Market Consultation

For developing a national digital NHS Health Check for local use: Blood sampling services

Project: C234064

Version Number: 1

Date: 04 January 2024

# Introduction

This Supplier Questionnaire and accompanying attachments are being made publicly available to any organisations which are interested in the **blood self-sampling/testing services for the build and private Beta phase of the digital NHS Health Check**.

This exercise is intended to provide potential bidders with the opportunity to view and comment on the requirements for the blood self-sampling services for the digital NHS Health Check, if they wish to do so. This seeks to engage with the market to enable the Department of Health and Social Care (the Department) to:

1. understand more about existing end-to-end pathology services in England that can supply, distribute, receive, analyse and send results from self-sampling or self-testing cholesterol and blood glucose (HbA1c) kits that meet the requirements of the planned digital NHS Health Check.
2. inform the blood sampling/testing approach and a potential Invitation to Tender (ITT) to procure the required pathology services for the planned digital NHS Health Check Beta phase. Currently, the intention is to test blood self-sampling and/or self-testing as part of the end-to-end digital NHS Health Check pathway with a small number of eligible participants during the private Beta phase. However, this is dependent on if there are suitable services available that meet the programme requirements.
3. inform decisions on the approach to cholesterol and blood glucose sampling/testing for the digital NHS Health Check when considering rollout at scale.

This Supplier Questionnaire is being issued in conjunction with the **Developing a national digital NHS Health Check for local use: Blood self-sampling services Market Engagement Brief**.

# Next steps

The Department will make the decisions on the approach to blood sampling/testing for the digital NHS Health Check having considered feedback from this engagement.

If suitable services are available for the Beta phase and the Department seeks to proceed with procurement, an ITT will be released to the market after receipt of potential bidder(s) comments, though the procurement timetable has not been finalised at this stage.

Any ITT will include the final specification, pricing schedule, evaluation criteria and terms and conditions.

Regards,

**Corporate and Clinical Services, Commercial Lifecycle**

**Commercial Directorate, Department of Health & Social Care**

**39 Victoria Street, London, SW1H 0EU**

Guidance for completion

* + 1. This Supplier Questionnaire forms part of the market engagement activity to support the procurement of Developing a national digital NHS Health Check for local use: Blood self-sampling services.
		2. The purpose of this questionnaire is to explore the market reaction to the proposed requirement. We hope to identify critical success factors and potential barriers to inform a potential formal procurement process. To maximise the success of any subsequent procurement process we request that suppliers are open and honest in their responses and provide as much detail as possible.
		3. Prior to completing this questionnaire, suppliers are requested to read the accompanying Market Engagement Brief which sets out the background and the proposed service requirements.
		4. Participation in this Market Consultation is voluntary. It is not required to provide an answer to every question if particular questions are not relevant.
		5. The Department wishes to encourage participation at this stage to ensure a wide number of responses. The market engagement processes described above do not form part of the formal procurement process. If and when the formal procurement process commences any supplier may join the competition and all supplier bids will be evaluated on the same basis.
		6. The completed questionnaire should be returned no later than **Friday 19th January 2024 at 12:00 and shall be submitted through the Atamis e-portal system.**
		7. The Freedom of Information Act 2000 (FOIA) applies to the Department. You should be aware of the Department 's obligations and responsibilities under the FOIA to disclose, on written request, recorded information held. Information provided by you in connection with this market engagement exercise, or with any Contract that may be awarded as a result of this exercise, may therefore have to be disclosed in response to such a request, unless the Department decides that one of the statutory exemptions under the FOIA applies. The Department may also include certain information in the publication scheme which it maintains under the FOIA.
		8. In certain circumstances, and in accordance with the Code of Practice issued under section 45 of the FOIA or the Environmental Information Regulations 2004, the Department may consider it appropriate to ask you for your views as to the release of any information before a decision on how to respond to a request is made. In dealing with requests for information under the FOIA, the Department must comply with a strict timetable and the Department would, therefore, expect a timely response to any consultation within two working days.
		9. You may provide information which is confidential in nature and which you may wish to be held in confidence. You must give a clear indication which type of material is to be considered confidential and why it is considered to be so, along with the time period for which it will remain confidential in nature. The use of blanket protective markings such as "commercial in confidence" will no longer be appropriate. In addition, marking any material as confidential or equivalent should not be taken to mean that the Department accepts any duty of confidentiality by virtue of such marking. Please note that even where you have indicated that information is confidential the Department may be required to disclose it under the FOIA if a request is received.
		10. The Department cannot accept that trivial information or information which by its very nature cannot be regarded as confidential should be subject to any obligation of confidence.
		11. In certain circumstances where information has not been provided in confidence, the Department may still wish to consult with you about the application of any other exemption such as that relating to disclosure that will prejudice the commercial interests of any party.
		12. The decision as to which information will be disclosed is reserved to the Department notwithstanding any consultation with you.
		13. Whilst the Department expects to proceed to procurement in due course, there is no obligation to do so as a consequence of this early market engagement activity. The invitation to tender (ITT) process will be published to potential bidders via the DHSC Atamis e-Souring Portal, where suppliers will need to register and access the ITT documents - [Welcome (site.com)](https://eur03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fatamis-1928.my.site.com%2Fs%2FWelcome&data=05%7C02%7CDarrell.Griffith%40dhsc.gov.uk%7C6cc091353ad3453f498508dc00974009%7C61278c3091a84c318c1fef4de8973a1c%7C1%7C0%7C638385896812423191%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=35OUHewbkWDwU5dqePw%2F71j0VCbe1QeOZYu0RueqVcA%3D&reserved=0)
		14. The publication of any documents at this stage is intended to provide potential bidders with the opportunity to view and comment on a draft specification for the requirement. The Department does not intend to be bound by any information at this stage. The Department makes no commitment to accept recommendations or suggestions. Once published, the Invitation to Tender will contain the final requirements in relation to this service. All previous versions, including any documents published at this stage should be disregarded.

Supplier Response Template

Name of Supplier:

SERVICE AND TEST KITS

**Important note:** Only respond to the service categories that you provide. If not applicable, please leave blank.

What category of fully managed end-to-end blood self-sampling or self-testing service are you submitting information about?

See the Market Brief for further detail on the category definitions.

|  |  |  |
| --- | --- | --- |
| **Service category**  | **Select all that apply** | **If you provide this service, please provide the specific self-sampling/testing device name.** |
| Category A: Cholesterol self-sampling, laboratory testing model |[ ]   |
| Category B: Cholesterol self-testing, rapid testing model |[ ]   |
| Category C: Blood glucose/HbA1c self-sampling, laboratory testing model |[ ]   |
| Category D: Blood glucose/HbA1c self-testing, rapid testing model |[ ]   |
| Category E: Combined cholesterol and blood glucose/HbA1C self-sampling, laboratory testing model |[ ]   |

Is this service available on the market currently and does it meet the full requirements for the service category outlined in the market engagement brief?

We want to understand whether the service identified (Q1) is capable of delivering the cholesterol and/or blood glucose (HbA1C) self-sampling/testing service for the digital NHS Health Check at home. If your product does not meet all of the requirements, or is not yet live, please provide further information in the box below.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Response | Category ASelect one only | Category BSelect one only | Category CSelect one only | Category DSelect one only | Category ESelect one only |
| Yes - live service that meets all requirements |[ ] [ ] [ ] [ ] [ ]
| No - live service that does not all meet all requirements. |[ ] [ ] [ ] [ ] [ ]
| No - service that meets all requirements but is not yet on the market. |[ ] [ ] [ ] [ ] [ ]
| No - service does not meet all requirements and is not live. |[ ] [ ] [ ] [ ] [ ]
| Not applicable – I do not offer this category of service |[ ] [ ] [ ] [ ] [ ]

If your service(s) does not meet all requirements, please note which category(s) it relates to and provide a short explanation as to which requirements are not met here (< 250 words per service category)

If you have a cholesterol (Category A or C) AND blood glucose/HbA1c (Category B or D) service available that meet the requirements outlined in the Market Brief, can you distribute and receive the different kits in a single package?

We want to understand, of those providers that can deliver the requirements of both cholesterol and blood glucose, whether the two kits can be packaged in a single package to improve efficiencies and user experience. Please provide details where appropriate.

|  |  |
| --- | --- |
| **Response** | **Select one only** |
| Yes – cholesterol and blood glucose testing kits can be distributed and received in a single package |[ ]
| No – cholesterol and blood glucose testing kits cannot be distributed and received in a single package |[ ]
| Not applicable – I do not offer both cholesterol and blood glucose testing kits |[ ]

To which areas in England can the service you offer be provided?

We want to understand over what geography the service can distribute and receive kit/devices. Please provide more information in the event the service is not national.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Service category**  | **England-wide distribution**  | **Region or sub-regional distribution only** | **Not applicable – do not offer this category of service** | **Please provide detail if regional or sub-regional, if applicable (< 100 words)** |
| Category A: Cholesterol self-sampling, laboratory testing model |[ ] [ ] [ ]   |
| Category B: Cholesterol self-testing, rapid testing model |[ ] [ ] [ ]   |
| Category C: Blood glucose/HbA1c self-sampling, laboratory testing model |[ ] [ ] [ ]   |
| Category D: Blood glucose/HbA1c self-testing, rapid testing model |[ ] [ ] [ ]   |
| Category E: Combined cholesterol and blood glucose/HbA1C self-sampling, laboratory testing model |[ ] [ ] [ ]   |

Do you have the capacity for white-labelling your home self-sampling and/or self-testing kits with client branding?

We want to understand if you have the facilities in place to brand the test kits with the NHS Health Check branding and logo, to ensure the patients know that the kit is linked to the NHS Health Check. If yes, please provide brief detail (<100 words) on any cost implications for white labelled products.

|  |  |  |  |
| --- | --- | --- | --- |
| **Service category**  | **White-labelled kit available?** | **Not applicable – do not offer this category of service** | **If available, please provide brief detail inc. cost implications for white-labelled products (<<100 words)** |
| Category A: Cholesterol self-sampling, laboratory testing model |[ ] [ ]   |
| Category B: Cholesterol self-testing, rapid testing model |[ ] [ ]   |
| Category C: Blood glucose/HbA1c self-sampling, laboratory testing model |[ ] [ ]   |
| Category D: Blood glucose/HbA1c self-testing, rapid testing model |[ ] [ ]   |
| Category E: Combined cholesterol and blood glucose/HbA1C self-sampling, laboratory testing model |[ ] [ ]   |

NUMBER OF TESTS DISTRIBUTED AND GENERAL CAPACITY

How many of these devices/kits do you currently distribute, analyse and process, in what timeframe, and in which areas of the country?

We want to understand the current volume of devices/kits distributed, analysed and processed, and where these devices are provided. If not applicable, please leave blank.

|  |  |  |
| --- | --- | --- |
| **Service category**  | **Number of kits distributed, analysed and processed and in what timeframe, if applicable** | **Areas in which service is available, if applicable (<200 words)** |
| Category A: Cholesterol self-sampling, laboratory testing model |  |  |
| Category B: Cholesterol self-testing, rapid testing model |  |  |
| Category C: Blood glucose/HbA1c self-sampling, laboratory testing model |  |  |
| Category D: Blood glucose/HbA1c self-testing, rapid testing model |  |  |
| Category E: Combined cholesterol and blood glucose/HbA1C self-sampling, laboratory testing model |  |  |

How many additional devices/kits could be distributed, returned, analysed and processed, in what time frame and in which areas of the country?

We want to understand your capacity to increase the volume of devices/kits currently distributed, returned, analysed and processed, and in what timeframe this could be stood up, and in which geographies. Please provide broad estimates, if relevant. If not applicable, please leave blank.

|  |  |  |  |
| --- | --- | --- | --- |
| **Service category**  | **Number of additional kits distributed, analysed and processed, if applicable (<200 words)** | **Time required to increase capacity (in weeks), if applicable.** | **Areas in which additional kits could be delivered, if applicable (<200 words)** |
| Category A: Cholesterol self-sampling, laboratory testing model |  | [ ]  0-3 months[ ]  3-6 months[ ]  6-12 months[ ]  12+months |  |
| Category B: Cholesterol self-testing, rapid testing model |  | [ ]  0-3 months[ ]  3-6 months[ ]  6-12 months[ ]  12+months |  |
| Category C: Blood glucose/HbA1c self-sampling, laboratory testing model |  | [ ]  0-3 months[ ]  3-6 months[ ]  6-12 months[ ]  12+months |  |
| Category D: Blood glucose/HbA1c self-testing, rapid testing model |  | [ ]  0-3 months[ ]  3-6 months[ ]  6-12 months[ ]  12+months |  |
| Category E: Combined cholesterol and blood glucose/HbA1C self-sampling, laboratory testing model |  | [ ]  0-3 months[ ]  3-6 months[ ]  6-12 months[ ]  12+months |  |

USE OF TEST BY USERS/ PARTICIPANTS

Once distributed, how is the device/kit used by individuals to extract the self-sample or self-test?

We want to understand how an end user uses the device, including how they take a sample and complete the test, and how the sample is collected and returned for analysis. Please provide details about which components the self-sampling/testing kit includes and does not include and any user instructions that accompany the testing kit. Please separately attach any instructions and diagrams that accompany your kit/s. If not applicable, please leave blank.

|  |  |
| --- | --- |
| **Service category**  | **Detail, if applicable (<200 words)** |
| Category A: Cholesterol self-sampling, laboratory testing model |  |
| Category B: Cholesterol self-testing, rapid testing model |  |
| Category C: Blood glucose/HbA1c self-sampling, laboratory testing model |  |
| Category D: Blood glucose/HbA1c self-testing, rapid testing model |  |
| Category E: Combined cholesterol and blood glucose/HbA1C self-sampling, laboratory testing model |  |

What support do you provide to people completing the kit at home?

We want to understand what support you provide end users trying to complete their home testing kit. Please provide details on the method/s (i.e. online, telephone etc.), opening hours (if relevant) and resources available (aside from the kit instructions included within the package). If you have data on response times, please also provide that.

How has the device/kit been tested with end users, and with which groups of the population, and what were the results?

We want to understand how the device was tested with end users, how many, with whom, how, and what the results showed. Please provide details of the study type and any supportive evidence as references below or separate attachments, including evidence on clinical trials, peer reviewed papers or other publications.

What is the error or void rate of the returned tests for the service in question?

We want to understand, of the tests completed/devices returned by users, how many come back with an invalid result. Please provide brief details of the types of invalid results received and their frequency. If not applicable, please leave blank.

|  |  |
| --- | --- |
| **Service category**  | **Detail, if applicable (<100 words)** |
| Category A: Cholesterol self-sampling, laboratory testing model |  |
| Category B: Cholesterol self-testing, rapid testing model |  |
| Category C: Blood glucose/HbA1c self-sampling, laboratory testing model |  |
| Category D: Blood glucose/HbA1c self-testing, rapid testing model |  |
| Category E: Combined cholesterol and blood glucose/HbA1C self-sampling, laboratory testing model |  |

How much blood is needed for the self-sample of self-test?

We want to understand what the size the sample needs to be for an accurate test. If not applicable, please leave blank.

|  |  |
| --- | --- |
| **Service category**  | **Detail, if applicable (<100 words)** |
| Category A: Cholesterol self-sampling, laboratory testing model |  |
| Category B: Cholesterol self-testing, rapid testing model |  |
| Category C: Blood glucose/HbA1c self-sampling, laboratory testing model |  |
| Category D: Blood glucose/HbA1c self-testing, rapid testing model |  |
| Category E: Combined cholesterol and blood glucose/HbA1C self-sampling, laboratory testing model |  |

TIMESCALES

On average, how long does it take you to:

provide an update on the status of orders?

process an order request and distribute it to patient?

process and analyse a returned kit?

provide the completed kit result to the client/patient?

We want to understand how long different parts of the process take and the overall timings. If not applicable, please leave blank.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Service category**  | **Time to update order status (<50 words)** | **Time to process an order request and distribute it to participant (<50 words)** | **Time to process and analyse a returned kit (<50 words)** | **Time to provide the result to the patient/client (<50 words)** |
| Category A: Cholesterol self-sampling, laboratory testing model |  |  |  |  |
| Category B: Cholesterol self-testing, rapid testing model |  |  |  |  |
| Category C: Blood glucose/HbA1c self-sampling, laboratory testing model |  |  |  |  |
| Category D: Blood glucose/HbA1c self-testing, rapid testing model |  |  |  |  |
| Category E: Combined cholesterol and blood glucose/HbA1C self-sampling, laboratory testing model |  |  |  |  |

TECHNICAL INTERFACE

By what technical mechanism or interface/s do you process orders, results and status updates?

We want to understand the current technical interface you current employ and operate to deliver your current service/s.

If developing an integration/interface with a new client, how long does it take to set up and test ahead of service delivery with end users?

We want to understand how long this technical integration might take to set up/test ahead of full service delivery. Please provide detail on the requirements in this phase, if relevant.

Please provide a recent case study (<250 words) to demonstrate where you integrated with a partner (if this information is not commercially sensitive).

COSTS

Provided you have capacity to distribute, analyse and process the kits/devices that meet the service and device/kit requirements (see the requirements in the Market Brief), what would the end-to-end unit price for each device/kit be?

Please include any high-level breakdown of costs for specific elements (i.e. breakdown of costs for kit, distribution, analysis, return, processing), and unit costing by scale (i.e. if 5,000 procured, unit cost = £10/unit). If not applicable, please leave blank.

|  |
| --- |
| **Category A: Cholesterol self-sampling, laboratory testing model** |
|  | Not applicable – unable to provide this many kits or do not offer service | £1-5/unit | £5-10/unit | £10-15/unit | >£15/unit |
| If <5,000 procured |[ ] [ ] [ ] [ ] [ ]
| If 5,000 – 50,000 procured |[ ] [ ] [ ] [ ] [ ]
| If 50,000 – 500,000 procured |[ ] [ ] [ ] [ ] [ ]
| If >500,000 procured |[ ] [ ] [ ] [ ] [ ]
| **Category B: Cholesterol self-sampling, rapid testing model** |
|  | Not applicable – unable to provide this many kits or do not offer service | £1-5/unit | £5-10/unit | £10-15/unit | >£15/unit |
| If <5,000 procured |[ ] [ ] [ ] [ ] [ ]
| If 5,000 – 50,000 procured |[ ] [ ] [ ] [ ] [ ]
| If 50,000 – 500,000 procured |[ ] [ ] [ ] [ ] [ ]
| If >500,000 procured |[ ] [ ] [ ] [ ] [ ]
| **Category C: Blood glucose/HbA1c self-sampling, laboratory testing model** |
|  | Not applicable – unable to provide this many kits or do not offer service | £1-5/unit | £5-10/unit | £10-15/unit | >£15/unit |
| If <5,000 procured |[ ] [ ] [ ] [ ] [ ]
| If 5,000 – 50,000 procured |[ ] [ ] [ ] [ ] [ ]
| If 50,000 – 500,000 procured |[ ] [ ] [ ] [ ] [ ]
| If >500,000 procured |[ ] [ ] [ ] [ ] [ ]
| **Category D: Blood glucose/HbA1c self-sampling, rapid testing model** |
|  | Not applicable – unable to provide this many kits or do not offer service | £1-5/unit | £5-10/unit | £10-15/unit | >£15/unit |
| If <5,000 procured |[ ] [ ] [ ] [ ] [ ]
| If 5,000 – 50,000 procured |[ ] [ ] [ ] [ ] [ ]
| If 50,000 – 500,000 procured |[ ] [ ] [ ] [ ] [ ]
| If >500,000 procured |[ ] [ ] [ ] [ ] [ ]
| **Category E: Combined cholesterol and blood glucose/HbA1C self-sampling, laboratory testing model** |
|  | Not applicable – unable to provide this many kits or do not offer service | £1-5/unit | £5-10/unit | £10-15/unit | >£15/unit |
| If <5,000 procured |[ ] [ ] [ ] [ ] [ ]
| If 5,000 – 50,000 procured |[ ] [ ] [ ] [ ] [ ]
| If 50,000 – 500,000 procured |[ ] [ ] [ ] [ ] [ ]
| If >500,000 procured |[ ] [ ] [ ] [ ] [ ]

Beyond the end-to-end unit cost, what additional costs/charges would be required if more devices/kits were procured to support delivery of the digital NHS Health Check in the Beta phase and/or wider rollout?

We want to understand what other costs would typically need to be met when delivering these tests at scale. This should include costs for integration with the digital NHS Health Check platform, and any other required set up, maintenance or quality assurance costs. This can be a broad estimate to understand market capacity and cost implications and will not be shared externally.

In the event a replacement kit is needed, what are the cost implications?

We want to understand the cost implications where replacement kits are required due to them being misplaced or the result being invalid. This will be considered and analysed in conjunction with responses to Q16. If not applicable, please leave blank.

|  |  |  |  |
| --- | --- | --- | --- |
| **Service category**  | **If original kit is lost** | **If original kit result is invalid** | **Detail, if required (<100 words)** |
| Category A: Cholesterol self-sampling, laboratory testing model | [ ]  A replacement kit could be provided **free** of charge[ ]  The replacement kit would cost **less** than the original kit[ ]  The replacement kit would cost **the same** as the original kit  | [ ]  A replacement kit could be provided **free** of charge[ ]  The replacement kit would cost **less** than the original kit[ ]  The replacement kit would cost **the same** as the original kit |  |
| Category B: Cholesterol self-testing, rapid testing model | [ ]  A replacement kit could be provided **free** of charge[ ]  The replacement kit would cost **less** than the original kit[ ]  The replacement kit would cost **the same** as the original kit | [ ]  A replacement kit could be provided **free** of charge[ ]  The replacement kit would cost **less** than the original kit[ ]  The replacement kit would cost **the same** as the original kit |  |
| Category C: Blood glucose/HbA1c self-sampling, laboratory testing model | [ ]  A replacement kit could be provided **free** of charge[ ]  The replacement kit would cost **less** than the original kit[ ]  The replacement kit would cost **the same** as the original kit | [ ]  A replacement kit could be provided **free** of charge[ ]  The replacement kit would cost **less** than the original kit[ ]  The replacement kit would cost **the same** as the original kit |  |
| Category D: Blood glucose/HbA1c self-testing, rapid testing model | [ ]  A replacement kit could be provided **free** of charge[ ]  The replacement kit would cost **less** than the original kit[ ]  The replacement kit would cost **the same** as the original kit | [ ]  A replacement kit could be provided **free** of charge[ ]  The replacement kit would cost **less** than the original kit[ ]  The replacement kit would cost **the same** as the original kit |  |
| Category E: Combined cholesterol and blood glucose/HbA1C self-sampling, laboratory testing model | [ ]  A replacement kit could be provided **free** of charge[ ]  The replacement kit would cost **less** than the original kit[ ]  The replacement kit would cost **the same** as the original kit | [ ]  A replacement kit could be provided **free** of charge[ ]  The replacement kit would cost **less** than the original kit[ ]  The replacement kit would cost **the same** as the original kit |  |

Are there any additional risks or challenges that should be considered in the delivery of this service?

Would you intend to bid for this opportunity? If yes, would you need to partner/collaborate with other parties?

**thank you for taking the time to** **complete this questionnaire**

Name of authorised representative in block letters:

Position:

For and on behalf of:

Date:

**(This should be completed by the Supplier or a partner or an authorised representative in his / her own name and on behalf of the company / organisation completing this questionnaire)**