**Market Engagement Questionnaire – Medway Community Services**

# Disclaimers

Organisations considering whether to respond to this information request should note the following:

* NHS Medway Clinical Commissioning Group (the Commissioner) is currently finalising its service specification and financial model for a new Community Services contract. The Commissioner is undertaking market engagement in order to seek the views and opinions of those organisations that may be interested in helping to deliver the service.
* This Market Engagement Questionnaire (MEQ), and any subsequent information provided in response to it, does not form an integral part of any potential future procurement exercise that may be undertaken by the Commissioner (for one or more of the services). It should be considered as an attempt by the Commissioner to engage early on with the potential market for delivering services;
* This MEQ, the accompanying draft documentation and the responses received arising from it are in no way legally binding on any party;
* Participation in the engagement exercise is not a mandatory requirement for participating in any potential future procurement; however, responses received will assist to inform the Commissioner as to the level of interest from the market and will be used to evidence a decision about a possible future competitive procurement. **CONFIRMATION OF YOUR EXPRESSION OF INTEREST IS THEREFORE IMPORTANT.**

# Instructions for Responding to this MEQ

Responses to this MEQ should be provided as a single document and be limited to a maximum of 20 sides of A4 paper. Please send your completed response to [alice.donovan-hart @nhs.net](mailto:alice_donovan1@nhs.net) by **4pm, Monday 19 November 2018.**

**For context, please ensure you have read the attached Case for Change document before completing your submission. Previous adverts relating to this service can also be found below.**

**Case for Change:**



**Previous adverts:**

Service Specification Engagement Advert:

<https://www.contractsfinder.service.gov.uk/Notice/68eac588-8c5d-4b40-9f5b-997f07b2bbec>

September 2018 Event Advert:

<https://www.contractsfinder.service.gov.uk/Notice/51ba1dbf-8b03-435f-a094-eb6bef475069>

January 2018 Event Advert:

<https://www.contractsfinder.service.gov.uk/Notice/ed7fe13c-6ab2-47b2-a395-778fef19d1e2>

**Your Organisation Details**

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| **Organisation Name** |  |
| **Website** |  |
| **Contact Person for the purposes of this exercise** | |
| **Name** |  |
| **Job Title** |  |
| **Contact Number** |  |
| **Email address** |  |
| **Are you happy for the Commissioner to contact you directly to follow up on your response to this questionnaire? (Y/N)** |  |

**Section 1 – Interest in Bidding**

* 1. How would you rate your level of interest in bidding for the new contract – please confirm “X” in the appropriate box.

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| **High Level of Interest** | **Medium Level of Interest** | **Low Level of Interest** |
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* 1. Please explain the rationale for your level of interest and what, if anything may encourage or put you off bidding for this contract?

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* 1. What sort of bidding model do you envisage you are most likely to be a part of?

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| **Sole Bidder** | **Lead Provider Model as the Lead Provider** | **Lead Provider Model as a Sub- Contractor** | **Other – please detail** |
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**Section 2 - The Financial Envelope and Contract Type**

The Commissioner anticipates a contract value of approximately £21,500,000 per annum for an intended contract period of 5 years. The proposed contract type will be for a block contract for all services and activity that it is in scope.

* 1. Do you consider the financial envelope to be feasible to deliver a high quality service? If not, please explain why.

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* 1. Do you consider a block contract appropriate for this contract? Are there any elements of the new service that you think should be contracted on a payment by activity basis – if so, please explain which services and why this would be more suitable.

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The Commissioner intends to base the financial evaluation of bids on the total price submitted by bidders. This will account for 30% of the total score available, with the additional 70% being awarded on the basis of a quality score. Based on this 70%/30% split, the Commissioner intends to use a ‘cap and collar’ approach along the following lines (noting that the indicative envelope below is subject to final agreement) in order to award the finance score:

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| **Evaluation methodology** | **Scoring** |
| *Envelope value p.a.  (£)* | £21,500,000 |
| Maximum affordability limit (£) (“Cap”) | £22,500,000 |
| *Lower Affordability  (£) (“Collar”)* | £20,500,000 |
| Quality Weighting  (%) | 70 |
| Finance (Price) Weighting *(%)* | 30 |
| Lose points above envelope. 1 point every | £50,000 |
| Gain points below envelope. 1 point every | £100,000 |
| Score for Envelope | 20 |

This would mean that:

* 20 points awarded to bids priced at the envelope of £21.5m
* Increasing points awarded based on cost below the envelope up to 30 points awarded at the Collar (with no further points for going below £20.5m)
* Points deducted down to 0 points for bids priced at or above the Cap
* *Any submission whereby the bidder scores a finance score of nil will result in the total submission being rejected as a non- compliant bid.*
  1. Do you understand the methodology and can you foresee an issue with it being used in order for the Commissioner to establish the best value for money bid? Please explain your rationale.

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**Section 3 – Mandated Infrastructure**

**Estates**

In line with the Medway Model and the ambition to deliver services to the six defined localities (Gillingham, Rainham, Chatham, Lordswood, Rochester and Strood (including the Peninsula)), the Commissioner intends to mandate that the Provider will deliver patient-facing activity (excluding home visits for housebound patients and bed-based care) from the four existing Health Living Centres (HLCs) in Gillingham, Rainham, Lordswood and Rochester. Whilst two new HLCs are planned for the Chatham and Strood localities, these will not be ready for occupation at the commencement of the contract. Until these are ready, the Commissioner intends to mandate that either existing HLCs are used on an expanded scale or alternative locations for these populations may be found as an interim measure.

Rainham locality – Rainham Healthy Living Centre, 103-107 High Street, Rainham, ME8 8AA

Gillingham locality – Gillingham Healthy Living Centre, Balmoral Gardens, Gillingham, ME7 4PN

Lordswood locality – Lordswood Healthy Living Centre, Sultan Road, Chatham, ME5 8TJ

Rochester locality – Rochester Healthy Living Centre, Delce Road, Rochester, ME1 2EL

Chatham locality – Rochester HLC, Gillingham HLC, Lordswood HLC

Strood locality – Rochester HLC plus existing NHS Property Services premises in the locality (TBC)

In addition, the Wisdom Hospice and Goodyer House are expected to be mandated for use as the base for specialist palliative care services and functions. The Commissioner intends to work with Community Health Partnerships and NHS Property Services to ensure that the mandated space is available for patient-facing activity. The Commissioner is not mandating the location of non-clinical space.

* 1. Do you have any concerns about the use of the Healthy Living Centres as a mandated element of the estates requirement? Please explain what these are.

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* 1. Are there are any flexibilities on service locations that you would seek from the Commissioner? Please specify what these would be and why.

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* 1. Can you see the benefits of the use of the Healthy Living Centres to ensure the delivery of services at a local level and to encourage whole-system integration and collaboration? Please explain what you consider these benefits to be.

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* 1. Please describe any concerns that you may have on accommodating non-clinical workforce and functions

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**IT**

The Commissioner intends to mandate the following in relation to IT requirements:

* Electronic Health Record system to be novated from the incumbent provider
* Raw HSCN to be the wide area network
* The Provider will be expected to cover within their bid price the full HSCN and other networking costs for sites where they are the sole tenant
* The Provider will be expected to cover within their bid price their share of  other networking costs for sites where they are not the sole tenant
  1. Do you have any concerns about the specific IT requirements as intended to be mandated by the Commissioner? Please specify what these are.

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**Section 4 – Inclusion of Swale CCG Services**

The scope of the services included within this potential future contract may now be extended to also include the following service areas for Swale CCG. It is anticipated that there would be an estimated additional £1.1m added to the proposed financial envelope in order to allow for their inclusion.

Services currently provided to Swale CCG that are proposed for inclusion:

* + Clinical Assessment Service including MSK triage
  + Nutrition and Dietetics
  + Hand Therapy
  + Specialist Palliative Care including Wisdom Hospice

4.1 Can you see the benefits to patients and the Commissioners to the inclusion of these services? Please specify what you think these benefits could be.

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4.2 Do you think the inclusion could present any additional challenges in terms of service model development or delivery? Please specify what you think these may be.

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**Section 5 – The Service Specifications**

**\*\*\*Please note: the Contracts Finder advert will be updated to include the draft specifications available for download on Tuesday 13th November 2018\*\*\***

5.1 Do the service specifications adequately cover the Commissioner requirements such that you would feel able to develop a service model that meets these requirements?

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* 1. Do you think there are any gaps or is any further information required for clarification purposes? Please specify.

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* 1. Do you have any concerns about the Provider requirements within the specifications? Please specify.

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