dorset and Hampshire. Specialist services, such as burns, plastic surgery, cleft lip and palate, genetics and rehabilitation, extend to a much wider population of more than three million people. Trust staff provide outpatient clinics in other locations in Dorset and Hampshire. Specialist staff hold outreach clinics in hospitals within the Wessex area and, in total, the Trust employed 3,890 staff at 30 September 2014. This includes full and part-time staff.

## **This Procurement**

### **1. Current Provision**

The Trust currently provides nursery and childcare services for the age range 3 months to 5 years from an on-site facility at the Hospital. This has been well established for a number of years, and in addition to providing services for Hospital employees, provides services for both other organisations hosted on site, and completely external clients (currently representing approximately 10% of client numbers). Unit staffing details are provided as an Annexe to this document.

The last Ofsted report for the facility was in xxxx when the rating was Good, with a new inspection due late 2016.

The Unit currently has a Named Person due to leave at the end of November 2016, at which point it will run with an interim Named Person / consultant manager provided by a local service provider until handover to a new Provider.

The current facility is a well maintained building on site, managed by the Trust's Estates team, and soft services including catering and IT are provided from the Trust's in-house services.

Additionally, a school holiday club scheme is operated for 5 to 15 years olds on major school holidays including half terms.

The current service operates at approximately 60% capacity, such levels being driven primarily by the ability to staff the unit rather than a lack of demand.

In the past three years, the unit has required significant financial support from the Trust, which is not able to be continued, and the Trust feels that with suitable previous experience, a commercial operator will be able to turn this situation around in a short period of time.

### **2. Future Intention**

The Trust is seeking to outsource the management and operation of all childcare services to a suitable experienced, qualified and financial stable commercial operator. This will include all regulatory aspects, staffing, client care and business promotional activities, including the ability to agree with the Trust the rates to be charged for services provided – in effect, the

unit will become an autonomous service operated by the Provider but retained in its current location.

The Trust will retain responsibility for buildings management and maintenance, granting an operating lease to the Provider, and will agree soft service level provision (including catering) with the appointed Provider.

The future Provider will be free to bring in external business from the local vicinity, providing that demand from Trust employees and hosted organisations can be met.

### **3. Future Providers**

The Trust would only be looking to appoint a provider who meet the following criteria :

- Demonstrate significant market experience in childcare provision,
- Have a track record of operating all it's locations in a safe and regulatorily compliant manner with consistent or improving quality indicators including Ofsted reports,
- Demonstrate long-term financial stability, including staff pension provision,
- Who does not have any past or pending prosecutions, regulatory hearings, tax investigations or employment disputes,
- Who preferably can demonstrate previous experience of taking over in-house provided services, including TUPE, and can show client retention and business growth thereafter.
- Will provide both 3 months to 5 year care and 5yr to 15yr holiday schemes (additional space in the Hospitals leisure centre is available for this).
- Will be able to manage a TUPE transfer exercise, and conclude both Contracts and Service Level Agreements based on standard NHS Terms for Provision of Services.

### **Procurement Process & Timetable**

The Trust is seeking to have the new Provider in place for the start of financial year 2017/18. The Trust intends to enter into Commercial Dialogue with potential providers, as defined by the Public Contract Regulations 2015, in line with the following timetable :

For the Bid phase, interested parties must provide (via the Trust's procurement portal) :

1. Completed Qualification Questionnaire
2. Sample Service Level Agreement with an existing outsourced service client
3. Three years' audited accounts
4. Details of two reference sites
5. An outline 30/60/90day plan from the start of the Service Provision detailing how the bidder would take over, enhance and build upon the existing business and services provided
6. Details of current fee structures in place at the Providers' other locations
7. Evidence of Regulator Compliance (Ofsted) including Named Person details for other sites.
8. A completed Declaration of Interests form detailing any personal or business relationships with Trust personnel.

9. A full Business Plan for the Salisbury nursery, included projected P&L, intended fee structure for users, offered facility lease value, projected staffing levels and all relevant information for a three year projected period.

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| Advertised via Contracts Finder / OJEU    | Friday 25 <sup>th</sup> November 2016      |
| Last date for clarification questions     | Monday 19 <sup>th</sup> December 2016      |
| <b>Final date for Completed Responses</b> | <b>Tuesday 3<sup>rd</sup> January 2017</b> |
| Discussions with Preferred Bidder(s)      | w/c 16 <sup>th</sup> January 2017          |
| Handover Period                           | To be confirmed                            |
| New Service Provider commences fully      | 01 April 2017                              |

There will be opportunities during the Bids phase for interested bidders to visit the existing facility. These MUST be pre-arranged by requesting ONLY via the Bravo procurement portal, and no approaches to Trust personnel, or nursery client parents, may be made directly.

This Opportunity is being advertised via the Cabinet Office Contracts Finder Website and the Journal of the European Union. All required documents are published via that Portal and are freely available. **Salisbury NHS Foundation Trust uses the Bravo NHS Portal for advertising opportunities and managing supplier responses. All bidder participation and messaging must be via this Portal, and we do not accept quotations, clarification questions, or other communications outside of the Portal.**

If you wish to respond to a published opportunity :

Go to [https://nhs.bravosolution.co.uk/nhs\\_collaborative/web/login.html](https://nhs.bravosolution.co.uk/nhs_collaborative/web/login.html)

Register as a supplier, if you are not already registered with Bravo Health. Complete the quick registration process – this will only need to be done the first time you use Bravo Health.

Click on “Current Opportunities”

Select the Opportunity you are interested in, and view the attached documents.

**ALL BIDDERS must comply fully with the Trust’s Suppliers Code of Conduct** which is published as part of the tender documentation on the Bravo portal. **BIDDERS MUST NOT make direct contact with any Trust staff member, or engaged consultancy, without going via SFT Procurement & Commercial Services. The Trust reserves the right to exclude bids where this process has not been followed.**

**Following the close of Tenders**

Bidders will be notified of outcomes or clarifications via the Bravo portal after the close. Please do not make contact to chase an outcome outside of this process – we reserve the right to remove bidders from the process should we receive repeated “chase” calls or emails. **After the close of tender, the rule regarding not contacting SFT staff other than Procurement continues to apply.**