



Litigation Authority

Invitation to Tender (ITT) Form

Part 1

**Provision of Simulation Services on behalf of the
National Clinical Assessment Service.**

Tender Number 02_16/ITT_Sims/NHSLA

INDEX

| | |
|---|----|
| Introduction | 3 |
| Purpose of Contract | 4 |
| Contract Period | 4 |
| Response Deadline | 5 |
| Response Content | 5 |
| Timetable | 6 |
| General Points for Interested Parties | 7 |
| Right to Cancel or Vary the Procurement | 7 |
| Shortlist Criteria/Contract Award | 7 |
| Questions relating to the Invitation to Tender | 8 |
| Standard Terms & Conditions | 8 |
| Part 1 Appendices | 9 |
| Requirements Specification for a service to provide GP and Out of Hours Surgery Simulations | 10 |
| Requirements Specification for Anaesthetic Simulations Service | 14 |
| Requirements Specification for Surgery Simulations Service | 17 |
| Shortlist Criteria | 20 |

Introduction

The NHS Litigation Authority (NHS LA) is a not-for-profit organisation working for healthcare providers to resolve claims fairly and to share learning across the NHS and beyond. The National Clinical Assessment Service (NCAS) was set up in 2001 and became an operating division of the NHS LA in April 2013.

NCAS is an advisory service which calls on a large resource of expertise and works across the country providing specialist advice, assessment and other interventions to help health and social care organisations identify, manage and resolve concerns about the practice of individual dentists, doctors and pharmacists. We support Responsible Officers and their designated bodies in meeting their statutory duties for responding to concerns and in turn help to improve the safety of patients. We provide expert confidential advice, workplace-based performance assessments, remediation services and education to the NHS and other healthcare partners.

For further information about our services, including the assessment process, please visit our website: <http://www.ncas.nhs.uk/>

Purpose of Contract

NCAS provides a confidential service to the health and social care service resolving concerns about the performance of practitioners. Our aim is to work with all parties to clarify the concerns, understand what may be leading to them, and to develop and deliver effective interventions to help healthcare providers to ensure practitioners continue to deliver a high-quality and safe service for patients.

In an NCAS full performance assessment, findings from an occupational health and behavioural assessment are considered alongside findings from workplace-based clinical assessments, and thereafter NCAS produces a report which cites evidence of satisfactory and poor practice, presenting conclusions based on the triangulation of evidence from across all components of the assessment. This is subsequently shared with the practitioner and the referring organisation.

We assess a practitioner's fitness for purpose rather than the Regulatory fitness to practise.

This contract is to provide high fidelity simulations for use as part of NCAS' full performance assessment. Such services are normally utilised by NCAS in circumstances where either it is not possible to observe a practitioner's clinical practice within their normal place of work (for example where the practitioner is excluded, suspended or restricted from work) or where a simulation would allow observation of aspects of clinical practice which may not occur routinely in their clinical work. The contracted service providers will support NCAS assessments by providing simulation facilities, equipment, simulated patients (if appropriate) and simulation scenarios which cover the full scope of practice for practitioners undergoing an NCAS assessment in order to enable NCAS assessors to make judgements in line with the purpose of the NCAS assessment.

NCAS requires simulation services for practitioners working in these contexts:

- General Practice surgery
- Out of Hours surgery
- Anaesthetics
- Surgery.

The simulations are split out into the following three services and the requirements specification for each service can be found in the appendix indicated.

| | |
|-----------------------------|----------------------|
| GP and Out of Hours Surgery | Appendix A in Part 1 |
| Anaesthetics | Appendix B in Part 1 |
| Surgery | Appendix C in Part 1 |

Suppliers may submit proposals to provide more than one of the simulation services listed above.

Contract Period

The contract period will be from 13 April 2016 to 12 April 2017, with an option to extend the contract for a further term of 12 months.

Response Deadline

It is requested that information is received electronically by 17:00 on 16 March 2016. Proposals should be submitted to contract.queries@nhs.uk

Proposals received after this date and time will not be considered.

Following receipt of proposals, the NHS LA will send a confirmation of receipt to the supplier by email.

Response Content

The intent of this ITT is to establish a common basis for evaluating proposals. For that purpose, it is important that the tenderers give written answers to the questions in this document. Suppliers may submit proposals to provide more than one simulation service.

Suppliers are invited to include the following within their proposal:

- Executive summary
- Introduction
- Provide a clear indication of the simulation service/s they wish to provide along with a summary of their understanding of NCAS' requirements
- The approach to ensure deliverables are met. This should include methodologies and any assumptions, dependencies, issues, risks and constraints that may apply
- The proposed engagement with NHS LA in the lead up to and during the delivery of the service
- The proposed approach to quality assurance
- Demonstration of up to date expertise and knowledge of the latest research in simulation of practice for doctors
- The proposed approach to ensure equality and diversity issues are appropriately considered
- Provide details of any potential, actual or perceived conflicts of interest that may be relevant to the award of this contract and outline in detail (if appropriate) the safeguards that would be put in place to mitigate this risk
- Information to demonstrate financial stability, which should include details as to what percentage of your organisation's current turnover this bid would constitute, based on your most recent financial statements. Please also include copies of your last three years financial statements or statements for each year of trading if less than three years (for the relevant company looking to contract with the NHS LA, not the entire group) and also a copy of your current certificates of insurance for public liability and professional indemnity as appropriate
- Proposed costs for the service being offered. Costs in relation to each simulation service should be given on a fixed cost per simulation basis. Costs that are not related to individual simulations, but will apply in order to the deliver a service may be provided on an hourly and/or per day basis.

The budget for these services is dependent upon the precise service delivered. The table below provides an indication of the range of costs NCAS would expect to compensate suppliers for each simulation:

| Simulation type | Indicative costs per simulation |
|-------------------------------------|---------------------------------|
| General Practice Surgery Simulation | £3,000 to £4,500 |
| Out of Hours Surgery Simulation | £2,750 to £4,250 |
| Anaesthetic Simulation | £3,500 to £4,500 |
| Surgery Simulation | £6,000 to £9,000 |

Reasonable travel expenses incurred by suppliers when delivering contracted services shall be reimbursed in accordance with the NHS LA Expenses Policy (Part 3)

In addition to the above, potential suppliers are asked to complete the following forms:

1. Invitation to Tender Application Form (Part 2)
2. Information Security Measures (Part 2)

Responses must be detailed and complete and should be submitted in electronic copy only (in Microsoft Word or PDF format).

Timetable

The timetable for this tender is set out below. NCAS reserves the right to alter stages and dates as appropriate.

| DATE AND TIME (IF RELEVANT) | Stage |
|--|--|
| 24 th February 2016 | Publication of ITT |
| 25 th February 2016 | Clarification period starts (Questions Relating to the Invitation to Tender) |
| 9 th March 2016 | Clarification period ends |
| 16 th March 2016 | ITT closing date |
| 17 th March – 22 nd March 2016 | Evaluation of ITT's followed by clarification of bids (if required) |
| 28 th – 29 th March 2016 | Selected suppliers to present proposals at NCAS' London office |
| 30 th March 2016 | Contract award |
| 5 th April 2016 | Contract signing |
| 11 th April 2016 | Induction, briefings and training if required |
| 13 th April 2016 | Service to commence |

General Points for Interested Parties

By responding, the tenderer understands and agrees:

- That they fully bear all costs for preparation of the response, and that the NHS LA will not be liable for any associated costs;
- That there is no contract or obligation, implied or otherwise, between the NHS LA and the tenderer;
- That the NHS LA may choose not to evaluate any response submitted after the response submission deadline;
- The NHS LA will not disclose to any supplier information relating to other responses received.

Right to Cancel or Vary the Procurement

The NHS LA reserves the right:

- To amend, clarify, add to or withdraw all or any part of the Invitation to Tender at any time during the procurement;
- To vary any timetable or deadlines set out in the Invitation to Tender;
- Not to conclude a contract for some or all of the goods and/or services (as applicable) for which Tenders are invited; and
- Cancel all or part of the procurement at any stage at any time.

The Potential Provider accepts and acknowledges that by issuing the Invitation to Tender, the Crown Commercial Service is not bound to accept a Tender or obliged to conclude a contract with the Potential Provider at all.

The Potential Provider accepts and acknowledges that they are responsible for any and all costs incurred in their participation in this Invitation to Tender, regardless of whether a contract award is made.

Shortlist Criteria/Contract Award

The NHS LA will take into account the following major factors when deciding on whether to award the contracts:

- The supplier provides solid understanding of the context of simulation services and the specific requirements of the proposed work. The supplier demonstrates an appropriate approach to service development and quality assurance.
 - Written submission articulates clear understanding of content and interpretation of NCAS's service requirements
 - Demonstration of appropriate service development and quality assurance processes that ensure simulations are up-to-date, valid, fair and reliable.
- Suitable qualifications of proposed personnel and their demonstrable experience and success in provision of similar services.
 - Suitable qualifications of proposed staff and their experience in provision of similar services
 - Supplier's experience in delivering of similar simulation services
 - Testimonial evidence of success in delivering similar simulation services

- Evaluation of the resources and costs involved in each tender and ability to meet the specified service levels.
 - Costs
 - Proposal shows sufficient planning and resources (including simulation facilities) to deliver an efficient and effective simulation service
 - Bid clearly defines roles and responsibilities of supplier's team
- Meets the requirements of the NHS LA in relation to Information Security and provides evidence of appropriate organisations standards of information governance.
- Demonstrates up to date expertise and knowledge of the latest research in the field.

Suppliers should familiarise themselves with the detailed contract award criteria as outlined in Appendix D of Part 1.

Questions relating to the Invitation to Tender

Suppliers may submit emailed questions only to the NHS LA related to this Invitation to Tender and the NHS LA will respond via email. All queries should be submitted to contract.queries@nhs.uk as soon as possible and **no later than 5 days** before the deadline for tender submissions.

On no account should suppliers discuss the content of this ITT or your proposal with any other member of NHS LA staff or representative or any third party without the prior consent of the above contacts.

Standard Terms & Conditions

Please refer to Part 3 for the NHS LA conditions of contract for the supply of services.

Part 1 Appendices

- A. Requirements Specification for a service to provide General Practice and Out of Hours Surgery Simulations**
- B. Requirements Specification for Anaesthetic Simulations Service**
- C. Requirements Specification for Surgery Simulations Service**
- D. Shortlist Criteria**

Requirements Specification for a service to provide General Practice and Out of Hours Surgery Simulations

1. GP and Out of Hours Simulation Requirements

NCAS is looking to contract with an organisation that can provide simulations of general practice and out of hours surgery which can be used as part of an NCAS performance assessment of a General Medical Practitioner (GP). The GP will be assessed for either general practice or out of hours, or both disciplines, depending on their work context.

The service will include the provision of facilities, simulation coordinator/s, equipment, simulated patients and a range of scenarios. The service provider will not be expected to make judgements of the practitioner undergoing the assessment; this is the responsibility for NCAS trained assessors who will attend each simulation along with an NCAS Assessment and Intervention Manager.

A standard general practice or out of hours simulation session will consist of one familiarisation scenario for the practitioner, which is not assessed by NCAS assessors; and thereafter fourteen scenarios which are assessed by NCAS assessors. NCAS would expect that each simulation will take approximately 3.5 hours to complete.

The following is an example of a timetable for a general practice or out of hours surgery simulation:

| | |
|----------------|--|
| 30 mins | Induction and familiarisation for the NCAS team (which may include meeting simulated patients) |
| 15 mins | Meeting with the practitioner and the NCAS team |
| 20 mins | Induction and familiarisation for the practitioner |
| 1 hour 20 mins | Simulation – 8 scenarios |
| 10 mins | Break |
| 1 hour 10 mins | Simulation – 7 scenarios |

As part of the contracted service, NCAS would expect the supplier to ensure or provide:

- A named coordinator to assist NCAS in the scheduling and planning of each simulation
- Clinical staff that are experienced in facilitating high fidelity general practice and out of hours simulations
- A range of scenarios (e.g. 30 for general practice and 30 for out of hours) from which NCAS will normally select up to 15 for use in each simulation. The scenarios will be expected to reflect the usual work of a GP in the NHS and should take into account the duties described in the General Medical Council document 'Good Medical Practice'; and where appropriate, the contextual factors and scope of practice of the practitioner undergoing assessment.
 - Scenarios should reflect the diversity (e.g. age, gender, disability, culture) of the UK population without discriminating against minority groups.
 - The service provider will, if required, have the ability to develop specific scenarios for a particular practitioner undergoing an NCAS assessment (for example, where the context of content of the practitioner's work is particularly specialised).

- NCAS may also develop specific scenarios which the supplier would be expected to incorporate into their bank of scenarios (NCAS will retain any intellectual property rights to the scenarios it has developed in-house).
- For general practice surgery a scenario brief should include the following for the practitioner undergoing the NCAS assessment:
 - A briefing note, which may include visual aids eg. photographs depicting the condition referred to in the scenario
 - The patient's details and health record, which may include the results of pathology investigations etc.
 - A list of the patient's current medication.
- For general practice surgery the high fidelity simulation facilities will mirror those of a standard general practice and equipment should include (but is not limited to) the following:
 - thermometer
 - peak flow meter
 - placebo inhaler
 - torch
 - scales
 - simulated prescription pad (this will allow assessment of treatment)
 - sphygmomanometer
 - otoscope
 - tendon hammer
 - ophthalmoscope
 - alcohol gel and wash basin
 - current British National Formulary
 - patient information leaflets, diagnostic charts (eg. height/weight charts, peak flow charts and PHQ-9)
 - telephone
 - gloves
 - clock, couch, chair and table in the consulting room.
- Facilities that enable the whole NCAS team the ability to assess the doctor by observing and listening to all of the consultations from another room (for example a one way mirror or the use of high quality imaging and audio)
- Where telephone consultations are required, a system that allows assessors to hear clearly both the simulated patient and practitioner under assessment
- An appropriate number of simulated patients for the number of scenarios during each simulation
 - Simulated patients will have been trained and quality assured to ensure they are able to present as patients according to the scenarios they are allocated. NCAS would also expect that each simulated patient has received equality and diversity training.
- When required, simulated patients will be available to attend a briefing session (usually on the day of the simulation) with an NCAS assessment expert prior to the commencement of the simulated session. The provider will share the scenario and their briefing notes with simulated patients prior to this briefing session.

- Simulated patients are trained to provide feedback to NCAS following each consultation using feedback forms previously agreed with NCAS. Simulated patients should not provide any feedback directly to the practitioner undergoing the assessment.
- Ensure that practitioners undergoing the assessment, simulated patients and the NCAS team can be separated throughout the assessment as required
- Appropriate refreshments will be made available for the practitioner and the NCAS team in separate rooms
- A separate room is available for the practitioner and their support to retire to
- Suitable inductions and familiarisation processes for both the practitioner and the NCAS team on the day of each simulation.

2. Additional Information

Within two working days of a request being made, NCAS would expect the service provider to be able to provide at least three potential dates for a simulation to take place in six weeks.

At the same time as providing a range of suitable dates for a simulation the service provider will inform NCAS if they are aware of any potential, actual or perceived conflicts of interest in relation to the particular case.

The provider will forward NCAS all relevant scenarios two days after they are notified of the assessment. NCAS will confirm the scenarios as soon as possible after the simulation has been scheduled and no later than two weeks prior to the simulation day.

The service provider would be expected respond to any service issues/queries/concerns raised within one working day.

3. Development and Quality Assurance

NCAS would expect the service provider to regularly review their scenarios to ensure they reflect normal general practice and out of hours surgery in the UK. The service provider will forward to NCAS all scenarios and data regarding their validity and reliability, after every three simulations. This will enable an NCAS assessment expert to complete a review and ensure that they remain fit for NCAS' purpose.

NCAS would also expect the service provider to quality assure the performance of all simulated patients.

The provider will be required to attend a service review meeting after every three simulations delivered (approximately every four to six months depending on the activity level). These meetings will be attended by the authorised officers and the named individual with responsibility for the day-to-day provision of the service. Meetings will normally be held at NCAS' offices in London.

4. **Activity Levels**

The number of simulations is dependent upon the type, complexity and number of cases referred to NCAS is any one year; however, NCAS would expect the service provider to have the resources and the capacity to undertake between four and eight GP surgery simulations and between four and eight out of hours simulations.

The contract for this service will be funded on a call down basis.

5. **Proposed Key Performance Indicators**

The following table is a summary of some high level key performance indicators which service providers will want to consider as part of this service they wish to provide to NCAS:

| High level key performance indicators* | |
|--|---|
| Provider to be able to provide at least three potential dates for a simulation to take place in six weeks. | Within two working days of request from NCAS |
| All relevant scenarios for an assessment to be forwarded to NCAS for review | Within two working days of being notified of the assessment |
| Respond to issues/queries/concerns raised by NCAS | One working day |
| Simulated patients will have been trained and quality assured | All simulated patients |
| Responsible officers to attend and contribute to service meetings | After every three simulations |

* Other performance indicators may be agreed prior to the commencement of contract

6. **Information Security**

All data is the Intellectual Property of NCAS. NCAS requires the service provider to obtain informed consent from NCAS if they wish to use any data which may have been obtained as a result of the service provided to NCAS (or the results of any analysis of the same) for any purpose. Where consent has been given, all data must remain anonymised and NCAS would expect that the data source will be attributed appropriately. Additionally, suppliers should also reference NCAS when discussing their experience in this field, if the experience has been drawn from the service provided to NCAS.

If there is a need to transfer data the supplier shall ensure compliance with the contract Terms and Conditions by selecting a secure method of transfer agreed with NCAS.

Please see Part 3 for the NHS LA conditions of contract for the supply of services.

Requirements Specification for Anaesthetic Simulations Service

1. Anaesthetic Simulation Requirements

NCAS is looking to contract with an organisation that can provide simulations of anaesthetic practice which can be used as part of an NCAS performance assessment of an anaesthetist.

The service will include the provision of clinical simulation facilities, simulation coordinators, equipment, clinical staff and a range of scenarios. The service provider will not be expected to make judgements of the practitioner undergoing the assessment; this is the responsibility for NCAS trained assessors who will attend each simulation, along with a NCAS Assessment and Intervention Manager.

A standard simulation session will consist of one familiarisation scenario for the practitioner, which is not assessed by NCAS assessors; and thereafter three scenarios which are assessed by NCAS assessors.

As part of the contracted service, NCAS would expect the supplier to ensure or provide:

- A named coordinator to assist NCAS in the planning of each simulation
- High fidelity simulation facilities that mirror those of a standard operating theatre, including a mannequin of 'x' specification
- A trained simulation centre technician
- Simulation Control – the ability to control simulation equipment to meet the different requirements of a particular scenario
- A trained Operating Department Practitioner/Nurse
- Other clinical staff as required by scenarios, who are experienced in facilitating high fidelity simulations
- A range of scenarios from which NCAS will normally select up to four for use in each simulation. The clinical scenarios will be expected to reflect the usual work and scope of practice of the practitioner undergoing assessment.
 - Scenarios should reflect the diversity of the UK population without discriminating against minority groups.
 - If required, the ability to develop specific scenarios for a particular practitioner undergoing an NCAS assessment.
 - NCAS may also develop specific scenarios which the supplier would be expected to incorporate into their bank of scenarios (NCAS will retain any intellectual property rights to the scenarios it has developed in-house).
- Equipment usually found in this environment and including specific equipment relevant to simulation scenarios, which include (but is not limited to) gowns, hats, masks, drapes, theatre scrubs, drugs, syringes, monitors etc.

Appendix B

- A setup that enables the whole NCAS team the ability to assess the practitioner by observing and listening to each scenario
- A telephone system which allows NCAS assessors to hear both sides of any conversation
- Ensure that practitioners undergoing the assessment and the NCAS team can be separated throughout the assessment if required;
- Appropriate refreshments will be made available for the practitioner and the NCAS team in separate rooms;
- A separate room is available for the practitioner and their support to retire to;
- Suitable inductions and familiarisation processes for both the practitioner and the NCAS team on the day of each simulation.

2. Additional Information

Within two working days of a request being made, NCAS would expect the service provider to be able to provide at least three potential dates for a simulation to take place in six weeks.

At the same time as providing a range of suitable dates for a simulation the service provider will inform NCAS if they are aware of any potential, actual or perceived conflicts of interest in relation to the particular case.

The provider will forward NCAS all relevant scenarios two days after they are notified of the assessment. NCAS will confirm the scenarios as soon as possible after the simulation has been scheduled and no later than two weeks prior to the simulation day.

The service provider would be expected respond to any service issues/queries/concerns raised within one working day.

3. Development and Quality Assurance

NCAS would expect the service provider to regularly review their scenarios to ensure that they reflect anaesthetic practice in the UK. The service provider will forward to NCAS all scenarios, along with data regarding their validity and reliability, after every three simulations. This will enable an NCAS assessment expert to complete a review and ensure that they remain fit for NCAS' purpose.

The provider will be required to attend a service review meeting after every three simulations delivered (approximately every four to six months depending on the activity level). These meetings will be attended by the authorised officers and the named individual with responsibility for the day-to-day provision of the service. Meetings will normally be held at NCAS' offices in London.

4. **Activity Levels**

The number of simulations is dependent upon the type, complexity and number of cases referred to NCAS is any one year; however, NCAS would expect the service provider to have the resources and the capacity to undertake between four and ten anaesthetic simulations each year.

The contract for this service will be funded on a call down basis.

5. **Proposed Key Performance Indicators**

The following table is a summary of some high level key performance indicators which service providers will want to consider as part of this service they wish to provide to NCAS:

| High level key performance indicators* | |
|--|---|
| Provider to be able to provide at least three potential dates for a simulation to take place in six weeks. | Within two working days of request from NCAS |
| All relevant scenarios for an assessment to be forwarded to NCAS for review | Within two working days of being notified of the assessment |
| Respond to issues/queries/concerns raised by NCAS | One working day |
| Responsible officers to attend and contribute to service meetings | After every three simulations |

* Other performance indicators may be agreed prior to the commencement of contract

6. **Information Security**

All data is the Intellectual Property of NCAS. NCAS requires the service provider to obtain informed consent from NCAS if they wish to use any data which may have been obtained as a result of the service provided to NCAS (or the results of any analysis of the same) for any purpose. Where consent has been given, all data must remain anonymised and NCAS would expect that the data source will be attributed appropriately. Additionally, suppliers should also reference NCAS when discussing their experience in this field, if the experience has been drawn from the service provided to NCAS.

If there is a need to transfer data the supplier shall ensure compliance with the contract Terms and Conditions by selecting a secure method of transfer agreed with NCAS.

Please see Part 3 for the NHS LA conditions of contract for the supply of services.

Requirements Specification for Surgery Simulations Service

1. Surgery Simulation Requirements

NCAS is looking to contract with an organisation that can provide simulations of surgical practice which can be used as part of an NCAS performance assessment of a surgeon.

The service will include the provision of facilities, simulation coordinators, equipment, clinical staff and a range of clinical scenarios. The service provider will not be expected to make judgements of the practitioner undergoing the assessment; this is the responsibility for NCAS trained assessors who will attend each simulation, along with a NCAS Assessment and Intervention Manager.

A standard simulation session will consist of one familiarisation scenario for the practitioner, which is not assessed by NCAS assessors; and thereafter three scenarios which are assessed by NCAS assessors.

The contracted service provider will be expected to ensure or provide as part of the service the following:

- A named coordinator to assist NCAS in the planning of each simulation
- High fidelity simulation facilities that mirror those of a standard operating theatre, including a mannequin of 'x' specification
- A trained simulation centre technician
- Simulation control – the ability to control simulation equipment to meet the different requirements of a particular scenario
- A trained Operating Department Practitioner/Nurse
- Other clinical staff as required by scenarios, that are experienced in facilitating high fidelity clinical simulations
- A range of scenarios reflecting different surgical specialities from which NCAS will normally select up to three for use in each simulation (the precise number will be dependent upon the complexities of the case). The clinical scenarios will be expected to reflect the usual work and scope of practice of the practitioner undergoing assessment and should include a range of case complexities.
 - Scenarios should reflect the diversity of the UK population without discriminating against minority groups
 - The service provider will, If required, have the ability to develop specific scenarios for a particular practitioner undergoing an NCAS assessment
 - NCAS may also develop specific scenarios which the supplier would be expected to incorporate into their bank of scenarios (NCAS will retain any intellectual property rights to the scenarios it has developed in-house)
- Equipment usually found in this environment and including specific equipment relevant to simulation scenarios, which include (but is not limited to) surgical equipment, gowns, hats,

masks, drapes, theatre scrubs etc.

- Facilities that enable the whole NCAS team the ability to assess the doctor by observing and listening to all of the simulation from another room (for example a one way mirror or the use of high quality imaging and audio)
- A telephone system which allows NCAS assessors to hear both sides of any conversation
- Ensure that practitioners undergoing the assessment and the NCAS team can be separated throughout the assessment if required
- Appropriate refreshments will be made available for the practitioner and the NCAS team in separate rooms
- A separate room is available for the practitioner and their support to retire to
- Suitable inductions and familiarisation processes for both the practitioner and the NCAS team on the day of each simulation.

2. Additional Information

Within two working days of a request being made, NCAS would expect the service provider to be able to provide at least three potential dates for a simulation to take place in six weeks.

At the same time as providing a range of suitable dates for a simulation the service provider will inform NCAS if they are aware of any potential, actual or perceived conflicts of interest in relation to the particular case.

The provider will forward NCAS all relevant scenarios two days after they are notified of the assessment. NCAS will confirm the scenarios as soon as possible after the simulation has been scheduled and no later than two weeks prior to the simulation day.

The service provider would be expected respond to any service issues/queries/concerns raised within one working day.

3. Development and Quality Assurance

NCAS would expect the service provider to regularly review their scenarios to ensure that they reflect surgical practice in the UK. The service provider will forward to NCAS all scenarios, along with data regarding their validity and reliability, after every three simulations. This will enable an NCAS assessment expert to complete a review and ensure that they remain fit for NCAS' purpose.

The provider will be required to attend a service review meeting after every three simulations delivered (approximately every eight to twelve months depending on the activity level). These meetings will be attended by the authorised officers and the named individual with responsibility for the day-to-day provision of the service. Meetings will normally be held at NCAS' offices in London.

4. **Activity Levels**

The number of simulations is dependent upon the type, complexity and number of cases referred to NCAS is any one year; however, NCAS would expect the service provider to have the resources and the capacity to undertake between one and five surgery simulations each year.

The contract for this service will be funded on a call down basis.

5. **Proposed Key Performance Indicators**

The following table is a summary of some high level key performance indicators which service providers will want to consider as part of this service they wish to provide to NCAS:

| High level key performance indicators* | |
|--|---|
| Provider to be able to provide at least three potential dates for a simulation to take place in six weeks. | Within two working days of request from NCAS |
| All relevant scenarios for an assessment to be forwarded to NCAS for review | Within two working days of being notified of the assessment |
| Respond to issues/queries/concerns raised by NCAS | One working day |
| Responsible officers to attend and contribute to service meetings | After every three simulations |

* Other performance indicators may be agreed prior to the commencement of contract

6. **Information Security**

All data is the Intellectual Property of NCAS. NCAS requires the service provider to obtain informed consent from NCAS if they wish to use any data which may have been obtained as a result of the service provided to NCAS (or the results of any analysis of the same) for any purpose. Where consent has been given, all data must remain anonymised and NCAS would expect that the data source will be attributed appropriately. Additionally, suppliers should also reference NCAS when discussing their experience in this field, if the experience has been drawn from the service provided to NCAS.

If there is a need to transfer data the supplier shall ensure compliance with the contract Terms and Conditions by selecting a secure method of transfer agreed with NCAS.

Please see Part 3 for the NHS LA conditions of contract for the supply of services.

Shortlist Criteria

The following shortlist criteria will be applied for each service:

| Criteria | Weighting | Total Weighting |
|--|-----------------------------|-----------------|
| 1. Provides solid understanding of the context of simulation services and the specific requirements of the proposed work. The supplier demonstrates an appropriate approach to service development and quality assurance. <ul style="list-style-type: none"> Written submission articulates clear understanding of content and interpretation of NCAS's service requirements Demonstration of appropriate service development and quality assurance processes that ensure simulations are up-to-date, valid, fair and reliable. | 10% 20% | 30% |
| 2. Suitable qualifications of proposed personnel and their demonstrable experience and success in provision of similar services. <ul style="list-style-type: none"> Suitable qualifications of proposed staff and their experience in provision of similar services Supplier's experience in delivering of similar simulation services Testimonial evidence of success in delivering similar simulation services | 7.5% 10% 7.5% | 25% |
| 3. Evaluation of the resources and costs involved in each tender and ability to meet the specified service levels. <ul style="list-style-type: none"> Costs Proposal shows sufficient planning and resources (including simulation facilities) to deliver an efficient and effective simulation service Bid clearly defines roles and responsibilities of supplier's team | 7.5% 10% 7.5% | 25% |
| 4. Meets the requirements of the NHS LA in relation to Information Security and provides evidence of appropriate organisations standards of information governance. | | 10% |
| 5. Demonstrates up to date expertise and knowledge of the latest research in the field. | | 10% |

Appendix D

The following matrix will be applied during shortlisting:

| Score | Performance |
|--------------|---|
| 5 | Meets the standard exactly as specified |
| 4 | Meets the standard well, but not exactly |
| 3 | Meets standard in most aspects, fails in some |
| 2 | Fails standards in most aspects, meets it in some |
| 1 | Significantly fails to meet the standard |