



MIDLANDS AND LANCASHIRE  
COMMISSIONING SUPPORT UNIT



# Design phase Evaluation Questions (ITT)

For iHELP Pain Management  
On behalf of NHS West Lancashire CCG  
Reference L16-24



<b>EVALUATION QUESTIONS</b>	<b>% or Pass/Fail</b>
<p>This document is provided as a draft indication of the likely evaluation questions for Phase 1 (Design) of the procurement. This information is provided to ensure transparency and equal treatment to all potential Suppliers. There is no expectation that potential Suppliers will be required to answer these questions at PQQ stage of the procurement. Potential Suppliers should note these draft questions are provided for information only and the Commissioner reserves the right to make amendments to the questions and question weightings prior to the release of the Phase 1 (Design) tender.</p> <p><b>1. SERVICE AND IM&amp;T QUESTIONS – 50%</b></p> <p><b>1.1. SERVICE</b></p> <p>1.1.1. Please confirm you can meet the minimum requirements for the design phase of this project.</p> <p>1.1.2. Please describe the process you will use to achieve the minimum requirements of the design phase and any additional enhancements this process will bring to the delivery of the project. You should as a minimum include:</p> <ul style="list-style-type: none"> <li>• Design plan</li> <li>• Risk register</li> <li>• Process for capturing existing and new data and research.</li> </ul> <p>1.1.3. Please provide details of your risk management approach for the design phase and how you will ensure risks are effectively managed and shared in a transparent manner with the CCG.</p> <p>1.1.4. Please confirm the details of how you intend to present your findings to the CCG, ensuring they at least meet the minimum requirements, and detailing any proposed innovation in your proposed presentation approach.</p> <p>1.1.5. The CCG is keen to understand how the successful Supplier will ensure their proposed design solution will have regard to the Public Services (Social Value) Act 2012 in the delivery of the service, and what benefits their winning the contract will have to the economic, social and environmental wellbeing of its community. Where possible the potential Supplier should provide examples for this project where wider community benefits can be delivered, this may include but not be limited to investment in local supply chains, benefits to the local economy, improving employment opportunities such as apprenticeships, jobs for long-term unemployed, targeted training, and reducing the environmental impact of the service such as energy management and recycling initiatives etc.</p> <p><b>1.2 INFORMATION MANAGEMENT &amp; TECHNOLOGY (IM&amp;T)</b></p> <p>1.2.1 Please advise of the process you will follow to ensure you select appropriate current, emerging and future technologies to ensure they are fit for purpose to deliver the outcomes of the project.</p> <p>1.2.2 Please confirm how you will ensure that any current, emerging and future technologies are assessed to ensure they meet the UK Medical Devices Regulations 2002 (as amended) or if they are subject to an exemption and if so why? (or suitable alternative accreditation standards or as part of properly constituted clinical trial)</p> <p>1.2.3 Please confirm how you will put in place arrangements for the CCG to access software source code in the event that the software provider is unable to continue to support any application utilised by the CCG or the</p>	<p>Pass/fail</p> <p>30%</p> <p>10%</p> <p>Information only</p> <p>2.5%</p> <p>7.5%</p> <p>Pass/Fail</p> <p>Pass/Fail</p>

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potential Supplier on behalf of the CCG.	
<p><b>2. QUALITY AND GOVERNANCE QUESTIONS 15%</b></p> <p>2.1. Please provide details of how you will ensure that your design approach guarantees the service you intend to provide from pilot stage onwards will be a safe, high quality holistic service meeting the needs of patients with chronic pain.</p> <p>2.2. Please provide details of how your design approach will ensure that the service you intend to provide from pilot stage onwards will be able to demonstrate strong leadership, sound governance and resilience.</p> <p>2.3. Please provide details of how you will ensure that any alternative packages of care included in the service you intend to provide will meet the required quality and governance standards.</p> <p>2.4. Please provide details of how your design approach will ensure from pilot stage onwards patients are satisfied with all parts of the service you intend to provide.</p>	<p>4%</p> <p>4%</p> <p>4%</p> <p>3%</p>
<p><b>3. WORKFORCE QUESTIONS 10%</b></p> <p>3.1. Please provide details of your proposed resource plan to meet the requirements of the design phase Contract. Your response should include but not be limited to:</p> <p>3.1.1. Resources available</p> <p>3.1.2. CV and details of specific skills relevant to the project</p> <p>3.1.3. Proposed staffing structure (operational/management/clinical/non – clinical)</p> <p>3.1.4. Numbers of staff in each role and justification for approach</p> <p>3.1.5. Proposed lines of responsibility / accountability for staff</p> <p>3.1.6. Ensuring sufficient contingency arrangements are in place for staff absences</p> <p>3.1.7. Details of team members who will remain utilised on the project if successful at pilot and delivery phases.</p>	<p>10%</p>
<p><b>4. CONTRACT MANAGEMENT 10%</b></p> <p>4.1. Please detail how you will capture and share non-financial benefits created by your proposed design solution. Your response may include but is not limited to:</p> <p>4.1.1. Patient experience.</p> <p>4.1.2. Improved quality of life.</p> <p>4.1.3. Easy access to the service.</p> <p>4.1.4. Consistency of service across the locality.</p> <p>4.1.5. Reduction in secondary care attendance and hospital admissions.</p> <p>4.2. Please confirm you are willing to accept our contractual approach including ownership of Intellectual Property. The Contract documents are included within the tender attachments.</p> <p>4.3. Please confirm that you accept the terms and conditions of the contract for the provision of services (Contract Version) for phase 1 and phase 2, and the NHS Standard Contract 17/18 – 18/19 for phase 2 and phase 3.</p> <p>4.4. Please detail how you will embed learning within the CCG's Commissioning and</p>	<p>8%</p> <p>Pass/Fail</p> <p>Pass/Fail</p> <p>2%</p>

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<p>Contracts Management team to ensure they maximise the knowledge gained through lessons learnt, data and research captured and analysed.</p>	
<p><b>5. FINANCE QUESTIONS 15%</b></p> <p>5.1. Please confirm the process you will follow in your design process to assess the future affordability of the pilot and delivery phases and any dependencies from the Commissioner or other parties which may impact the affordability.</p> <p>Pass/fail – criteria detail:</p> <p>Pass – The Supplier will have demonstrated their design approach will have the ability to assess the future affordability of the pilot and delivery phases and will clearly articulate the dependencies from the CCG or other parties which may impact the affordability.</p> <p>Fail – The Supplier will have failed to demonstrate that their design approach will have the ability to assess the future affordability of the pilot and delivery phases and /or will have failed to clearly articulate the dependencies from the CCG or other parties which may impact the affordability.</p> <p>5.2. Please confirm the process you will follow in your design process to assess the future savings opportunities of the pilot and delivery phases and any dependencies from the Commissioner or other parties which may impact the affordability.</p> <p>Pass/Fail – criteria detail:</p> <p>Pass – The Supplier will have demonstrated their design approach will have the ability to assess the future savings opportunities of the pilot and delivery phases and will clearly articulate the dependencies from the CCG or other parties which may impact the affordability.</p> <p>Fail – The Supplier will have failed to demonstrate their design approach will have the ability to assess the future savings opportunities of the pilot and delivery phases and /or will have failed to clearly articulate the dependencies from the CCG or other parties which may impact the affordability.</p> <p>5.3. Please detail how you will ensure that the future technology roadmap for the project remains within the affordability envelope if you are successful at pilot and delivery phases of the project.</p> <p>5.4. The affordability envelope for the design phase is a maximum of £40,000 excluding VAT and any additional costs are the responsibility of the potential Supplier. Please confirm you can meet this affordability envelope requirement.</p> <p>5.5. Please complete the attached template to confirm the quantity and costs of the project team and any other resources you require to meet the design brief. The roles should align to the descriptions of roles provided in Crown Commercial Services Consultancy One framework available via the following link: <a href="https://ccs-agreements.cabinetoffice.gov.uk/sites/default/files/contracts/Grade%20Definitions_0.pdf">https://ccs-agreements.cabinetoffice.gov.uk/sites/default/files/contracts/Grade%20Definitions_0.pdf</a></p> <p>5.6. The supplier should support their response with details of any tools and methodologies they will utilise to maximise the efficiency of the design project and to take advantage of data captured when delivering similar size and scale projects with other customers.</p> <p>Section 5 scoring criteria 15% - Suppliers will be assessed based on the proposed resource plus tools, methodologies and data they intend to utilise to maximise the efficiency of the design project.</p>	<p>Pass/Fail</p> <p>Pass/Fail</p> <p>5%</p> <p>Pass/Fail</p> <p>Pass/Fail</p> <p>10%</p>

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