



**Lambeth Integrated Community Musculoskeletal
Therapy Service (C232911)**

Integrated & Specialist Medicine - GSTT

Technical Response Document

Ref: ST24-P045

Supplier Name: [Insert Supplier Name]

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1. Notes to Suppliers

Suppliers should note that in evaluating responses, the Authority will only consider information provided in response to this tender. Suppliers, including incumbent suppliers must not assume that the Authority is familiar with the Bidders' involvement in existing services, contracts or procurements.

1.1. Instructions

- Only use this template and do not copy or paste into a new document.
- Upload your completed document as a Word document (2010 version or above).
- When answering a question please use the Arial font (size 11). This will ensure continuity between submissions and simplify the creation of any final contract.
- You can decide to embed or upload separately any supporting documents. If you embed documents the size of this document must not exceed 12mb. If you upload separate documents ensure they are cross referenced in your written answer.

1.2. Responses

Supplier's responses to a question will be scored as "standalone", unless otherwise cross referenced. Therefore, information provided in other questions will not be considered when evaluators are scoring unless cross referenced. If part of a response uses information provided in a previous question, either; clearly cross reference or provide the information again, within the context of the question being answered.

1.3. Word Limits

Unless stated otherwise there are no word limits on responses to individual questions. Suppliers should however be conscious that long "copy and paste" responses may make it difficult for evaluators to identify the substance of your answer which affect the score you receive.

Where a word limit is specified, evaluators will be told to discount those parts of the response to that are after the word limit.

2. Technical Evaluation

This section evaluates your technical proposal to meet the Authority's requirement. Questions that are scored will show the marks available for that response in the question text.

30% of marks are available for this section.

3. Question Types and Marking

At the bottom of each question the question type will be indicated there are three types of question:

For Information Only

These questions are for information only and are not scored.

Pass / Fail

These questions evaluate a mandatory requirement of the specification. Supplier's answers are marked as to whether the solution is fit for purpose or not, there is no qualitative evaluation.

Responses marked as a Fail will be deemed not fit for purpose and the supplier's proposal will be rejected.

Scored 0 to 4

Questions will be scored using a scale of 0 to 4, with each number corresponding to a minimum level of information required in the respective response and will be measured against predetermined and objective criteria. This will then be applied to the respective weighting of the section to produce a weighted score.

0 = Failure to understand and/or failure to substantial failure to provide and/or provides no confidence that the requirements will be delivered. **Responses scoring 0 for any question will be deemed not fit for purpose and the supplier's proposal will be rejected.**

1 = Some misunderstandings and a generally low level of information and detail provided. Fails to meet the requirements in many ways and/or materially in one or more ways, and provides insufficient confidence of ability to meet and deliver the requirements.

2 = Generally understands and addresses issues appropriately. Some areas of misunderstanding, provide a low level of detail, and/or provide more of a "model answer" than a true commitment, so only provides some confidence they will deliver requirements.

3 = Good understanding of the issues, good level of detail, and demonstrated that proposals are feasible so that there is a good level of confidence that they will deliver the requirements.

4 = High degree of confidence that the Potential Provider's proposal will meet the requirements, demonstrated through a very good understanding of the issues and what is being asked for. Proposals set out how and what will be delivered.

Scored questions also have a weighting applied to them, this helps to differentiate the importance of each question. The overall mark a supplier will receive for each question is calculated as follows:

$$\text{Weighting} \div 4 \times \text{Mark Awarded}$$

Worked Examples (based on 70% available marks)

Question	Question weighting	Mark awarded (0-4)	Question overall score
Question 1	10%	3	7.5
Question 2	10%	4	10.0
Question 3	30%	2	15.0
Question 4	20%	1	5.0
Total	70%		37.5

4. Response Questions

4.1. Supplier Question and Answer session

Supplier Question and Answer session via Teams so that suppliers could see and assess the requirements of the Authority. Confirm whether you attended the Q & A session as part of the tender process?
Bidders Response
Marked as Pass or Fail

4.2. Experience

Provide details of your experience in working with NHS Organisations within the realm of MSK services within the Lambeth area	
List any attachments relevant to this question:	List Attachments
Bidders Response	
Marked between 0 and 4 Word limit = 500 words (Guidance 500 words is approx. 1 page of A4) Question weighting = 10%	

4.3. Specification

Confirm whether you can comply with all aspects of the specification? Detail those areas you cannot meet.	
List any attachments relevant to this question:	List Attachments
Marked between 0 and 4 Word limit = 500 words (Guidance 500 words is approx. 1 page of A4) Question weighting = 10%	

4.4. Staffing Arrangements

Provide pen pictures of the key staff that would be nominated to handle this contract. Why have they been chosen?	
List any attachments relevant to this question:	List Attachments
Marked between 0 and 4 Word limit = 500 words (Guidance 500 words is approx. 1 page of A4) Question weighting = 10%	

4.5. Staffing Resource

Confirm how you will ensure you have sufficient resource to ensure that you will have sufficient resource to deliver the requirement. Will you envisage a requirement to sub-contract any of the requirements?	
List any attachments relevant to this question:	List Attachments
Marked between 0 and 4 Word limit = 500 words (Guidance 500 words is approx. 1 page of A4) Question weighting = 10%	

4.6. Contract Monitoring and Reporting

Provide examples of the monthly and quarterly reports the Authority requires. Identify any information you cannot provide and any additional information you can provide that will enhance the understanding of the Authority.	
List any attachments relevant to this question:	List Attachments

Provide examples of the monthly and quarterly reports the Authority requires. Identify any information you cannot provide and any additional information you can provide that will enhance the understanding of the Authority.

List any attachments
relevant to this question:

List Attachments

Marked between 0 and 4
Word limit = 500 words (Guidance 500 words is approx. 1 page of A4)
Question weighting = 10%

1. Key Performance Indicators Requirements

Confirm you are able to meet the requirements of the Trust KPI's?

List any attachments
relevant to this question:

List Attachments

Marked between 0 and 4
Word limit = 500 words (Guidance 500 words is approx. 1 page of A4)
Question weighting = 10%

2. Reporting Requirements

Provide details on the reports that will be made available to the Trust

List any attachments
relevant to this question:

List Attachments

Marked between 0 and 4
Word limit = 500 words (Guidance 500 words is approx. 1 page of A4)
Question weighting = 10%

Please provide sample reports and detail the frequency the Trust will receive these.

List any attachments
relevant to this question:

List Attachments

Marked between 0 and 4
Word limit = 500 words (Guidance 500 words is approx. 1 page of A4)
Question weighting = 10%

4.7. Key Performance Indicators Requirements (KPI)

Confirm you are able to meet the requirements of the Trust KPI's <ul style="list-style-type: none"> • What kpi's would you suggest amending • What kpi's would you recommend adding 	
List any attachments relevant to this question:	List Attachments
Marked between 0 and 4 Word limit = 500 words (Guidance 500 words is approx. 1 page of A4) Question weighting = 10%	

4.8. Added Value

Provide details of any added value you propose to add to our requirements that has not been described elsewhere.
Marked between 0 and 4 Word limit = 500 words (Guidance 500 words is approx. 1 page of A4) Question weighting = 10%

4.9. Caveats and Assumptions

Please detail any caveats and assumptions you have made during your response.
Not Marked – For Information Only