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9th August 2018

Dear Bidders,

Request for Quotation: PRJ670 NHC Resource Management System

I am writing to you on behalf of NEL Healthcare Consulting (NHC). We currently have a requirement for the NEL Healthcare Consulting Resource Management System, the details of which are set out in the Annex A to this RFQ letter.

Competitive quotations are required based on the contract duration of a 1 + 2 years. Details are set out in the specification. We need our chosen supplier to commence the work between dates 17th – 24th September 2018.

Please note the attached (Annex B) NHS Standard Contract 2017-18 /Terms and Conditions for Supply of Goods will apply to any contract awarded as a result of this quotation exercise.

If you are interested in quoting for this requirement, please reply with a completed 'bid response document' to the following email box nelcsu.clinical-procurement@nhs.net by **17:00 on Thursday 23rd August 2018** with the following information:

- Full name and address of supplier, our reference number and your contact details;

- Details of services to be supplied including details in response to the requirements set out in the Annex A / the evaluation criteria to this letter and a referee (preferably public sector);
- Expected delivery / start / finish date, and a project time table
- Confirmation of acceptance of the terms and conditions of contract (Annex B);
- Total price including VAT (Annex C/Annex C.1);
- Annex D – Conflict of Interest Declaration.

Procurement Timeline

Whilst the Authority does not intend to depart from the timetable, it reserves the right to do so at any stage.

Description of the Event	Start Date	Deadline
Request For Quotation Issued	09 Aug 2018	09 Aug 2018
Deadline for Clarification Questions	17 Aug 2018	17 Aug 2018
Deadline for submission of quotations	23 Aug 2018	23 Aug 2018
Outcome Notification of quotation exercise to successful and unsuccessful bidders	03 Sept 2018	04 Sept 2018
Mobilisation	11 Sept 2018	21 Sept 18
Contract Commencement Date	17 Sept 18	24 Sept 18

The CCG is seeking quotations from a number of suppliers. The following criteria will apply to the selection of the successful supplier:

#	Evaluation Criteria		Weight
1	Proposed Approach		70%
	1.1	Please demonstrate how the real-time and future availability of all consultants (up to 12 months in the future) will be shown on your system? Word Count: 400 words	10%
	1.2	Please demonstrate the ability for assignment managers or owners of projects to be able soft (tentative) and hard book resource. Word Count: 300 words	10%
	1.3	Please demonstrate the ability of how your system will view and search project pipeline and existing projects based on start or end date, assignment manager, clients, resources booked (including resource requirements and soft booking). Word Count: 300 words	10%
	1.4	The system should have the ability for all projects to be visible to all team members at all points of the sales-cycle, for example from pipeline to live and then close down, please demonstrate how this will be acquired. Word Count: 300 words	10%
	1.5	Each individual will need to have a skillset, experience and interests (including projects completed) as part of their profile, can your systems achieve this? Please demonstrate how this is achieved? Word Count: 400 words	10%
	1.6	Please demonstrate how user friendly and intuitive the system or process is? Word Count: 400 words	10%
	1.7	The software is expected to pull and push information from existing systems (workforce and tardis). Please demonstrate. Word Count: 400 words	10%
2	Price (Any quotations exceeding the financial envelope will be disqualified)		30%
	Proposed Approach + Price		100%

Score		Definition
0	Non-compliant	No response or partial response and poor evidence provided in support of it. Does not give the commissioner confidence in the ability of the Bidder to deliver the Contract.
1	Weak	Response is supported by a weak standard of evidence in several areas giving rise to concern about the ability of the Bidder to deliver the Contract.
2	Minor reservations	Response is supported by a satisfactory standard of evidence in most areas but a few areas lacking detail/evidence giving rise to some concerns about the ability of the Bidder to deliver the Contract.
3	Compliant	Response is comprehensive and supported by good standard of evidence. Gives the commissioner confidence in the ability of the Bidder to deliver the contract. Meets the Commissioner's requirements.
4	Very good	Response is comprehensive and supported by a high standard of evidence. Gives the Commissioner a high level of confidence in the ability of the Bidder to deliver the contract. Exceeds the commissioner's requirements in some respects.
5	Excellent	Response is very comprehensive and supported by a very high standard of evidence. Gives the Commissioner a very high level of confidence the ability of the Bidder to deliver the contract. Exceeds the Commissioner's requirements in most respects.

The Quotation must be submitted in a PDF format, with pricing submitted in a separate file (or submit one priced and one unpriced bid). Quotations received after the above date and time may not be considered.

It would be appreciated if you could advise, within 3 days of receiving this RFQ, if you intend to submit a bid or your reasons for not submitting a bid.

If the panel feels at any point that there is not sufficient evidence to score a bidder on any evaluation point then they may, at their discretion, seek clarification from any and all bidders. Bidder clarifications will at all times take account of the commercial confidence of bidders.

If a bidder scores a '0' on any sub-section then they may be eliminated at the discretion of the panel, dependent on how service critical the panel deems that sub-section to be. If a bidder scores '0' on an entire section of the evaluation, the bidder will be automatically eliminated from any further evaluation.

The pass-mark for the qualitative evaluation (Questions 1.1 – 1.7) element is 50%. If a bidder does not attain this score overall then their bid will be rejected. This process ensures that NEL Commissioning Support Unit and NHC attain a minimum acceptable service quality. Following submission of bids, a moderation / evaluation meeting may be held.

In the event of a tie (where two or more top scoring Bidders had the same total weighted score including both quality and price), NHC will select from amongst those Bidders, the submission of the Bidder with the highest weighted score for quality.

Your response must be valid for acceptance for 90 days from the deadline for receipt of quotations. Your response constitutes an offer and if NHC accepts that offer then a legally binding contract will exist between us.

Respondents accept that NHC is subject to the Freedom of Information Act and government transparency obligations which may require NHC to disclose information received from you to third parties.

Rights to cancel or vary this Procurement Process - By issuing this RFQ, entering into clarification communications with Bidders or by having any other form of communication with Bidders, the NHC is not bound in any way to enter into any Contractual or other arrangement with you or any other Bidder. It is intended that the remainder of this Procurement Process will take place in accordance with the provisions of this RFQ but the Authority reserves the right to terminate, amend or vary (to include, without limitation, in relation to any timescales or deadlines) this Procurement Process by notice to all Bidder in writing. The Authority will have no liability for any losses, costs or expenses caused to you as a result of such termination, amendment or variation.

This RFQ letter and your response do not give rise to any contractual obligation or liability unless and until such time as NHC issues a letter referencing this Request for a Quotation with a signed contract and a valid Purchase Order number accepting your quotation. NHC does not make any commitment to purchase and shall have no liability for your costs in responding to this Request for a Quotation.

Canvassing and contacts

Bidders shall not in connection with this Procurement:

- Offer any inducement, fee or reward to any officer or employee of NEL Commissioning Support Unit or NHC or any person acting as an advisor to NEL Commissioning Support Unit or in connection with this Procurement;
- Do anything which would constitute a breach of the Prevention of Corruption Acts 1889-1916
- Canvass any of the persons referred to above in connection with the Procurement.

No attempt should be made to contact NEL Commissioning Support Unit or NHC staff, except the Project Team, or to contact NEL Commissioning Support Unit / NHC or NEL Commissioning Support Unit / NHC advisers or other NHS/DoH bodies as part of the procurement process. Any enquiries made to persons other than the NEL Commissioning Support Unit Project Team will be regarded as prima facie evidence of canvassing.

Conflicts of interest

In order to ensure a fair and competitive procurement process, NHC requires that all actual or potential conflicts of interest that a potential bidder may have are identified and resolved to the satisfaction of NHC.

Potential Applicants should notify NHC of any actual or potential conflicts of interest in their response to the RFQ. If the potential bidder becomes aware of an actual or potential conflict of interest following submission of the application it should immediately notify NHC by completing the Conflict of Interest form (see Annex D) for this procurement. Such notifications should provide details of the actual or potential conflict of interest.

If, following consultation with the potential bidder or bidders, such actual or potential conflict(s) are not resolved to the satisfaction of the NEL CSU, NHC reserves the right to exclude at any time any potential Applicants(s) from the Procurement process should any actual or potential conflict(s) of interest be found by NHC to confer an unfair competitive advantage on one or more potential bidder(s), or otherwise to undermine a fair procurement process.

Examples of potential conflicts of interest are (without limitation) as follows:

- A Bidding organisation, or any person employed or engaged by or otherwise connected with a Bidding organisation, is currently carrying out any work for NHC / NEL CSU, NHS England and/or the Department of Health (DH), or has done so within the last six (6) months;
- A Bidding organisation is providing services for more than one Potential Bidder, in respect of this Procurement.

The 'Conflict of Interest Declaration', provided in Annex D, must be completed by an authorised signatory, in his / her own name, on behalf of the Bidding organisation and attached in response to this section of this RFQ.

NHC should be immediately notified, in the event that any actual or potential conflict of interest comes to a potential Bidder's attention at any time following the submission of the potential Bidder's 'Conflicts of Interest Declaration' and bid documents.

If you have any queries about this letter or the requirement, please contact the under signed at nelcsu.clinical-procurement@nhs.net

If you are unable to meet this requirement or are otherwise not intending to provide a quote, I would be grateful if you could let me know as soon as possible.

Yours sincerely,



Dorothy Williams

Procurement Officer

Annex A

Service Specification / Project Brief

For

NHC Resource Management System

1. CONTEXT

National Context

We are a public sector transformation consultancy created by and for the NHS. We are all committed NHS professionals, so we understand the needs of our clients and we share in their mission of improving patient wellbeing and increasing access to safe and effective care.

Local Context

We also represent good value for money. Choosing us over private firms gives our clients access to top consulting talent, whilst keeping finite public resources 'in the family'. A true reinvestment in our NHS and the communities we serve.

Our consultants have continually showed their value by bringing their extensive public, private and third sector experience to bear on the NHS's most complex problems.

We advise, deliver and support bespoke portfolio, programme and project-management solutions and end-to-end transformation. The CSU currently employs around 80 consultant staff, although this number could increase. In a year the CSU has around 400 projects of which around 70 are live or in the pipeline at any given time.

To enable us to be continue to be commercially sustainable we must ensure we deliver value for money in a way that is affordable and cost-effective to our customers. To do this we need to be technically advanced, we already record time spent on each project in order to bill and ensure profitability.

We now need close the gap between time recording, delivery and horizon scanning. To do this we will need to acquire a system that will enabled us to view current and future resource availability as well as our project portfolio (current and pipeline). The system will need to be intelligent and able to suggest consultants with specific skills and who are available to deliver in the defined timescales as well as their current project(s).

2. OBJECTIVES AND SCOPE	
2.1 <u>Resource Management System</u>	
Area	Requirement
Supply Management	Show the real-time and future availability of all consultants (up to 12 months in the future);
Demand Management	The ability for assignment managers or owners of projects to be able soft (tentative) and hard book resource;
	The ability to view and search project pipeline and existing projects based on start or end date, assignment manager, clients, resources booked (including resource requirements and soft booking);
	The ability for all projects to be visible to all team members at all points of the sales-cycle
Skills Resource matching	Each individual to have skillset, experience and interests (including projects completed) as part of profile
Overall	System or process should be user friendly and intuitive to use
	Ability to pull and push information from existing systems (workforce, project database)
3. Applicable Service Standards	
4.1	Applicable national standards (eg the Data Protection Act 2018)
4.2	Applicable general standards (The Open Web Application Security Project (OWASP))

4. Location of Premises
<p>The Premises are located at: In the United Kingdom.</p>
5. Price
<p>Contract value is up to £97,500 including VAT for 3 years (1+ 2 years contract). Full breakdown is identified in Annex C.</p> <p>If the price is on the basis of licenses you should assume that there will be 80 consultant users and a further 10 people with administrative rights.</p>

Annex B

Terms and Conditions of Contract for Goods and Services



Contract_Goods and
Services.docx

Annex C

Financial Submissions

The financial envelope available for this work is up to £97,500 including VAT for 1+2 years.

Estimate of costs

	Annual fees	1 st year service	Total
1 st year	£25,000	£10,000	£35,500
2 nd year	£30,000	-	£30,000
3 rd year	£32,000	-	£32,000
Total contract Value (incl VAT)			£97,500

Any quotation exceeding the financial envelop will not be considered.

- 1.1 Providers are required to submit a comprehensive pricing schedule covering all costs involved with satisfying the Customer need, covering (but not restricted to) the following points:
 - A full breakdown of licencing costs (costs per user)
 - Clearly outline the use of non-staff including consultants, contractors, sub-contractors, temps involved in the above breakdown
 - A full breakdown of hosting costs
 - A full breakdown of maintenance costs
 - The price submitted must be the total cost of the delivery of the service
 - All charges must be provided in GBP and must be shown inclusive and exclusive of VAT.
- 1.2 The charges must be inclusive of any and all additional charges which may apply. Contracting Authority will not accept any additional costs which are not declared.
- 1.3 The commercial scoring will be based on the total contract value.
- 1.4 Providers are required to complete and submit the pricing schedule as part of their submission.

Annex C.1 Financial Input Template

Bidders must provide a detailed breakdown of the annual cost here (please note that there should be no heading entitled miscellaneous) and which should include the following:

<u>Breakdown of all costs</u>	COST Year 1	COST Year 2	COST Year 3
<i>Cost per user or group of users</i>			
Cost for hosting			
Cost for maintenance			
Cost for implementation/configuration			
Please include additional rows/cost as required.			
TOTAL FOR ALL COSTS			
GRAND TOTAL 3 YEARS			

The lowest price (within affordability limits) will be awarded the maximum score for price with other bidders awarded score in proportion to the lowest priced using the following formula:

$$\text{Score} = \frac{\text{Lowest Tender Price} \times 30 \text{ (maximum score/mark available)}}{\text{Other/Higer Tender Price}}$$

All costs must be inclusive of travel and related expenses to the Base location. An estimate of the overall costs for expenses must be submitted to enable comparison of bids on an equal basis.

All prices exclude VAT. **If submitting** your proposal as a pdf document, please submit your prices in a separate file.

NEL CSU is requesting that bidders submit a breakdown of total cost for all the work / services as detailed in the Service Specification.

The lowest price (within affordability limits) will be awarded the maximum score for price with other bidders aggregated against that. Quotations exceeding the financial will be awarded 0 score and disqualified from the process.

Expenses

Any expenses claimed will be:

- Reasonably and necessarily incurred as a result of carrying out the contracted services, with due regard to economy;
- Be detailed separately on the invoice and accompanied by the relevant receipts;
- Have been agreed in advance with the NHC;
- Travelling time to the NHC premises is non-chargeable.

Reimbursement of expenses will be at cost and should be in line with the [NHS Agenda for Change standard Rates identified below

- Actual rail travel costs based on standard class travel;
- Car mileage allowance at the standard rate of 40 pence per mile or equivalent if public transport cost is lower;
- Taxi fares will only be reimbursed where public transport or use of a private car was unsuitable or inappropriate.

ANNEX D

Declaration of conflict of interests (Bidders/Contractors)

Project Name: NHC Resource Management System

NEL CSU Bidders/potential contractors/service providers declaration form: financial and other interests

This form is required to be completed in accordance with the NHS England Constitution, and s140 of the NHS Act 2006 (as amended by the Health and Social Care Act 2012) and the NHS (Procurement, Patient Choice and Competition) (No2) Regulations 2013 and related guidance

Notes:

- All potential bidders/contractors/service providers, including sub-contractors, members of a consortium, advisers or other associated parties (Relevant Organisation) are required to identify any potential conflicts of interest that could arise if the Relevant Organisation were to take part in any procurement process and/or provide services under, or otherwise enter into any contract with, NEL Healthcare Consulting, or with NHS England in circumstances where NEL Healthcare Consulting is jointly commissioning the service with, or acting under a delegation from, NHS England.
- Any changes to interests declared either during the procurement process or during the term of any contract subsequently entered into by the Relevant Organisation and NEL Healthcare Consulting must be notified by completing a new declaration form and submitting it to NEL Healthcare Consulting.
- Relevant Organisations completing this declaration form must provide sufficient detail of each interest so that NEL Healthcare Consulting, NHS England and also a member of the public would be able to understand clearly the sort of financial or other interest the person concerned has and the circumstances in which a conflict of interest with the business or running of NEL Healthcare Consulting or NHS England (including the award of a contract) might arise.
- If in doubt as to whether a conflict of interests could arise, a declaration of the interest should be made.

Interests that must be declared (whether such interests are those of the Relevant Person themselves or of a family member, close friend or other acquaintance of the Relevant Person),

include the following:

- the Relevant Organisation or any person employed or engaged by or otherwise connected with a Relevant Organisation (Relevant Person) has provided or is providing services or other work NEL Healthcare Consulting or NHS England;
- a Relevant Organisation or Relevant Person is providing services or other work for any other potential bidder in respect of this project or procurement process;
- the Relevant Organisation or any Relevant Person has any other connection with NEL Healthcare Consulting or NHS England, whether personal or professional, which the public could perceive may impair or otherwise influence NEL Healthcare Consulting or any of its members' or employees' judgements, decisions or actions.

Declarations:

Name of Relevant Organisation:	
Interests	
Type of Interest	Details
Provision of services or other work for NEL Healthcare Consulting or NHS England	
Provision of services or other work for any other potential bidder in respect of this project or procurement process	
Any other connection with NEL Healthcare Consulting or NHS England, whether personal or professional, which the public could perceive may impair or otherwise influence NEL Healthcare Consulting or any of its members' or employees' judgements, decisions or actions	

Name of Relevant Person	[complete for all Relevant Persons]	
Interests		
Type of Interest	Details	Personal interest or that of a family member, close friend or other acquaintance?
Provision of services or other work NEL Healthcare Consulting or NHS England		
Provision of services or other work for any other potential bidder in respect of this project or procurement process		
Any other connection with NEL Healthcare Consulting or NHS England, whether personal or professional, which the public could perceive may impair or otherwise influence NEL Healthcare Consulting or any of its members' or employees' judgements, decisions or actions		

Form Completion

<p>I declare that to the best of my knowledge and belief, the above information is complete and correct. I undertake to update as necessary the information. I understand that the information will be used in the evaluation process to assess my organisation's suitability to be included in the tender evaluation process, and that giving false information may result in my organisation being disqualified from the process, at this or whatever stage it becomes known to the Commissioners.</p>	
Signed:	

Name:	
Position:	
Bidder:	
Date:	