**NATIONAL INSTITUTE FOR HEALTH AND CARE EXCELLENCE**

Clinical Knowledge Summaries: an Evidence Based Resource for Primary Care

Bidder Response Document

1. Introduction
   1. This document forms part of the Invitation to Tender Pack issued to Bidders. **The Tender Submissions Instructions and Guidance, Statement of Requirements and the Terms and Conditions documents should be read in conjunction with this document.**
   2. The Invitation to Tender (ITT) document describes the detail NICE requires in the Bidder’s submission of final offer. The ITT document relates to the Specification of Requirements and references all sections and questions to this document.
2. Bidders Instructions
   1. Full instructions for the submission tender / final offer from Bidder are detailed in the Tender Submissions Instructions and Guidance document. **Bidders must ensure they familiarise themselves in full with the Instructions and Guidance before responding to this document.**
   2. Those instructions as described must be followed and adhered to. Any deviation from the instructions may result in your tender being rejected.
   3. All questions in this document must be addressed in the Bidder’s submission / final offer. Should no response be submitted to any question herein; the Participant must provide an explanation of why they are unable to provide a response.

To be completed by the Bidder

1. Requirements

Bidders are required to complete the formal Invitation to Tender questions below in line with the Tender Submissions Instructions.

Where appropriate please use diagrams and/or screenshots to support your response. These can be submitted as annexes to this document.

*Note: All question responses must clearly demonstrate that the Supplier’s solution meets each area of the specification to which it relates as referenced in the left hand column.*

|  |  |  |
| --- | --- | --- |
| Qs no. | Spec ref: | Cost |
| N/A |  | Bidders must deliver the service within the allocated budget.  Please provide a breakdown of costs in the Pricing Schedule Response Document.  The bidder may add additional lines to the pricing mechanism where appropriate.  Bidders must complete pricing per year and provide overall cost for the full term of the contract.  Bidders must also include pricing for the 2 x 12month extension options |
| Qs no. | Spec ref: | Topic Content |
| **1** | **4.1.1** | Please demonstrate, using examples, how the proposed solution will provide topic content that is of direct relevance to the target audience and includes, but is not limited to, the types of information described in section 4.1.1 of the specification. |
| **Response** | | |
| **2** | **4.1.2** | Please describe, using examples, how the proposed solution will be written, structured and formatted in a manner that meets the needs described in section 4.1.2 of the specification. |
| **Response** | | |
| **3** | **4.1.3** | Please describe how recommendations featured in the proposed solution will be consistent with NICE guidance recommendations. |
| **Response** | | |
| **4** | **3.1** | Please describe your experience and expertise in providing evidence-based resources and guidance to primary care audiences working in the UK. Your response should highlight the range of professionals and the experience of key individuals involved in providing the evidence-based resources and guidance. |
| Qs no. | Spec ref: | Topic Coverage |
| **5** | **4.2.1** | Please demonstrate how the proposed solution covers a full range of common and/or significant Primary Care Presentations and is representative of all current NICE guidelines relevant to Primary Care. The response should state how many initial topics will be provided for use on the NICE CKS microsite from the start of the service and provide a list of these topics. |
| **Response** | | |
| **6** | **4.2.2 – 4.2.4** | Please describe the methods and process that will be used to select the topics that will be reviewed and updated and describe how these methods and processes will ensure that all topics are kept up to date in a timely manner. The response should include how the proposed solution will respond in a timely manner to new or updated NICE guidance and changes to the evidence base. |
| **Response** | | |
| **7** | **4.2.5** | Please state how many topics will be reviewed and updated per year and the average time that will elapse before a topic is reviewed and potentially updated. |
| **Response** | | |
| **8** | **4.2.2** | Please describe how changes that are of a high significance in respect of patient treatment will be identified and lead to urgent content updates. |
| **Response** | | |
| **9** | **4.2.7 – 4.2.8** | Please describe the process that will be used to identify and recommend potential new topics and list any potential new topics that may be needed in the first years of the contract. |
| **Response** | | |
| **10** | **4.2.9 – 4.2.11** | Please describe how any new topics to be developed, either identified by NICE or the Contractor, would be accommodated within the contract and annual work plan. |
| Qs no. | Spec ref: | Content Delivery Mechanisms and Formats |
| **11** | **4.7.2 – 4.7.3** | Please describe, including examples and schema, the consistently structured, semantic data format that will be used in the solution and how this format meets the requirements described in section 4.6 of the specification. |
| **Response** | | |
| **12** | **4.7.3** | Please describe how the data format will support the easy construction of topic web page structure, content and navigation devices on the NICE CKS microsite. |
| **Response** | | |
| **13** | **4.7.4** | Please describe, and provide examples, of how the essential metadata items described in section 4.7.4 of the specification will be delivered for each topic. |
| **Response** | | |
| **14** | **4.7.5** | Please describe, and provide examples, of how the desirable metadata items described in section 4.7.5 of the specification could be delivered for each topic. |
| **Response** | | |
| **15** | **4.7.7** | Please describe the delivery mechanism that will be used to send content and metadata to NICE. |
| Qs no. | Spec ref: | Publication via NICE digital channels and search engines |
| **16** | **4.8** | Please confirm that the NICE CKS microsite can be used to publish CKS service content without the need for registration within the UK, [British Overseas Territories](https://en.wikipedia.org/wiki/British_Overseas_Territories) and [Crown dependencies](https://en.wikipedia.org/wiki/Crown_dependencies). |
| **Response** | | |
| **17** | **4.5.2** | Please confirm that the metadata provided to the CKS Service, such as topic titles, topic publication or last updated date and topic level descriptions, can be published anyone worldwide through search engine results. |
| **Response** | | |
| Qs no. | Spec ref: | Quality Assurance of Topic Content Creation |
| **18** | **5.1** | Please use the guidance development process assessment form (available in the tender pack) to demonstrate that the proposed solution will employ effective processes for ensuring rigor of development which relates to the process used to gather and synthesize information and the methods used to formulate recommendations and update them. |
| **Response** | | |
| **19** | **5.1** | Please use the guidance development process assessment form (available in the tender pack) to demonstrate that the proposed solution will employ effective processes for ensuring editorial independence which is concerned with the independence of the recommendations, acknowledgement of possible conflicts of interest, the credibility of the guidance topic content in general and the recommendations in particular. |
| Qs no. | Spec ref: | Quality Assurance of Topic Content Delivery and Presentation |
| **20** | **5.2.1** | Please describe how the solution's quality assurance and continuous improvement process will ensure all delivered content and metadata is accurate, well formed, well-structured and meets the agreed schema definitions. |
| **Response** | | |
| **21** | **5.2.2** | Please describe the process that will be used to validate content and metadata and rectify errors prior to delivery to NICE. |
| **Response** | | |
| **22** | **5.2.3 – 5.2.4** | Please describe the process that will be used to review new and updated Topic content on the NICE beta microsite prior to release. |
| **Response** | | |
| 23 |  | User feedback and Enquiry Handling |
| **Response** | | |
| **24** | **5.3** | Please describe how the solution will receive, evaluate, respond to and record user feedback and enquiries by telephone and email in a way that continuously improves and develops the CKS Service |
| **Response** | | |
| Qs no. | Spec ref: | Implementation and Project Management |
| **25** | **6.1** | Please provide detailed project plans with key stages milestones that describe how all products and services required to fully implement the CKS Service will be delivered. The response should include, but not be limited to, the content in section 6.1. |
| **Response** | | |
| **26** | **6.2** | Please describe the proposed approach to Project Management that will be used to implement the service. The response should include, but not be limited to, the content in section 6.2. |
| **Response** | | |
| Qs no. | Spec ref: | Key Performance Indicators and Contract and Service Management |
| **27** | **7** | Please describe how the solution will ensure the Key Performance Indicators threshold levels are met. |
| **Response** | | |
| **28** | **7** | Please describe the contract and service management arrangements that will be used and how these arrangements will ensure compliance with the Key Performance Indicators in section 7. |
| **Response** | | |