



**North East London**  
Integrated Care Board

## **PRJ 1265 – NEL ICB Integrated Wheelchair Service**

### **Pre-Market Engagement**

### **Feedback Questionnaire**

## OVERVIEW

### Pre- Market Engagement

NHS North East London Integrated Care Board (NEL ICB) is requesting market feedback to inform the upcoming procurement of an integrated Wheelchair Service for Waltham Forest, Tower Hamlets, Barking and Dagenham, Redbridge and Havering. The Wheelchair Service will ensure that users registered with a GP within Waltham Forest, Tower Hamlets, Barking and Dagenham, Redbridge and Havering who have a long-term illness or disability, have a better quality of life and are able to maximise their mobility through the provision of a wheelchair and specialist seating which meets their clinical needs.

This questionnaire should be read alongside the corresponding Pre-Market Engagement information Pack.

In order to assist the Authority with testing its assumptions and proposed service requirements, your responses to the questions listed below will explore the following areas:

- The proposed service specifications;
- Timescales for procurement and mobilisation of the new contract;

We ask that interested organisations submit responses to the questionnaire using the MS Forms link provided. Respondents are requested to address the questions specifically rather than attaching extensive technical or promotional information or materials, as such information will not be considered.

A virtual market engagement event will be taking place **on Friday 22nd September between 14.00 – 15.30 via MS Teams.**

Please complete the Market Event Registration Form & Pre-Market Engagement Questionnaire using the MS Forms Questionnaire web link here: <https://forms.office.com/e/schY9hsLVp>

For the avoidance of doubt, this document is for reference only, please do not complete this document. Only responses received using MS Forms will be considered.

**Please can you submit your response to the questionnaire using MS Forms by 5pm Wednesday 20<sup>th</sup> September 2023**

Questionnaire responses submitted will remain confidential and information gathered will be used for the sole purpose of informing the upcoming procurement process.

### Clarification Questions

Please direct any questions via the ProContract messaging facility. A clarification question and answer process will be operated during this market engagement phase to give interested organisations the opportunity to submit questions to the Authority, where they require clarification on the information provided. Questions should be submitted using the clarification template provided.

NHS London Commercial Hub (LCH), on behalf of NEL ICB, intends to publish the anonymised questions and clarifications raised by interested organisations together with responses from the Authority via the portal messaging facility as a public message.

Interested organisations must indicate if a query is of a commercially sensitive or confidential nature – where disclosure of such query and the answer would, or would be likely to, prejudice its commercial interests, respondents must set out the reason(s) for non-disclosure to other organisations.

However, if NHS LCH does not consider the query to be of a commercially sensitive or confidential nature or considers it to represent a query relevant to all organisations, in terms of both the query

and the response, it will, at its sole discretion, retain the right to refuse such a request and inform the requesting organisation of any such decision. The organisation will have the opportunity of revoking the question (leaving it unanswered) or the question and response being published publicly.

### Procurement Timetable (indicative)

The indicative Procurement Timetable is as follows:

Milestones and Key actions	Indicative Dates
Market Engagement	13/09/2023-22/09/2023
Market Engagement Event	22/09/2023, 1.00 pm
Invitation to Tender (ITT) published (ends 5pm)	20/10/2023 – 24/11/2023
ITT Supplier Clarification Question Period (ends 5pm)	27/10/2023 – 27/11/2023
Evaluation period	28/11/2023 – 08/12/2023
Bidders Presentation and Clarification Event (if required)	05/01/2024
Approval of Contract Award	27/03/2024
Outcome Letters to Bidders (from)	28/03/2024
Earliest Mobilisation Commencement (incl Contract)	08/04/2024
Contract Commences	01/09/2024

## Pre-Market Engagement Questionnaire (Part 1)

This questionnaire requires responses on the following:

- Organisation Detail;
- Procurement Process and Timelines.
- Service Specification

### Organisation Detail

Organisation Name		
Registered Address		
Named Contact for Response (Name and position)		
Your organisation no.		
Contact Details	Phone	
	Email Address	

## Questions

<p><b>Service Delivery</b></p> <p>The service will support residents in 5 boroughs. How would ensure delivery of the service if you are not located in the borough including street repair? For example, if your main centre is in Havering, how would offer services to Waltham Forest or Tower Hamlets?</p>	
<p><b>Procurement timelines</b></p> <p>Procurement Timelines - Would the proposed procurement timeline present any risks that would prevent you from bidding?</p> <p>If 'Yes', please confirm what those risks/ barriers are and what solutions / mitigations you propose?</p>	
<p><b>Mobilisation</b></p> <p>Mobilisation - Please confirm whether the proposed contract mobilisation period presents any risks or would prevent you from bidding?</p> <p>If 'Yes', what are those risks/ barriers and what solutions / mitigations you propose.</p>	
<p><b>Mobilisation</b></p> <p>How will you ensure supply /staff/related risks are managed simultaneously across 5 regions ?</p>	
<p><b>Finance</b></p> <p>The provision of Personal Wheelchair Budgets (PWB) is within the contract financial envelope. Can you advise</p>	



## North East London Integrated Care Board

<p>what your model is for the provision of maintenance and repair for PWBs e.g. 10%, a set amount of money etc.</p> <p>How will you manage patients transfer out of NEL region within the financial envelope - e.g. if/what clinical support can be provided, handover of repairs arrangements to a new LA etc.</p>	
<p><b>General Risks</b></p> <p>Are there any other risks associated with the service or the procurement which have not been described above which you feel the Authority should consider and how these can be mitigated?</p>	
<p><b>Any other feedback or questions</b></p> <p>Please use the space below to ask any questions you may have for the Authority, provide any other feedback or expand on any of the questions asked above.</p>	



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