

Invitation to Tender

Withnell Health Centre Alternative Provider Medical Services (APMS)

Tender Ref: NHSE875a

For and on behalf of: NHS Lancashire and South
Cumbria Integrated Care Board

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Invitation to Tender Schedule 1

Invitation Letter

John Snow House
Durham University Science Park
Co. Durham
DH1 3YG
www.necsu.nhs.uk

ITT SCHEDULE 1: INVITATION LETTER

7 September 2022

Dear Potential Bidder,

Re: Invitation to Tender (ITT) for the provision of:

Withnell Health Centre Alternative Provider Medical Services (APMS) and on behalf of NHS Lancashire and South Cumbria Integrated Care Board

North of England Commissioning Support (NECS) is a commissioning support service hosted by NHS England and is managing this procurement process for and on behalf of NHS Lancashire and South Cumbria Integrated Care Board.

- Tender Reference Number: NHSE875a
- The tender is for an Alternative Provider Medical Service (APMS) for Withnell Medical Centre
- The contract is for an initial 10 years, with effect from 01 April 2023, with the option to extend for a further 5 years, subject to satisfactory financial and contractual performance and at the discretion of the Contracting Authority
- Closing date and time for Bidder clarification questions: 6th October 2022;
- Closing date and time for return of tender: 12 noon on 19 October 2022
- Premises is mandated for the service; Withnell Health Centre, Railway Road, Withnell, Chorley, PR6 8UA
- Variant bids will not be accepted
- Please ensure all documentation submitted is in relation to tendering opportunity NHSE875a.

It is important to note that any late submissions will not be accepted.

The required services for this procurement are healthcare services falling within Schedule 3 of the Public Contracts Regulations 2015 (as amended by the Public Procurement (Amendment etc.) (EU Exit) Regulations 2020 No 1319) (PCR 2015).

Neither the inclusion of a bidder selection stage, nor the use of any language or terms found in the PCR2015, nor the description of the procedure voluntarily adopted by the Contracting Authorities ('Open', 'Restricted', 'Competitive Procedure with Negotiation', 'Competitive Dialogue', 'Innovation Partnership' or any other description), nor any other indication, shall be taken to mean that the Contracting Authorities intend to hold itself /

themselves bound by the PCR2015, save by the provisions applicable to services coming within the scope of Schedule 3 of PCR2015.

The Contracting Authorities will notify bidders of the outcome of the procurement process in accordance with Regulation 86 of PCR2015 and will adhere to the 10-day standstill period as described in Regulation 87 of PCR2015. Deadlines for lodging of appeals should be in accordance with Chapter 6, Regulation 92 to 104 of PCR2015.

The Contracting Authorities will run a transparent tender process, treating all bidders equally and will follow the basic principles of the Open Procedure to test the capacity, capability, technical and financial competence of bidders.

Tenders are invited subject to the Terms and Conditions set out within this ITT document.

Please read the ITT and supporting documents very carefully as failure to comply with the requirements contained therein may invalidate your response. Please note that the information and documents contained within this ITT supersede all previous information provided with respect to this service provision.

NECS is utilising an electronic tendering system to manage this procurement and communicate with potential bidders, accordingly there will be no hard copy documents issued, and all communications with the Contracting Authorities and NECS, including your tender submission, will be conducted via the e-Tendering portal.

This ITT comprises of the documentation as detailed in **ITT Schedule 7 Contract Documents and Supporting Information**. If any of the documents detailed in the schedule are missing, please contact NECS immediately via the correspondence icon within the e-Tendering portal.

<https://in-tendhost.co.uk/nhsnecsu/asp/Home>

If your tender is successful, your organisation will be required to accept the Terms and Conditions and be compliant with the requirements of the Alternative Provider Medical Services Contract 2021/22 (or any edition or any subsequent revisions).

It is important to note that the Contracting Authorities will not enter into a contract with any individual or organisation that does not fully accept the above requirement. Please note that caveat responses will be considered as non-acceptance of this requirement.

The Contracting Authorities and NECS look forward to receiving your completed tender.

Yours faithfully

S Wetherell

Stephanie Wetherell
Procurement Officer
North of England Commissioning Support Unit

For and on behalf of: NHS Lancashire and South Cumbria Integrated Care Board

Invitation to Tender Schedule 2

Introduction

ITT SCHEDULE 2: INTRODUCTION

This procurement is for Withnell Health Centre APMS covering Preston and Chorley localities for and on behalf of NHS Lancashire and South Cumbria Integrated Care Board (the Contracting Authority).

North of England Commissioning Support (NECS)

North of England Commissioning Support (NECS) was established on the 1 April 2013. Although based in the North East of England, NECS works across the UK to support health and social care customers in meeting strategic and operational challenges, to improve outcomes and increase efficiency. NECS delivers high quality innovative commissioning support services to a wide range of partners and stakeholders including Clinical Commissioning Groups (CCGs) and NHS England and NHS Improvement, across Sustainability and Transformation Partnerships (STPs) and Integrated Care Systems (ICSs).

NECS provides a healthcare procurement service in order to support commissioning organisations in improving the health of the populations they serve, through best practice procurement, driving quality, innovation, and value for money.

NECS is working for and on behalf of the Contracting Authority and will not be party to any contract arising from this procurement and shall incur no liability arising out of, or in connection with, the acts or omissions of the Contracting Authority in connection with such contracts.

NHS England

NHS England is the body which leads the NHS in England. Its main aim is to improve health outcomes for people in England, and it sets the overall direction and priorities for the NHS as a whole. Core responsibility is to provide oversight of the NHS system to ensure patients receive the best possible care and that services develop and evolve over time.

Background

In December the GMS contract was also terminated with immediate effect. To ensure continuity of service for patients the Chorley South Ribble and Greater Preston Primary Care Contracting Group, held on 9th December 2021, appointed an emergency caretaker contract for Withnell Health Centre from 04 December 2021 to 3rd December 2022.

Following a review of the outcomes of the service review, stakeholder engagement and procurement options available the Primary Care Contracting Group took the decision to undertake a procurement process to secure future services for Withnell Health Centre.

Due to a short mobilisation period available to bidders, a 2-month extension to the current contract has been agreed thus meaning that the current contract will end on 31 March 2023, with the new service to commence on 01 April 2023.

The aim of the service is to deliver a comprehensive Alternative Provider Medical Service (APMS) that:

- Provides person-centred, holistic care;
- Is easily accessible;
- Provides long-term relational continuity of care where this is important; and
- Is based on local knowledge and has a commitment to improve the health outcomes of the local population.

This Procurement

Based upon the findings of the current service review and detailed information and feedback from potential providers via a Market Engagement exercise on the proposed service model, the Contracting Authority is presenting to the Market a procurement opportunity for the provision of an APMS Service. The service will have a contract term of 10 years plus the option to extend the contract for a maximum of 5 years subject to contract compliance. Contract start date 01 April 2023.

The financial threshold for the 15-year contract term is £12,437,355. The contract value per annum is £829,157 excluding transitional funding.

Potential bidders are to note:

It is anticipated that the Transfer of Undertakings (Protection of Employment) Regulations 2006 as amended by the Collective Redundancies and Transfer of Undertakings (Protection of Employment) (Amendment) Regulations 2014 (TUPE) may apply for this contract. The TUPE information obtained from the current providers can be found within the Financial Model Template and/or additional documents. Bidders are advised to form their own view on whether TUPE applies, obtaining their own legal advice and carrying out due diligence, including taking into account the New Fair Deal non-statutory policy setting out how pensions issues are to be dealt with when staff are compulsorily transferred from the public sector to independent providers delivering public services. Further information is provided in Section 8 of ITT Schedule 3.

Bidders are to note that the Premises is mandated for the service; Withnell Health Centre, Railway Road, Withnell, Chorley, PR6 8UA. Additional documentation relating to premises can be viewed across ITT Documents 13 – 15. NHS Lancashire and South Cumbria Integrated Care Board is not responsible for the accuracy of the floor plans and bidders are advised to form their own view and carrying out their due diligence in regard to the premises

Social Value

It is important to note that the Contracting Authority is under a statutory duty to consider economic, social, and environmental well-being issues at all stages of public services contracts. If the Contracting Authority fails to do so, it may be challenged by way of social value legislation.

Under the Public Services (Social Value) Act 2012 (the 'Act')¹ the Contracting Authority must ensure:

- How what is proposed to be procured might improve the economic, social and environmental well-being of the geographical area covered by the Contracting Authority; and
- How, in conducting the process of procurement, it / they might act with a view to securing the improvement.

Reference to the Act has been included in the ITT where bidders will be asked to demonstrate how the proposed service delivery model will ensure that the following social value policy outcomes are delivered for the patients / service users using the services and the residents / businesses within the geographical area covered by this contract. The Contracting Authority will be utilising the UK Governments Social Value Model when evaluating bidders responses to Social Value.

As from 01 January 2021 the UK Government made it a mandatory requirement under Procurement Policy Note 06-20² for commissioners, to apply a minimum weighting of 10% of the total evaluation weightings of tenders to Social Value. All public procurements that are covered by PCR 2015 must apply this requirement.

The UK Government Social Value Delivery Model³ (SVDM) offers a ready-made framework that tackles two of the biggest challenges that organisations face when creating Social Value by:

- Providing a comprehensive and standardised definition of what Social Value is.
- Adopting systematic ways to evaluate policies in practice.

The SVDM below identifies 2 key themes, applicable to this project to enable securing social value, each theme is supported by specific policy outcomes, highlighted below, which are further supported by Model Award Criteria (MAC), ensuring all tender submissions are evaluated equally against the same MAC.

Key Social Value Themes and Policy Outcomes

Fighting Climate Change

PO4 – Effective stewardship of the environment

¹ <http://www.legislation.gov.uk/ukpga/2012/3/enacted>

² <https://www.gov.uk/government/publications/procurement-policy-note-0620-taking-account-of-social-value-in-the-award-of-central-government-contracts>

³ https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/940826/Social-Value-Model-Edn-1.1-3-Dec-20.pdf

Wellbeing

PO7 – Improve health and wellbeing

PO8 – Improve community cohesion

Guidance

The contents of the ITT and any other documentation issued to bidders in respect of this tender process are provided on the basis that they remain the property of the Contracting Authority and NECS and must be treated as confidential. If bidders are unable or unwilling to comply with this requirement, they are required to destroy the ITT and all associated documents immediately and to not retain any electronic or paper copies.

The Contracting Authority and NECS reserve the right to cancel the tender process at any point and will not be held liable for any costs resulting from any cancellation of the tender process or for any other costs incurred by those tendering for the contract.

On viewing the tender documents for the first time, bidders are advised to check the clarifications section to ensure they have not missed any additional information that may have been issued prior to expressing an interest in this tender. It is also advisable to continue to check the clarifications section throughout the tender process.

The Contracting Authority will only accept documents for tenders or quotations placed on the e-Tendering portal that are received electronically, unless explicitly stated otherwise in the ITT.

Tenders submitted via the e-Tendering portal must be received in full prior to the closing time and date for receipt of tenders.

Bidders are advised that uploading of large electronic files may take some time and as such bidders must allow sufficient time to fully transmit all files prior to the closing time and date for receipt of tenders.

Immediately prior to submitting a tender electronically, the bidder must check the electronic files making up the tender for viruses, using current virus checking software and must remove all viruses from the files. In addition, the bidder must ensure that all files and documents are not password protected or restricted in anyway.

Corrupt, unreadable and/or password protected files will not be discovered by the Contracting Authority until after opening of tender submissions and at the start of the evaluation process. If the electronic files containing the tender are corrupt, contain a virus, or are unreadable for any reason, those files cannot be evaluated.

The Contracting Authority and NECS accept no responsibility for bidders misunderstanding instructions or incorrect use of the e-Tendering portal and shall not be liable or responsible for the loss, damage, destruction, or corruption of any tender, however caused.

Faults in the bidder's system are not the responsibility of the Contracting Authority and / or NECS and no extension to the closing time or date will be made under those circumstances.

The Server Clock displayed within the e-Tendering portal shall govern the time for close of tender returns.

Invitation to Tender Schedule 3

Tender Information

ITT SCHEDULE 3: TENDER INFORMATION

1 Purpose and Structure of the Invitation to Tender (ITT)

- 1.1 The purpose of the ITT documentation is to provide information and instructions to allow bidders to submit a tender response. Bidders will note the detail presented within the ITT reflects and supports the content of the service specification for this procurement.
- 1.2 The ITT has been developed from the service specification but structured in such a way as to offer an opportunity for the bidder to present how they perform business, their vision for the service, how they intend to deliver the service and their capability and capacity as a service provider.
- 1.3 Through their responses, bidders will be able to describe the operational implementation of their proposal and demonstrate how they will ensure delivery of the service model within the timescales.
- 1.4 Some sections of the ITT have background or explanatory information. This information is to assist bidders in compiling tenders. The ITT describes specific requirements of the Contracting Authority and bidders are advised to consider the specific requirements and background information carefully when completing responses to the ITT.

2 Instructions and Guidance on Completing ITT Documentation

- 2.1 Instructions and guidance information has been designed to ensure that all bidders are given equal and fair consideration. It is important therefore that bidders provide all information asked for in the format and order specified.
- 2.2 North of England Commissioning Support (NECS) is utilising an electronic tendering tool (In-tend) (e-Tendering portal) to manage this procurement and communicate with potential bidders in accordance with Regulation 22 of the PCR2015 (SI 2015 No 102). It is free to register on In-tend, which can be accessed at any time of day providing you have a working internet connection. Should bidders have any queries, or are having problems registering; they should contact the In-tend helpdesk via:
support@in-tend.com or call 0845 557 8079 / +44 (0) 114 407 0065
The helpdesk is open Monday – Friday between 9am – 5.30pm
- 2.3 Bids must be submitted using the documentation provided within the ITT pack where applicable. Bidders are requested to input the organisation name within the documents where indicated. A list of those documents which must be submitted and the return date and time to ensure a compliant tender are outlined in **ITT Schedule 8 Tender Response Checklist and ITT Schedule 9 Highest Scoring Bidder Validation Checklist**. Any additional information requested must be

supplied, as required, as accurately and concisely as possible and must be named in the following format:

Appendix QQQQ – Ref – Bidder's Name

*Where "QQQQ" is the question reference number to which the supplementary information relates, and Ref is your reference to the specific appendix.

For example:

For question SD01 from a Bidder named Health Ltd will be named as follows:

Appendix SD01 – (your reference for the appendix) – Health Ltd

- 2.4 Please note that any attachments submitted in support of a response to a particular question should reference that question number. Any attachments not referenced to the question number or incorrectly referenced may result in information not being considered.

Please note that any documents submitted by the bidder, which have not been explicitly requested as outlined in On-line Questionnaire Part 1, On-line Questionnaire Part 2 and On-line Questionnaire Part 3, will not be taken into consideration in the evaluation of the bidder's submission.

- 2.5 Where applicable, supporting attachments/evidence should be completed and submitted via the corresponding named placeholder. If there is a placeholder which has been set as mandatory and the response is 'not applicable', if there are no other options to select, bidders must submit a blank word document with the words 'NOT APPLICABLE' and upload within the placeholder for this question. Bidders are advised that only single documents can be uploaded to one individual placeholder. As such, where multiple documents are required to be uploaded as supporting information, this should be compressed into a zip file and uploaded to the relevant placeholder. Note: The e-tendering portal In-tend does not accept files with the same name. Please ensure any files uploaded as part of your response / submission have a different file name.
- 2.6 The bidder's contact details provided on the e-Tendering portal will be used by the Contracting Authority and NECS for all communications with the bidder. It is the bidder's responsibility to ensure that up-to-date contact details are maintained within the e-Tendering portal. The organisation name on the e-Tendering portal should be the legal bidding organisation.
- 2.7 On-line Questionnaire Part 1 and On-line Questionnaire Part 2 must be completed and / or submitted within the e-Tendering portal and On-line Questionnaire Part 3 must be completed within the e-Tendering portal. Additional Microsoft Word versions of Questionnaire Part 1 and Questionnaire Part 2 can be completed off-line and uploaded as an attachment for each and every member of a consortium and / or each material sub-contractor who is relied upon to deliver the contract. All mandatory questions **MUST** be answered otherwise the On-line Questionnaires

cannot be submitted. If there is a mandatory question and a response is 'not applicable' bidders must enter 'NOT APPLICABLE' for this question. Please note it is advisable to save responses to questions on a regular basis to avoid loss of data, this is especially important when compiling and writing long question responses (save your work regularly).

Please note word counts from a word processor are not comparable with In-tend text fields. In-tend does not count every keystroke and space character as a separate word. Bullet points and other special characters (&, <, >, ~, {, etc.) are not allowed in text fields and if used can cause errors.

Suppliers can use a word processor to draft answers to In-tend questionnaires using the word processor's word count as a guide to the number of words used. It should however be noted that Microsoft Word, for example, sometimes inserts invisible proprietary formatting codes that are not recognised by other software. A block of text containing 1000 words would be recognised as such by In-tend. It is not true that In-tend counts spaces as words. Please also note that any attempt to avoid express word limits by deliberately avoiding the use of normal punctuation in any response to this ITT will be treated as a non-compliant bid and the NHS Lancashire and South Cumbria Integrated Care Board reserves the right to exclude such bid from further involvement in this procurement process.

- 2.8 On-line Questionnaire Part 1 covers the basic information about the bidder, such as the contact details, trade memberships, details of parent companies, group bidding and so on.
- 2.9 On-line Questionnaire Part 2 covers a self-declaration regarding whether or not any of the exclusion grounds apply.
- 2.10 On-line Questionnaire Part 3 will allow the Contracting Authority to evaluate the detailed tender solutions to the service-specific questions and the detailed financial evaluation. Full details of the tender evaluation criteria can be found in ITT Schedule 6 Tender Evaluation Criteria Handbook and ITT Schedule 6a Financial Evaluation Criteria Handbook.
- 2.11 Where a specific response is required in the On-line Questionnaires, bidders must provide the response in the appropriate question space provided.
- 2.12 The questions within the On-line Questionnaire Part 3 may have an associated maximum 'word limit'. Bidders are required to respond within the word limit given. The e-Tendering portal will not allow you to input any more words than the limit specified. Bidders must not supply additional information as attachments unless explicitly requested to do so.

3 Tender Submission Requirements

- 3.1 The response documents should include the bidders name and all documents and supporting evidence submitted with the tender must refer to the organisation that will be signing the contract.
- 3.2 The Contracting Authority may, at its own absolute discretion, extend the closing date and time for the receipt of tenders specified in ITT Schedule 5 Tender Timetable.
- 3.3 Any extension granted under point 3.2 will apply to all bidders.
- 3.4 Bidders must submit their final tender by the closing time and date as specified in ITT Schedule 5 Tender Timetable. Tenders may be submitted at any time before the closing date and amended as many times as necessary before the deadline. Tenders received before the deadline cannot be opened until after the deadline for receipt of tenders. Bidders are reminded that they will need to re-submit a tender after making any amendments to a tender that had previously been submitted.
- 3.5 The Contracting Authority will not consider any tender response received after the stated deadline and failure to submit a response by the deadline will result in the exclusion of the bidder from participating any further in this procurement.
- 3.6 The tender and any documents accompanying it must be in the English language and should be in a format as specified in the table below – Files and Software. The Contracting Authority reserve the right not to consider tenders if not submitted in the format specified.
- 3.7 The tender documents and supporting information i.e., all attachments must not include any Patient Identifiable Data (PID) and the Data Protection Act 2018 is applicable.

Files and Software

File Type	Software Package
Text based documents	Readable by Adobe Acrobat (pdf) or Microsoft Word (97-2003)
Spreadsheet based documents	Readable by Microsoft Excel (Version 2003) or later
Graphics files	Readable by Adobe Acrobat (pdf) and/or as a JPEG
Financial reports and accounts	Readable by Adobe Acrobat (pdf)

- 3.8 Price and financial data provided must be in, or converted to, Pounds Sterling. Where official documents include financial data in a different currency to that of Pounds Sterling, a Sterling equivalent must be provided.

- 3.9 Neither the Contracting Authority, nor NECS accept any responsibility for the premature opening or mishandling of tenders that are not submitted in accordance with these instructions. Bidders should not include in their tender any extraneous information which has not been specifically requested in the ITT including, for example, any sales literature, standard terms of trading etc.
- 3.10 Bidders must note in respect of electronically transmitted tenders, that uploading of large electronic files may take some time and as such they must allow sufficient time to fully transmit all files prior to the closing time for return of tenders.
- 3.11 It is the bidder's responsibility to ensure that their tender has been successfully submitted. Tenders which are not submitted in accordance with the instructions detailed above, prior to the stated deadline will not be visible to the Contracting Authority, and therefore cannot be taken any further within the procurement process.

4 Bidder Clarification

- 4.1 All requests for clarification about the requirements or the process of this procurement shall be made in accordance with paragraph 4.3.
- 4.2 The Contracting Authority will endeavour to respond to each clarification question received during the clarification stage within six working days. The PCR2015 (SI 2015 No 102) Sub-Section 6 Regulation 53 (6) requires that the Contracting Authority respond to any request for clarification at least six days before the deadline for receipt of tenders. In order to satisfy this requirement, the Contracting Authority has designated a specific window of time to deal with clarification requests, as stated in ITT Schedule 5 Tender Timetable.
- 4.3 Clarification questions in relation to the ITT must be submitted via the correspondence area within the e-Tendering portal. The deadline for clarification questions is stated in ITT Schedule 5 Tender Timetable. Any clarifications made outside of the e-Tendering portal (i.e. via Telephone, Fax, Email, and Post) will not be accepted and will not be responded to. Please note that clarifications are not normally accepted or responded to after the deadline date stated in ITT Schedule 5 Tender Timetable.
- 4.4 In order to ensure equality of treatment of bidders, the Contracting Authority intend to publish the questions and clarifications raised by bidders, together with responses from the Contracting Authority to all participants on a regular basis via the correspondence area within the e-Tendering portal. The source of each question or clarification will not be disclosed.
- 4.5 Bidders should indicate if a question is of a commercially sensitive or confidential nature - where disclosure of such question and the answer would, or would be likely to, prejudice its commercial interests, bidders must set out the reason(s) for non-disclosure to other bidders. However, if the Contracting Authority does not either consider the question to be of a commercially sensitive or confidential nature, or

one which all bidders would potentially benefit from seeing both the question and the response, they will hold at their discretion the right to refuse such a request and will inform the requesting bidder of any such decision. The bidder will then have the right to withdraw the clarification.

5 Tender Clarification

- 5.1 The Contracting Authority and NECS reserve the right to request bidders to clarify any part of their ITT response in writing. Requests for clarification will be issued via the correspondence area of the e-Tendering portal.
- 5.2 Such clarification requests do not seek to elicit additional information to that initially requested, nor give bidders an opportunity to correct incomplete or otherwise non-compliant submissions.
- 5.3 Bidders are required to respond within two working days of the request for clarification, unless there is a justifiable reason why a delay would be incurred in submission of the response. The Contracting Authority, at its sole discretion, will decide whether to grant further extension of the response time.
- 5.4 If the bidder fails to provide an adequate response to one or more points of clarification, or fails to respond in the allotted time, the bidder will be excluded from progressing further in the procurement. The named person from the bidding organisation will receive a message notification email from the e-Tendering portal if a message has been sent, such as a clarification question in respect of the bid. It is the bidders' responsibility to ensure that notifications within the e-Tendering portal are switched on and that all messages are responded to within the timescales stipulated.

6 Evaluation Process

- 6.1 The Contracting Authority intend to award the contract to the bidder offering the Most Economically Advantageous Tender (MEAT) in accordance with the evaluation criteria and weightings set out in ITT Schedule 6 Tender Evaluation Criteria Handbook and ITT Schedule 6a Financial Evaluation Criteria Handbook.

7 Service Specification

- 7.1 The service specification can be found by viewing ITT Document 5a NHS England Standard Alternative Provider Medical Services Contract October 2021.

8 TUPE Considerations

- 8.1 Bidder's attention is drawn to the provisions of the Transfer of Undertakings "Council Directive 2001/23/EC on the approximation of the laws of the Member States relating to the safeguarding of employees' rights in the event of transfer of undertakings, businesses or parts of undertakings or businesses" and Transfer of Undertakings Protection of Employment Regulations 2006 as amended by the

Collective Redundancies and Transfer of Undertakings (Protection of Employment) (Amendment) Regulations 2014 (TUPE). TUPE may apply to the transfer of the contract from the present service providers to the new ones, giving the present service provider's staff (and possibly also staff employed by any present sub-contractors) the right to transfer to the employment of the successful bidder on the same Terms and Conditions. The above does not apply to the self-employed.

- 8.2 It is anticipated that TUPE may apply for this contract. The TUPE information obtained from the current providers can be found within the ITT Document 8 Financial Model Template _ FMT (if already provided to the Contracting Authority at the time of publication of this ITT) [or provided as additional attachments list attachments or delete]. Bidders are advised to form their own view on whether TUPE applies, obtaining their own legal advice and carrying out due diligence including taking into account the New Fair Deal non-statutory policy setting out how pensions issues are to be dealt with when staff are compulsorily transferred from the public sector to independent providers delivering public services.

To assist you with your due diligence, please contact the below email address with any queries or enquiries

NECSU.neprocurement@nhs.net

- 8.3 The successful bidder will be required to indemnify the Contracting Authority against all possible claims arising under TUPE.
- 8.4 TUPE information provided within the ITT Document 12 Withnell - TUPE information is not to be retained following the bidding process or if relevant following the transfer of staff at service commencement.

9 Social Responsibility

- 9.1 The Contracting Authority is committed to meeting fully its responsibilities in the area of social responsibility, both in the way they work themselves and in the way providers who work with them carry out their business. While a number of these areas are subject to legislation, providers are required to work to a regime which positively supports the spirit of the law more than just simply the statutory minimum.
- 9.2 Social responsibility can be classified into three areas: Sustainable Development, Equalities and Health and Safety.

9.3 Sustainable Development

- 9.3.1 The Contracting Authority is committed to working towards achieving sustainable development by meeting the needs of the present without compromising the interests of future generations.

9.3.2 The Contracting Authority seek to ensure that providers undertake their own activities in a sustainable way, thereby setting a good example to the rest of the community as a service provider, consumer, and employer.

9.3.3 Successful bidders should take the above commitments into consideration when establishing working practices.

9.4 **Equalities**

9.4.1 The Contracting Authority is committed to securing genuine equality of opportunity, whether required by law or not, in all aspects of its activities both as an employer and a service provider. Furthermore, the provider should recognise that passive policies will not reverse discrimination and disadvantage and so it will actively seek to redress unfair discrimination against disadvantaged people to ensure equality of opportunity.

9.4.2 As well as accepting responsibility under the Equality Act 2010, together with all related information, the Contracting Authority is committed to the broad principles of social justice. Providers must ensure that equality extends to all services as well as employment policies and practices.

9.4.3 The Contracting Authority will aspire to work with organisations and individuals who share their aims, and bidders should seek to reflect these aims in their own policies and procedures.

9.5 **Health and Safety**

9.5.1 Bidders will be aware of the increasing interest in and importance accorded to the issue of Health and Safety.

9.5.2 The Contracting Authority will continue to be concerned with all Health and Safety issues and wish to be considered a conscientious and care taking organisation and as such will continue to review and revise all issues relating to Health and Safety. Additionally, the Contracting Authority is concerned that any organisation or individual, that provides services, has in place appropriate policies and systems which will support and enhance this important area.

9.5.3 Furthermore, in line with the requirements of the Management of Health and Safety at Work Regulations 1999 and Health and Safety at Work etc. Act 1974 the Contracting Authority will request copies of the successful bidder's appropriate risk assessments.

Invitation to Tender Schedule 4

Important Notices

ITT SCHEDULE 4: IMPORTANT NOTICES

1. Confidentiality and Freedom of Information

- 1.1 The Contracting Authority and NECS is committed to open government and meeting their legal responsibilities under the Freedom of Information Act 2000 (FOIA) and the UK General Data Protection Regulation (UK GDPR), tailored by the Data Protection Act 2018. Accordingly, any information created by, or submitted to, the Contracting Authority (including but not limited to the information contained in the ITT, the tender submissions, the clarification questions and responses, and evaluation scoring and feedback) may need to be disclosed by the Contracting Authority in response to a request for information.
- 1.2 In making a tender or communicating with the Contracting Authority and NECS at any stage of the procurement, each bidder acknowledges and accepts that the Contracting Authority and NECS may be obliged under the FOIA to disclose any information provided to it either;
 - 1.2.1 Without consulting the bidder; or
 - 1.2.2 Following consultation with the bidder and having taken its views into account.
- 1.3 Bidders must clearly identify any information supplied in response to the Contracting Authority that they consider to be confidential or commercially sensitive and attach a brief statement of the reasons why such information should be so treated and for what period of time.
- 1.4 Where it is considered that disclosing information in response to a FOIA request could cause a risk to the procurement process or prejudice the commercial interests of any bidder, the Contracting Authority may wish to withhold such information under the relevant FOIA exemption, however, bidders should be aware that the Contracting Authority are responsible for determining, at its absolute discretion, whether the information requested falls within an exemption to disclosure, or whether it must be disclosed.
- 1.5 Bidders should note that the receipt by the Contracting Authority of any information marked “confidential” or equivalent does not mean that the Contracting Authority accept any duty of confidence by virtue of that marking, and that the Contracting Authority will have the final decision regarding the disclosure of any such information in response to a freedom of information request.

2. Bidder's Changes

- 2.1 Bidders are subject to an on-going obligation to notify the Contracting Authority of any material changes in their financial or other circumstances. This includes, but is not limited to, changes to the identity of material sub-contractors or the ownership

or financial or other circumstances thereof and solvency of the bidder. The Contracting Authority should be notified of any material change as soon as it becomes apparent via the correspondence area within the e-Tendering portal.

- 2.2 Bidders are reminded that any future changes in relation to collaborations, partnerships, and sub-contracting must be notified to the Contracting Authority.
- 2.3 Failure to notify the Contracting Authority of any material changes or to comply with any of these provisions will lead to a bidder being excluded from the procurement process.

3. Bidder's Advisors

- 3.1 Bidders will be responsible for obtaining all information and independent advice that they consider necessary for the preparation of their tender response. Bidders must make their own independent assessment of this information and advice after making such investigation and taking such professional advice as they deem necessary.

4. Bidder's Authorised Representative

- 4.1 All correspondence relating to this procurement will be addressed to the bidder's authorised representative. The authorised representative must have full authority to represent the bidder and attend any meetings on the bidder's behalf. It is the bidder's responsibility to notify the Contracting Authority of any changes to the authorised representative.

5. Collaborative Submissions

- 5.1 Forming collaborations is an acceptable approach to working in partnership to provide this service. Collaborations at this stage do not need a formalised relationship/structure; however bidders need to be clear as to how the relationship/structure will work and when and how it will be formalised.
- 5.2 The collaborative bidders of any bidder, and the principal relationships between the collaboration, may be changed in relation to this procurement process only with the prior consent of the Contracting Authority, and subject to any replacement collaborative member being satisfactorily pre-qualified by the relevant Contracting Authority. The Contracting Authority reserve the right to take this into account when determining whether or not to continue with the evaluation of a tender, and whether or not to enter into a contract with a bidder, where there has been a change in the ownership of the bidder or any of its collaboration members (direct or indirect) or a change in the principal relationships between the collaborative members.
- 5.3 Where collaboration comprises multiple financially viable entities, each entity will be scored in accordance with the criteria within the Financial Evaluation Handbook).

6. Availability of Information to Bidders

- 6.1 Any information additional to the ITT which the Contracting Authority deem necessary for a bidder to be issued with, will be sent to each bidder's authorised representative as registered on the e-Tendering portal. Bidders may request that, for convenience, electronic correspondence is copied to individuals other than their authorised representative; however, the Contracting Authority and NECS accept no liability for this and will consider all information sent to the authorised representative as registered on the e-Tendering portal to have been received by the bidder.

7. Exclusion of Bidders

- 7.1 Bidders acting in contravention of the provisions set out in the ITT or any other information/instruction provided by the Contracting Authority, will, at the sole discretion of the Contracting Authority, be excluded from further participation in this procurement.

8. Accuracy of the ITT Information and Liability

- 8.1 The ITT information has been prepared by the Contracting Authority and NECS in good faith but does not purport to be comprehensive or to have been independently verified. Bidders should not solely rely upon the detailed information contained within the ITT and should carry out their own due diligence checks and verify the accuracy of the detailed information contained in the ITT. Nothing in the ITT is, or should be construed as, a promise or representation as to the future.
- 8.2 Bidders should make their own enquiries and investigations of the Contracting Authority's requirements via the clarification process. It is important to note that the subject matter of the ITT shall only have contractual effect when it is contained in the express terms of an executed contract.
- 8.3 The Contracting Authority and NECS and their members, directors, officers, employees, agents, or advisers do not make any representation or warranty to (save in the case of fraudulent misrepresentation) accept any liability or responsibility in relation to the adequacy, accuracy, reasonableness or completeness of the ITT information or any part of it (including but not limited to loss or damage arising as a result of reliance by the bidder on the ITT information or any part of it).

9. Conflicts of Interest

- 9.1 The Contracting Authority require all actual or potential conflicts of interest to be resolved to its satisfaction prior to the delivery of a tender in response to the ITT. Failure to declare such conflicts and/or failure to address such conflicts to the reasonable satisfaction of the Contracting Authority could result in a bidder being excluded.

10. Canvassing

- 10.1 The Contracting Authority reserve the right to exclude (without prejudice to any other civil remedies available to the Contracting Authority and without prejudice to any criminal liability which such conduct by a bidder or collaborative member may attract) any bidder or collaborative member who, in connection with the ITT:
- 10.1.1 Offers any inducement, fee, or reward to any representative of the Contracting Authority and NECS;
 - 10.1.2 Does anything which would constitute a breach of the Bribery Act 2010;
 - 10.1.3 Canvasses any of the persons referred to in paragraph 10.1.1 above in connection with the ITT; or
 - 10.1.4 Contacts any of the persons referred to in paragraph 10.1.1 above prior to conclusion of the contract with the selected bidder about any aspect of the ITT in a manner not permitted by the ITT (including without limitation contact for the purposes of discussing the possible transfer to the employment of the bidder of such person(s)).

11 Non-Collusion

- 11.1 The Contracting Authority reserve the right to exclude (without prejudice to any other civil remedies available to them and without prejudice to any criminal liability which such conduct by a bidder may attract) any bidder who, in connection with the ITT:
- 11.1.1 Fixes or adjusts the amount of their tender by or in accordance with any agreement or arrangement with any other bidder or collaborative member of a bidder (other than a member of its own collaboration or supply chain);
 - 11.1.2 Enters into any agreement or arrangement with any other bidder or collaborative member of a bidder to the effect that they shall refrain from making a tender or as to the amount of any tender to be submitted;
 - 11.1.3 Causes or induces any person to enter such agreement as is mentioned in either paragraph 10.1.1 or 10.1.2 Canvassing or to inform the bidder or collaborative member of a bidder of the amount or approximate amount of any rival tender;
 - 11.1.4 Canvasses any of the persons referred to in paragraph 10.1.1 canvassing in connection with the ITT;
 - 11.1.5 Offers or agrees to pay or give or does pay or give any sum of money, inducement or valuable consideration directly or indirectly to any person for doing or having done or causing or having caused to be done any act or

omission relating to any other tender or proposed tender for the procurement; or

11.1.6 Communicates to any person other than the Contracting Authority and NECS the amount or approximate amount of its proposed tender (except where such disclosure is made in confidence in order to obtain quotations necessary for the preparation of a tender); and

11.1.7 Bidders should consider their own due diligence with regards to potential risk of utilising a third party, which may incur indirect involvement in collusion (i.e. utilising a bid writer who may also be supporting other bidders for the same bid and therefore reiterates identical bids).

12 Intellectual Property

12.1 The copyright in the ITT is vested in the Contracting Authority and NECS. The ITT may not be reproduced, copied, or stored in any medium without the prior written consent of the Contracting Authority and NECS, except in relation to the preparation of a tender. All documentation supplied by the Contracting Authority and NECS in relation to the ITT is and shall remain the property of the Contracting Authority and NECS and must be returned on demand, without any copies being retained.

12.2 The Contracting Authority and NECS reserve the right to require the assignment or grant of a royalty free non-exclusive licence of all intellectual property relating to or in connection with any tender resulting in the award of contracts.

13 Publicity

13.1 Bidders shall not undertake (or permit to be undertaken) at any time, whether at this stage or after execution of contracts, any publicity activity with any section of the media in relation to the procurement other than with the prior written agreement of the Contracting Authority. Such agreement shall extend to the content of any publicity. In this paragraph the word "media" includes (but without limitation) radio, television, newspapers, trade and specialist press, the internet, social media and email accessible by the public at large and the representatives of such media.

14. Right to Reject Tenders

14.1 The Contracting Authority reserve the right to reject or exclude a bidder and/or its collaborative members where:

14.1.1 A tender is completed incorrectly, is materially incomplete, or fails to meet the submission requirements which have been notified to bidders;

14.1.2 The bidder and/or its collaborative members are unable to satisfy the terms of Regulation 57 of the PCR2015(SI 2015 No 102) at any stage during the tender process;

- 14.1.3 The bidder and/or its collaboration are guilty of material misrepresentation in relation to its application and/or the process;
 - 14.1.4 The bidder and/or its collaborative members contravene any of the Terms and Conditions of the ITT;
 - 14.1.5 There is a change in identity, control, financial standing, or other factor impacting on the selection and/or evaluation process affecting the bidder and/or its collaborative members; or
- 14.2 The exclusion of a bidder will not prejudice any other civil remedy available to the Contracting Authority and will not prejudice any criminal liability that such conduct by a bidder may attract.

15. Right to Cancel or Vary the Process

- 15.1 The Contracting Authority reserve the right;
- 15.1.1 To cancel or withdraw from the tender process at any stage whether in respect of all or any or otherwise, including but not limited to where there is not a minimum of three compliant bidders.
 - 15.1.2 Not to award a contract under this procurement process;
 - 15.1.3 To require a bidder and/or its collaborative bidders to clarify their submission in writing within two working days of clarification request being made by the Contracting Authority (failure to respond adequately will result in a bidder not being successful); and
 - 15.1.4 To amend the Terms and Conditions of the tender process.

16. Tender Process and Costs

- 16.1 The Contracting Authority reserve the right at any time:
- 16.1.1 To issue amendments or modifications to the ITT during the tender period;
 - 16.1.2 To clarify tenders once these have been submitted; and
 - 16.1.3 To alter the timetable to contract award.
- 16.2 Any costs or expenses incurred by any bidder or other person will not be reimbursed by the Contracting Authority, or NECS or any other organisation it represents, who will in no way be liable to any bidder or other person for any costs, expenses or losses incurred by any bidder or other person in connection with this tendering process or at all.

17. Governing Law

- 17.1 All documents and tenders must be prepared in the English language. The procurement process and any subsequent contract awarded will be subject to English law and the exclusive jurisdiction of the English courts.
- 17.2 Any financial information requested by the Contracting Authority is to be presented in Pounds Sterling.

18. Rights to Recover

- 18.1 The Contracting Authority reserve the right to recover any costs incurred as a result of the tender process from a bidder awarded the contract who subsequently withdraws from the contract or who is removed from the contract if the reason for that withdrawal or removal is misinformation provided by the bidder in the tender submission. The costs recovered would be those associated with the cost of re-tendering for the service.

Invitation to Tender Schedule 5

Tender Timetable

ITT SCHEDULE 5: TENDER TIMETABLE

1. TIMETABLE

The tender timetable below is intended as a guide and whilst the Contracting Authority do not intend to depart from the timetable it reserve the right to do so at any time.

Tender Timetable

Activity	Date
Date advert and ITT published	07 September 2022
Deadline for receipt of final ITT clarifications from bidders	06 October 2022
Deadline for issue of final ITT clarifications to all bidders	12 October 2022
Tender submission deadline	Before 12 noon, 19 October 2022
Evaluation of tender submissions	24 October – 23 November 2022
Approval of Recommended Bidder	13 December 2022
Issue intent to award notification and provide feedback to bidders	16 December 2022
Standstill period begins	16 December 2022
Standstill period ends	28 December 2022
Issue Contract Award Notice	02 January 2023
Contract Signing Period	03 January 2023
Mobilisation period begins	03 January 2023
Service commencement	1 April 2023

Invitation to Tender Schedule 6

Tender Evaluation Criteria Handbook

ITT SCHEDULE 6: TENDER EVALUATION HANDBOOK

1. Evaluation Processes

- 1.1 The tender submission will be evaluated in accordance with the process and stages outlined in ITT Schedule 6 Tender Evaluation Criteria Handbook and ITT Schedule 6a Financial Evaluation Criteria Handbook against the identified criteria weightings.

2. Evaluation Process Introduction

- 2.1 Evaluation will be carried out by a panel made up of representatives from the Contracting Authority and its advisors.
- 2.2 All evaluation panel representatives are required to complete a Conflict of Interest Declaration and Confidentiality Agreement form prior to the start of the evaluation. This form requires evaluation panel representatives to disclose any actual or potential conflicts of interest and agree to treat all information regarding bidders, bidder group/consortia members, sub-contractors and information contained within tender responses as confidential.
- 2.3 All conflicts of interest must be resolved to the satisfaction of the Contracting Authority.
- 2.4 Where conflicts of interest cannot be resolved; evaluation panel representatives will not participate in the evaluation of tenders.
- 2.5 Only evaluators authorised by the Contracting Authority and NECS will have access to tender information submitted by bidders.

3. Evaluation Methodology

- 3.1 All tender documents will be evaluated using a secure electronic tendering software system.
- 3.2 On completion of the initial evaluation, evaluation panel representatives will meet to agree a consensus score for each question. The consensus score will form the final score for each question.
- 3.3 Responses will be evaluated using the information provided to each individual question and not in consideration of the tender response as a whole, therefore bidders must answer each question fully and not be reliant upon information that may have been supplied as part of a response to another question. Questions are evaluated by subject matter evaluators and as such not all questions and specifically not all responses are available to all evaluators.
- 3.4 Some questions are supported with a service specification reference, which is intended to direct bidders to the requirements to be considered when developing

the response; however, bidders should consider the service specification and other documentation in their entirety for all responses.

- 3.5 This tender incorporates the guidance created under Regulation 59 of the UK's PCR's that introduces a Single Procurement Document (SPD) to be submitted by bidders interested in tendering for contracts for the supply of goods, works or services to public bodies located within the UK. The SPD is a self-declaration document used in public procurement procedures by public buyers and businesses in the UK. Organisations are now able to meet required obligations with a single SPD self-declaration form. The Contracting Authority must verify that the successful bidder(s) has/have provided all the required evidence to be awarded a contract. The highest scoring bidder(s) for the Most Economically Advantageous Tender will become the recommended bidder(s) once the validation of evidence provided as part of the SPD / Selection Questionnaire has been completed. Note: It is the responsibility of the bidder to ensure that the information within the Supplier Questionnaire / SPD is up to date.

4. Information and Exclusion Grounds

- 4.1 Questionnaire Part 1 and Questionnaire Part 2 are self-declarations, made by the bidder(s), that they do not meet any of the grounds for exclusion. If there are grounds for exclusion, there is an opportunity to explain the background and any measures that bidders have taken to rectify the situation (Self-cleaning).
- 4.2 The Contracting Authority require all of the organisations that the bidder relies upon to meet the evaluation criteria to provide a completed Questionnaire Part 1 and Questionnaire Part 2. An example of these organisations could be parent companies, affiliates, associates, or material sub-contractors, if they are relied upon to meet the evaluation criteria. This means that where a bidder is joining in a group of organisations, including joint ventures and partnerships, each organisation in that group must complete these self-declarations. Material sub-contractors that the bidder relies upon to meet the evaluation criteria must also complete a self-declaration (although sub-contractors that are not relied upon to meet the evaluation criteria do not need to complete the self-declaration).
- 4.3 Only one Questionnaire Part 1 and Questionnaire Part 2 can be completed on-line. Where additional Questionnaire Part 1 and Questionnaire Part 2 are required, these documents are available in Microsoft Word format within the ITT Documentation Pack (**ITT Document 10 SPD Questionnaire Part 1 and Part 2**) and can be downloaded and completed off-line and uploaded with your tender return.

5. Questionnaire Part 3

- 5.1 Questionnaire Part 3 **can only be completed on-line**, and this must be completed by the lead bidder on behalf of all organisations that the bidder relies on to meet the evaluation criteria. If bidding on behalf of a group (consortium) or there is an intention to use material sub-contractors, bidders should complete all of the

questions in Questionnaire Part 3 on behalf of the consortium and/or any material sub-contractors.

6. Attachments in Support of Responses

- 6.1 It is essential that bidders provide all attachments (clearly referenced to the appropriate question number) that are requested in support of their responses to Questionnaire Part 3; however, any attachments that have not been requested will not be evaluated. If there is a placeholder which has been set as mandatory and your response is 'not applicable', if there are no other options to select, you must submit a blank word document with the words 'NOT APPLICABLE' and save within the placeholder for this question. Please note: The e-Tendering portal In-tend does not accept files with the same name. Please ensure any files uploaded as part of your response/submission have a different file name.

7. Mandatory Exclusion Grounds

- 7.1 Bidders need to be aware that there are mandatory exclusion grounds that the Contracting Authority must adhere to when evaluating public procurements as per the PCR2015 Regulation 57 as follows:

7.1.1 Participation in a Criminal Organisation

Participation offence as defined by Section 45 of the Serious Crime Act 2015.

Conspiracy within the meaning of:

- Section 1 or 1A of the Criminal Law Act 1977; or
- Article 9 or 9A of the Criminal Attempts and Conspiracy (Northern Ireland) Order 1983; and
- Where that conspiracy relates to participation in a criminal organisation as defined in Article 2 of Council Framework Decision 2008/841/JHA on the fight against organised crime.

7.1.2 Corruption

Corruption within the meaning of Section 1(2) of the Public Bodies Corrupt Practices Act 1889 or Section 1 of the Prevention of Corruption Act 1906.

7.1.3 The Common Law Offence of Bribery

Bribery within the meaning of Sections 1, 2 or 6 of the Bribery Act 2010, or Section 113 of the Representation of the People Act 1983.

7.1.4 Terrorist Offences or Offences Linked to Terrorist Activities

Any offence:

- Listed in Section 41 of the Counter Terrorism Act 2008;
- Listed in schedule 2 to that Act where the court has determined that there is a terrorist connection; and
- Under Sections 44 to 46 of the Serious Crime Act 2007 which relates to an offence covered by the previous two points.

7.1.5 Money Laundering or Terrorist Financing

- Money laundering within the meaning of Sections 340(11) and 415 of the Proceeds of Crime Act 2002; and
- An offence in connection with the proceeds of criminal conduct within the meaning of Sections 93A, 93B or 93C of the Criminal Justice Act 1988 or article 45, 46 or 47 of the Proceeds of Crime (Northern Ireland) Order 1996.

7.1.6 Child Labour and Other Forms of Trafficking Human Beings

- An offence under Section 4 of the Asylum and Immigration (Treatment of Claimants etc.) Act 2004;
- An offence under Section 59A of the Sexual Offences Act 2003;
- An offence under Section 71 of the Coroners and Justice Act 2009;
- An offence in connection with the proceeds of drug trafficking within the meaning of Sections 49, 50, or 51 of the Drug Trafficking Act 1994; and
- An offence under Section 2 or Section 4 of the Modern Slavery Act 2015.

7.1.7 Non-payment of Tax and Social Security Contributions

- Breach of obligations relating to the payment of taxes or social security contributions that has been established by a judicial or administrative decision; and
- Where any tax returns submitted on or after 1 October 2012 has been found to be incorrect as a result of:
 - HMRC successfully challenging the potential supplier under the General Anti – Abuse Rule (GAAR) or the “Halifax” abuse principle; or
 - A tax authority in a jurisdiction in which the potential supplier is established successfully challenging it under any tax rules or legislation that have an effect equivalent or similar to the GAAR or “Halifax” abuse principle; and
 - A failure to notify, or failure of an avoidance scheme which the supplier is or was involved in, under the Disclosure of Tax Avoidance Scheme rules (DOTAS) or any equivalent or similar regime in a jurisdiction in which the supplier is established.

7.1.8 Other Offences

- Any other offence within the meaning of Article 57(1) of the Directive as defined by the law of any jurisdiction outside England, Wales, and Northern Ireland; and
- Any other offence within the meaning of Article 57(1) of the Directive created after 26 February 2015 in England, Wales, or Northern Ireland.

8. Discretionary Exclusions

8.1 The Contracting Authority has the option to decide on a case-by-case basis on whether a bidder should be excluded or not in relation to the discretionary exclusions as follows:

8.1.1 Obligations in the Field of Environment, Social and Labour Law

8.1.1.1 Where an organisation has violated applicable obligations in the fields of environmental, social and labour law established by national law, collective agreements or by the international environmental, social and labour law provisions listed in Annex X to the Directive (see copy at 10.1 below) as amended from time to time; including the following:

- Where the organisation or any of its Directors or Executive Officers has been in receipt of enforcement/remedial orders in relation to the Health and Safety Executive (or equivalent body) in the last three years;
- In the last three years, where the organisation has had a complaint upheld following an investigation by the Equality and Human Rights Commission or its predecessors (or a comparable body in any jurisdiction other than the UK), on grounds of alleged unlawful discrimination;
- In the last three years, where any finding of unlawful discrimination has been made against the organisation by an Employment Tribunal, an Employment Appeal Tribunal or any other court (or incomparable proceedings in any jurisdiction other than the UK);
- Where the organisation has been in breach of Section 15 of the Immigration, Asylum, and Nationality Act 2006;
- Where the organisation has a conviction under Section 21 of the Immigration, Asylum, and Nationality Act 2006;
- Where the organisation has been in breach of the National Minimum Wage Act 1998.

8.1.2 Bankruptcy, Insolvency

Bankrupt or is the subject of insolvency or winding-up proceedings where:

- The organisation's assets are being administered by a liquidator or by the court;

- It is in an arrangement with creditors; and
- Its business activities are suspended or it is in any analogous situation arising from a similar procedure under the laws and regulations of any State.

8.1.3 **Grave Professional Misconduct**

- Guilty of grave professional misconduct.

8.1.4 **Distortion of Competition**

- Entered into agreements with other economic operators aimed at distorting competition.

8.1.5 **Conflict of Interest**

- Aware of any conflict of interest within the meaning of Regulation 24 due to the participation in the procurement procedure; and
- Been involved in the preparation of the procurement procedure.

8.1.6 **Prior Performance Issues**

- Shown significant or persistent deficiencies in the performance of a substantive requirement under a prior public contract, a prior contract with a contracting entity, or a prior concession contract, which led to early termination of that prior contract, damages or other comparable sanctions.

8.1.7 **Misrepresentation and Undue Influence**

- The organisation has influenced the decision-making process of the Contracting Authority to obtain confidential information that may confer upon the organisation undue advantages in the procurement procedure, or to negligently provide misleading information that may have a material influence on decisions concerning exclusion, selection, or award.

9. **Additional Exclusion Grounds**

- 9.1 Breach of obligations relating to the payment of taxes or social security contributions.

10. **ANNEX X Extract from Public Procurement Directive 2014/24/EU**

- 10.1 List of International Social and Environmental Conventions Referred to in Article 18(2):

- ILO Convention 87 on Freedom of Association and the Protection of the Right to Organise;

- ILO Convention 98 on the Right to Organise and Collective Bargaining;
- ILO Convention 29 on Forced Labour;
- ILO Convention 105 on the Abolition of Forced Labour;
- ILO Convention 138 on Minimum Age;
- ILO Convention 111 on Discrimination (Employment and Occupation);
- ILO Convention 100 on Equal Remuneration;
- ILO Convention 182 on Worst Forms of Child Labour;
- Vienna Convention for the protection of the Ozone Layer and its Montreal Protocol on substances that deplete the Ozone Layer;
- Basel Convention on the Control of Transboundary Movements of Hazardous Wastes and their Disposal (Basel Convention);
- Stockholm Convention on Persistent Organic Pollutants (Stockholm POPs Convention); and
- Convention on the Prior Informed Consent Procedure for Certain Hazardous Chemicals and Pesticides in International Trade (UNEP/FAO) (The PIC Convention) Rotterdam, 10 September 1998, and its 3 regional Protocols.

11. Consequences of Misrepresentation

11.1 A serious misrepresentation which induces a Contracting Authority to enter into a contract may have the following consequences for the signatory that made the misrepresentation:

- The potential supplier may be excluded from bidding for contracts for three years, under Regulation 57(8)(h)(i) of the PCR2015;
- The Contracting Authority may sue the supplier for damages and may rescind the contract under the Misrepresentation Act 1967;
- If fraud, or fraudulent intent, can be proved, the potential supplier or the responsible officers of the potential supplier may be prosecuted and convicted of the offence of fraud by false representation under s.2 of the Fraud Act 2006, which can carry a sentence of up to 10 years or a fine (or both); and
- If there is a conviction, then the company must be excluded from procurement for five years under Regulation 57(1) of the PCR2015 (subject to self-cleaning).

12. Self-Cleaning

12.1 A bidder who has been excluded from public procurement can have the exclusion ended if they effectively “self-clean”.

12.1.1 Bidders are required to demonstrate that they have taken remedial action, to the satisfaction of the Contracting Authority in each case. In order for the evidence provided to be sufficient it must, as a minimum, prove the bidder has “self-cleaned” as follows:

- Paid or undertaken to pay compensation in respect of any damage caused by the criminal offence or misconduct;

- Clarified the facts and circumstances in a comprehensive manner by actively collaborating with the investigating authorities; and
- Taken concrete technical, organisational and personnel measures that are appropriate to prevent further criminal offences or misconduct.

12.1.2 The actions agreed on Deferred Prosecution Agreements (DPAs) may be submitted as evidence of self-cleaning and evaluated by the Contracting Authority as described below:

- The measures taken shall be evaluated taking into account the gravity and particular circumstances of the criminal offence or misconduct. If such evidence is considered by the Contracting Authority (whose decision will be final) as sufficient, the bidder shall be allowed to continue in the procurement process, however if the bidder cannot provide evidence of 'self-cleaning' that is acceptable to the Contracting Authority, they will be excluded from further participation in the procurement and provided with a statement of the reasons for that decision.

13. Responding to ITT

13.1 In accordance with Regulation 59 of the PCR2015 (SI 2015 No 102) the Contracting Authority will accept as preliminary evidence a completed and updated self-declaration Single Procurement Document (SPD), in Word/PDF format confirming that the relevant bidder(s) fulfil the following conditions:

13.1.1 Is not in one of the situations referred to in Regulation 57 in which economic operators shall or may be excluded;

13.1.2 Meets the relevant selection criteria that have been set out under Regulation 58; and

13.1.3 Where applicable, fulfils the objective rules and criteria that have been set out under Regulation 65.

13.2 Questionnaire Part 1 and Questionnaire Part 2 are an on-line questionnaire. The details of these questions, the question numbers, the question text, the response type required, and the scoring methodology for each question are as detailed in ITT Document 10.

13.3 Where the bidder relies on the capacities of other entities under Regulation 63, a separate Questionnaire Part 1 and Questionnaire Part 2 (ITT Document 10) shall be completed for each entity and fulfil the conditions referred to in 13.1.1, 13.1.2 and 13.1.3 above in respect of such entities.

13.4 The following information is a duplicate of the requirements within On-line Questionnaire Part 3 and details the question numbers, the question text, the response type required, and the scoring methodology for each question. This section requires the bidder to self-certify a number of requirements specific to this procurement. Bidders are required to answer all questions within the stated word count.

Questionnaire Part 3 - Tender Specific Questions (52 questions plus 24 Placeholders).			
Questions 1 to 71 are as detailed in Document 10.			
Please note: Please ensure where a question is accessible you respond to that question even if that response is Not applicable or N/A. Failure to respond to an accessible question will result in your tender failing.			
In the event of the submission being a collaborative submission and or utilisation of material sub-contractors please ensure that you answer all questions in Questionnaire Part 3 on behalf of all relevant organisations that will be relied upon to deliver the contract.			
Question No	Question	Response Requirement	Scoring Methodology
72	<p>The Contracting Authority must comply with Off-Payroll working in the public sector: reform of the intermediaries legislation details of which may be found on the HMRC website at: https://www.gov.uk/government/publications/off-payroll-working-in-the-public-sector-reform-of-the-intermediaries-legislation/off-payroll-working-in-the-public-sector-reform-of-the-intermediaries-legislation.</p> <p>Please confirm: You are classified as an IR35 supplier; You are providing for the supply of an IR35 via an agency arrangement; or Not applicable.</p> <p>Weighting: Pass/Fail</p> <p>Attachment Not Allowed</p>	Selection: Classified as an IR35 supplier; Providing for the supply of an IR35 via an agency arrangement; N.A	Classified as an IR35 supplier = Pass Providing for the supply of an IR35 via an agency arrangement = Pass Not applicable = Pass Failure to respond = Fail
73	<p>Please self-certify which of the following you have provided (Please note the following list is in order of preference).</p> <p>A) 2 years' audited financial accounts of the Bidder for the most recent two years</p>	Selection A B C D	A = Pass B = Pass C = Pass D = Pass E = Fail

	<p>of completed trading, including: (i) Profit & Loss Account; (ii) Balance Sheet; (iii) Cash Flow Statement; and (iv) all associated notes to the Accounts for each year. Where a Bidder is unable to provide final or audited accounts for the most recent year's completed trading due to the timing of the bid submission date, then it must provide draft unaudited accounts.</p> <p>B) If audited accounts are unavailable, then the most recent 2 years unaudited accounts of completed trading will be required and supported by an accountant's reference giving assurances that accounts have been maintained in accordance with applicable law and regulations and are therefore expected to represent a true and fair reflection of the Bidder's trading.</p> <p>C) Where a bidder does not have sufficient trading history to be able to provide the required information for two years, it must provide: (i) information for as many years as are available; (ii) forecast information in the same format to provide a consolidated two years' worth of information; and (iii) an explanation of why the historic information is not available for the full two years. Any forecast information provided will need to be supported by an accountant's reference.</p> <p>D) Where a Bidder has no previous trading history it must supply evidence of financial backing to support start-up costs and initial working capital. A Bidder must provide: (i) full details of such financial backing; (ii) a two-year business plan; and (iii) financial projections for two years in the same format as the financial accounts described above, prepared by, and supported by an accountant.</p>	E	Failure to respond = Fail
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	<p>E) None of the above.</p> <p><i>* Bidder should refer to ITT Schedule 6A: Financial Evaluation Criteria Handbook for acceptable financial information.</i></p> <p>Weighting: Pass/Fail</p> <p>Attachment Not Allowed (documents can be uploaded to the correct placeholder)</p>		
74	<p>Where there is a specified level of economic and financial standing within the evaluation criteria for this procurement, please self-certify by answering 'Yes' or 'No' that you meet or do not meet the requirements set out.</p> <p>A pass mark of 22 points (55%) is required to demonstrate acceptable economic and financial standing.</p> <p>Weighting: Pass/Fail</p> <p>Attachment Not Allowed</p>	Selection– Yes/No	<p>A pass mark of 22 points (50%) is required to demonstrate acceptable economic and financial standing</p> <p>Yes = Pass No = Fail Failure to respond = Fail</p>
75	<p>Is your organisation part of a group?</p> <p>Weighting: Pass/Fail</p> <p>Attachment Not Allowed</p>	Selection– Yes/No	<p>Yes = Pass No = Pass Failure to respond = Fail</p>
76	<p>If answered yes to question 75, please confirm if you could provide parent company accounts</p>	Selection- Yes/No/NA	<p>Yes = Pass No = Fail Failure to respond = Fail If answered no to question 75 N/A = Pass</p>
77	<p>If answered yes to question 75 would the parent company be willing to provide a guarantee if necessary?</p> <p>Weighting: Pass/Fail</p>	Selection – Yes/No/N/A	<p>Yes = Pass No = Fail (Subject to a 'yes' response at</p>

	Attachment Not Allowed		76) Failure to respond = Fail If answered no to question 75 N/A = Pass
78	Would you be able to obtain a guarantee elsewhere (e.g., from a bank, insurance broker)? Weighting: Pass/Fail Attachment Not Allowed	Selection- Yes/No/N/A	Yes = Pass No = Fail Failure to respond = Fail If answered yes to question 77 N/A = Pass
79	Please confirm consent for the Contracting Authority to obtain a third-party credit check Weighting: Pass/Fail Attachment Not Allowed	Selection- Yes/No	Yes = Pass No = Fail Failure to respond = Fail
80	Is it your intention to sub-contract any element of service delivery? Weighting: Pass/Fail Attachment Not Allowed	Selection- Yes/No	Yes = Pass No = Pass Failure to respond = Fail
81	Where you intend to sub-contract a proportion of the contract and/or service delivery, please detail how you have previously maintained healthy supply chains with your sub-contractor(s). The response should include as a minimum details of your supply chain management tracking systems to ensure performance of the contract and including prompt payment or membership of the UK Prompt Payment Code (or equivalent schemes in other EU countries). Weighting: Pass/Fail Attachment Allowed	Text Response	Full requested details provided = Pass Failure to respond = Fail If responded no to 80 N/A = Pass

<p>82</p>	<p>Requirements under Modern Slavery Act 2015</p> <p>Are you a relevant commercial organisation as defined by Section 54 ("Transparency in supply chains etc.") of the Modern Slavery Act 2015?</p> <p>Weighting: Pass/Fail</p> <p>Attachment Not Allowed</p>	<p>Selection- Yes/No</p>	<p>Yes = Pass No = Pass Failure to respond = Fail</p>
<p>83</p>	<p>Please provide the relevant URL to view the statement evidencing that you are compliant with the annual reporting requirements contained within Section 54 of the Modern Slavery Act 2015.</p> <p>Weighting: Pass/Fail</p> <p>Attachment Not Allowed</p>	<p>Text response</p>	<p>Compliant with the annual reporting requirements contained within Section 54 of the Modern Slavery Act 2015 = Pass</p> <p>Non-compliant with the annual reporting requirements contained within Section 54 of the Modern Slavery Act 2015 = Fail.</p> <p>Please note that the Contracting Authority will view the URL provided</p> <p>Failure to respond = Fail</p> <p>If responded no to 82 N/A = Pass</p>

<p>84</p>	<p>Insurance:</p> <p>Please confirm that if your submission is successful, you will obtain the appropriate levels of insurance cover in regards of:</p> <p>Employer’s (Compulsory) Liability Insurance; Public Liability Insurance; Product Liability Insurance; and Professional Indemnity Insurance.</p> <p>Insurance cover must be in place to allow you to deliver the required services as of the contract commencement date.</p> <p>*It is a legal requirement that all companies hold Employer’s (Compulsory) Liability Insurance of £5 million as a minimum.</p> <p>Please note this requirement is not applicable to Sole Traders.</p> <p>Weighting: Pass/Fail</p> <p>Attachment Not Allowed</p>	<p>Selection – Yes/ No</p>	<p>Yes = Pass No = Fail Failure to respond = Fail</p>
<p>85</p>	<p>Please confirm that you have or will have a valid ICO Data Protection Registration (including Freedom of Information) if it is necessary for this service.</p> <p>If you are a non-NHS organisation and are providing optician or pharmacy services then you are considered as a public authority within the scope of the Freedom of Information Act 2000 when directly providing NHS services, therefore your ICO Data Protection Registration must include registration for Freedom of Information.</p> <p>This does not apply to organisations which have been contracted by NHS trusts to perform specific services not related to optician or pharmacy services.</p> <p>For information regarding ICO Data Protection Registration:</p>	<p>Selection – Yes/No/N/A</p>	<p>Yes = Pass No = Fail Failure to respond = Fail N/A as not an NHS organisation = Pass</p>

	http://ico.org.uk/for_organisations/data_protection Weighting: Pass/Fail Attachment Not Allowed		
86	Please provide ICO Data Protection Registration details. Weighting: Pass / Fail Attachment Not Allowed	Text response	All requested details provided and answered yes to 85 = Pass Failure to respond = Fail Details not provided and answered yes to 85 = Fail
87	QUESTION NOT APPLICABLE	NOT APPLICABLE	NOT APPLICABLE
88	QUESTION NOT APPLICABLE	QUESTION NOT APPLICABLE	QUESTION NOT APPLICABLE
89	Please provide details of the Caldicott Guardian and the Senior Information Risk Owner (SIRO), who should both be at Board Level. Caldicott Guardian: Name: Position in organisation: Telephone number: Email address: Full correspondence address. Senior Information Risk Owner: Name: Position in organisation: Telephone number: Email address: Full correspondence address.	Text response	All requested details provided = Pass Failure to respond = Fail

	<p>If you have not identified individual(s) for either of the above responsibilities, please provide full details of how you will appoint to the positions before the contract commencement date.</p> <p>Weighting: Pass/Fail</p> <p>Attachment Not Allowed</p>		
90	<p>Please confirm that you have or will have an appropriate written health and safety policy/statement in place</p> <p>Weighting: Pass/Fail</p> <p>Attachment Not Allowed</p>	Selection – Yes/No	Yes = Pass No = Fail Failure to respond = Fail
91	<p>Please confirm that you do or will comply with all relevant legislation and codes of practice applicable in the UK and the EU relating to the provision of this service prior to the commencement of and during contract period for the delivery of the service.</p> <p>Weighting: Pass/Fail</p> <p>Attachment Not Allowed</p>	Selection – Yes/No	Yes = Pass No = Fail Failure to respond = Fail
92	<p>Please confirm that you have or will have a safeguarding policy for children and vulnerable adults.</p> <p>Weighting: Pass/Fail</p> <p>Attachment Not Allowed</p>	Selection – Yes/No	Yes = Pass No = Fail Failure to respond = Fail
93	<p>Please confirm that you have or will have all relevant registrations in place in order to provide this contract.</p> <p>Weighting: Pass/Fail</p> <p>Attachment Not Allowed</p>	Selection – Yes/No	Yes = Pass No = Fail Failure to respond = Fail
94	<p>Please confirm that you are committed to operating in accordance with the National Institute for Health & Care Excellence (NICE) guidelines applicable to this service.</p> <p>https://www.nice.org.uk/guidance</p> <p>Weighting: Pass/Fail</p>	Selection – Yes/No	Yes = Pass No = Fail Failure to respond = Fail

	Attachment Not Allowed		
95	<p>Please confirm that you will participate in regular audit(s) and work with the statutory commissioning body to agree annual audit plans.</p> <p>Weighting: Pass/Fail</p> <p>Attachment Not Allowed</p>	Selection – Yes/No	<p>Yes = Pass</p> <p>No = Fail</p> <p>Failure to respond = Fail</p>
96	<p>Please confirm that you understand and accept that if appointed your organisation will be required to accept the Terms and Conditions and be compliant with the contract as stated within the Invitation to Tender document specifically for this service provision.</p> <p>Weighting: Pass/Fail</p> <p>Attachment Not Allowed</p>	Selection – Yes/No	<p>Yes = Pass</p> <p>No = Fail</p> <p>Failure to respond = Fail</p>
97	<p>Please confirm that you have the following nominated individuals within your organisations in relation to:</p> <ul style="list-style-type: none"> • Information Governance Lead; • Accountable Emergency Officer; • Safeguarding lead; • Mental Capacity and Deprivation of Liberty lead; • Prevent Lead; • Freedom to speak up guidance; • Child Sexual exploitation; and • Competent Person for Health and Safety. <p>Weighting: Pass/Fail</p> <p>Attachment Not Allowed</p>	Selection – Yes/No	<p>Yes = Pass</p> <p>No = Fail</p> <p>Failure to respond = Fail</p>
98	<p>Please provide details on the leads stated in 97. This should include name and job title.</p> <p>Weighting Pass/Fail</p> <p>Attachment Not Allowed</p>	Text Response	<p>All requested details provided = Pass</p> <p>Failure to respond = Fail</p>

99	<p>Please confirm (if applicable) that your organisation currently has or will have an NHS Provider Licence.</p> <p>Weighting: Pass/Fail</p> <p>Attachment Not Allowed</p>	Selection – Yes/No/NA	<p>Yes = Pass</p> <p>No = Fail</p> <p>N/A = Pass</p> <p>Failure to respond = Fail</p>
100	<p>Please provide details on your NHS Provider Licence.</p> <p>Weighting Pass/Fail</p> <p>Attachment Not Allowed</p>	Text Response	<p>All requested details provided = Pass</p> <p>Failure to respond = Fail</p> <p>If responded N/A to question 99 N/A = Pass</p>
101	<p>Please confirm that that your organisation currently has or will have CQC registration.</p> <p>Weighting: Pass/Fail</p> <p>Attachment Not Allowed</p>	Selection – Yes/No/N/A	<p>Yes = Pass</p> <p>No = Fail</p> <p>N/A = Pass</p> <p>Failure to respond = Fail</p>
102	<p>Please provide details on your CQC registration including what services you are registered for.</p> <p>Weighting Pass/Fail</p> <p>Attachment not allowed</p>	Text Response	<p>All requested details provided = Pass</p> <p>Failure to respond = Fail</p> <p>If responded N/A to question 101 N/A = Pass</p>
103	<p>Please confirm that your organisation will adhere to the following;</p> <ul style="list-style-type: none"> • National/local guidance relating to clinical safety and medical emergencies; and • National/local guidance in relation to safe and effective prescribing and handling medicines. 	Selection – Yes/ No	<p>Yes = Pass</p> <p>No = Fail</p> <p>Failure to respond = Fail</p>

	Weighting: Pass/Fail Attachment Not Allowed		
104	<p>Please confirm that in relation to minimising the risk of Blood Borne Viruses (BBV) transmission to both patients and staff, the Bidder will comply with the following health clearance requirements for all clinical staff who will perform Exposure Prone Procedures (EPPs):</p> <ul style="list-style-type: none"> • Pre-employment BBV screening for all new clinical staff involved in EPP; and • Ongoing BBV screening of all clinical staff involved in EPPs. <p>Weighting: Pass/Fail Attachment Not Allowed</p>	Selection – Yes/No/N/A	Yes – Pass N/A - Pass No – Fail Failure to respond - Fail
105	<p>Have any of the following actions been brought against your organisation or any organisation that forms part of this tender?</p> <ul style="list-style-type: none"> • Contract terminated or suspended by the Contracting Authorities earlier than the original intended date; and / or • Contract not renewed due to failure to perform; and / or • Withdrawn from a contract prematurely • Litigation; and / or • Any enforcement notices served by any regulatory body. <p>Weighting: Pass/Fail Attachment Not Allowed</p>	Selection - Yes/No	Yes = Fail (Subject to satisfactory explanation in response to question 106) No = Pass Failure to respond - Fail
106	<p>Please detail any or all action taken to demonstrate your organisation or any organisation that forms part of this tender's reliability to rectify any issues identified at 105 (self- cleaning)</p> <p>Weighting: Pass/Fail Attachment Not Allowed</p>	Text response	Satisfactory information provided = Pass Unsatisfactory or no information provided = Fail Failure to respond = Fail.

			If answered no to question 105 N/A = Pass
107	<p>If the bidder considers that any of the information provided as part of the tender is commercially sensitive (meaning it could reasonably cause prejudice to the organisation if disclosed to a third party) then please detail the specific information and provide an explanation of why this information should be treated as commercially sensitive and for what period of time as this may be required for a Section 43 exemption of the Freedom of Information Act 2000. Bidders should note that the receipt by the Contracting Authority of any information marked “confidential” or “commercially sensitive” or equivalent does not mean that the Contracting Authority accept any duty of confidence by virtue of that marking, and that the Contracting Authority will have the final decision regarding the disclosure of any such information in response to a request for information in accordance with the requirements of the Freedom of Information Act 2000.</p> <p>Weighting: Not scored (for bidder use only)</p> <p>Attachment Not Allowed</p>	Text response	Not scored (for bidder use only)

Questionnaire Part 3 - Tender Questions

PLEASE NOTE: - Bidders should be aware that their responses to the following questions should take in to account the wider specification and not be limited to the questions alone. Bullet points listed in each question should be considered to support the Bidders overall answer.

Question No	Question	Response Requirement	Scoring Methodology
108	<p>CSD01 – Accessibility</p> <p>Please describe how you will deliver the service to ensure it is accessible to the population.</p>	Text Response	0 – 4 In accordance with Tender Questions

	<p>Your response should include -</p> <ul style="list-style-type: none"> • Management of Clinical Systems e.g. EMIS Web, including your approach to offering a range of appointment types and options for on-line services which are available to patients • Processes for advising patients on services available to them outside core hours • How you will manage 'on the day' demand for the whole population • The number of GP and nurse appointments, per 1,000 registered patients per week offered, including consultation times • The range of other staff that the population would have access to e.g. PCN Additional Roles • Your approach to home visits • Description of how you will actively engage with hard to reach (including housebound) patients • Your approach to continuity of care for the registered population • The systems and processes in place to continuously review and monitor access including non-attendance rates • How you plan to support Enhanced Access within the Primary Care Network (PCN) Contract DES <p>Maximum Word Count: 4,000 Weighting: 10% Attachment: Not Allowed</p>		<p>Evaluation Criteria as per the ITT Schedule 6 Tender Evaluation Criteria Handbook</p>
<p>109</p>	<p>CSD02 - Equity of Service and Equality</p> <p>Please describe how you will deliver the service in a way which will address the diverse needs of the local population taking into consideration the local varying demographics to ensure provision of a locally sensitive service.</p> <p>Your response should make reference to the following key areas:</p> <ul style="list-style-type: none"> • Compliance with the Public Sector Equality Duty Act 2010 regulations and standards. 	<p>Text Response</p>	<p>0 – 4 In accordance with Tender Questions Evaluation Criteria as per the ITT Schedule 6 Tender Evaluation Criteria Handbook</p>

	<ul style="list-style-type: none"> • How you would ensure the NHS Accessible Information Standards (AIS), April 2016 are met. How you have provided, or would provide, information in different formats to meet individual needs • How you will look to increase and promote the uptake of both local and national programmes including cancer screening, bowel screening and NHS Health checks, to help reduce health inequalities • How you would work with a population of patients with diverse needs including sensitivities to age, gender, ethnicity, religion, sexual orientation, disability, patients whose first language is not English and patients with a sensory impairment • Identification of the health needs and key public health challenges of the practice population and wider geographical area • Steps that should be taken to meet the needs of people with certain protected characteristics where these are different from the needs of other people <p>Maximum Word Count: 4,000 Weighting: 10%</p> <p>Attachment: Not Allowed</p>		
110	<p>CSD03 - Partnership Working, Integration & Collaboration</p> <p>Please describe how you will work collaboratively to deliver primary medical care at scale and to ensure effective and relevant partnership working with all stakeholders.</p> <p>Your response should include:</p> <ul style="list-style-type: none"> • Local practices • Primary Care Networks (PCNs) • Local hospitals and community health service providers • Local authority including social care. • Third Sector Organisations • Other primary care providers • Commissioner and commissioner support NHS England Improvement (NHSE/I) • Local Medical Committee (LMC) 	Text Response	0 – 4 In accordance with Tender Questions Evaluation Criteria as per the ITT Schedule 6 Tender Evaluation Criteria Handbook

	<ul style="list-style-type: none"> • Care Quality Commission (CQC) • Local Health and Social Care Partners • Local voluntary and community sector organisations • Integrated Care Boards <p>Maximum word Count: 2,500 Weighting: 6%</p> <p>Attachment: Not Allowed</p>		
111	<p>CSD04 - Clinical Governance</p> <p>Please describe and evidence how Clinical Governance will be core to the service and how incident reporting will be managed, with a focus on how learning will be implemented to achieve change.</p> <p>Your response should include, arrangements in place, i.e., systems/processes inclusive of policies and procedures to effectively manage all aspects of clinical governance, including Safety, Clinical Effectiveness and Experience of Care</p> <ul style="list-style-type: none"> • Managing patient complaints • Risk management systems / strategy • Infection Prevention Control procedures in the management of HCAs (Healthcare Associated Infections) • Compliance with National Reporting and Learning System (NRLS) / Patient Safety Incident Management System (PSIMS) • Safeguarding systems and procedures of both adults and children • Learning from Care Quality Commission (CQC) inspections • Reporting of adverse incidents • Implementation of evidence-based guidelines • Implementation, reporting and acting on patient safety alerts • Systems in place to ensure a safe and appropriate clinical environment, including infection control, clinical and non-clinical risk assessments and health and safety 	Text Response	0 – 4 In accordance with Tender Questions Evaluation Criteria as per the ITT Schedule 6 Tender Evaluation Criteria Handbook

	<ul style="list-style-type: none"> Processes and systems in place for reporting, investigating and managing incidents Systems in place to learn from incidents and how the learning would be shared with staff and other colleagues <p>Maximum word Count: 2,500 Weighting: 4%</p> <p>Attachment: Not Allowed</p>		
112	<p>CSD05 - Medicines Management</p> <p>Please describe the systems and processes that you will have in place to ensure safe and effective prescribing and medicines management.</p> <p>Responses should include,</p> <p>Monitoring of prescribing, including accuracy, output and prescriber development needs</p> <ul style="list-style-type: none"> How systems and processes are compliant with legislation and national and local guidelines and best practice including reporting mechanisms for medication errors, safe and secure handling of medicines, controlled drugs legislative requirements Approach to electronic prescribing Processes in place for robust repeat prescribing and medication reviews Collaborative working with Community Pharmacies How you would ensure safe use of medicines How you gain assurance regarding effective prescribing How you would deliver improved medicines management targets <p>Maximum word count: 2,500 Weighting: 4%</p> <p>Attachment: Not Allowed</p>	Text Response	0 – 4 In accordance with Tender Questions Evaluation Criteria as per the ITT Schedule 6 Tender Evaluation Criteria Handbook
113	<p>CSD06 – Referrals</p>	Text Response	0 – 4 In accordance with Tender

	<p>Please describe the systems and processes you will have in place to ensure effective management of referrals.</p> <p>Your response should include, how you will monitor referrals in respect of clinical appropriateness and local pathways and policies</p> <ul style="list-style-type: none"> • How you will work with local providers to support patients currently on waiting lists as a result of Covid-19 to ensure that patients in most need are appropriately prioritised, and all patients are supported in their care pathway • How you will monitor and manage attendances at local emergency and urgent care services • How you will work in partnership with relevant stakeholders to reduce unnecessary admissions for patients with Long Term Conditions (LTC) • How you will monitor usage and appropriateness of electronic referral systems e.g. eRS, including your patients' progress when referral has taken place • How you will implement systems to monitor and review referral data to address areas of unwarranted variation both on an individual practice and Primary Care Network level • How you intend to utilise the Advice and Guidance (A&G) facility within an electronic referral system, including Innovation in the use of systems such as A&G around a first approach to secondary care <p>Maximum word count: 2,500 Weighting: 5%</p> <p>Attachment: Not Allowed</p>		<p>Questions Evaluation Criteria as per the ITT Schedule 6 Tender Evaluation Criteria Handbook</p>
<p>114</p>	<p>CSD07 - Service Delivery / Business Continuity</p> <p>Please describe your approach to disaster recovery and business continuity as a provider and part of the whole pathway.</p> <p>This should include reviewing processes and outcomes following any instigation of the</p>	<p>Text Response</p>	<p>0 – 4 In accordance with Tender Questions Evaluation Criteria as per the ITT Schedule 6</p>

	<p>disaster recovery or business continuity plan, and how you would learn from such experiences.</p> <p>Responses should include,</p> <ul style="list-style-type: none"> • Fire or theft • Security • Cyber Attack • Severe weather • Staff shortage (including each staff group) • Expected Peaks in demand of service • Surge preparedness (unexpected peaks in service) • Major Incidents • Power failure • Pandemic outbreak, including Covid-19 • Loss of utility services e.g. gas, electricity, waste, telephone • Loss of IT services • Workforce, including how staffing gaps will be covered in the event of unexpected sickness or annual leave as well as peaks in demand from the service. <p>Maximum word count: 2,500 Weighting: 5%</p> <p>Mandatory Attachment: Business Continuity Plan</p>		Tender Evaluation Criteria Handbook
115	<p>CSD08 – Patient Involvement and Engagement</p> <p>Please describe the process of how you will engage and involve patients and carers in the development and delivery of this service</p> <p>Responses should include,</p> <ul style="list-style-type: none"> • Identify key patient groups • Engagement with the local community to identify needs (including hard to reach groups) • Undertaking continuing service user engagement • Implementing service development resulting from engagement and consultation exercises • Sharing information and decisions • Ensuring practice strategies dovetail with NHS England's strategy for patient engagement <p>Maximum word count: 1,000 Weighting: 4%</p>	Text Response	0 – 4 In accordance with Tender Questions Evaluation Criteria as per the ITT Schedule 6 Tender Evaluation Criteria Handbook

	Attachment: Not allowed		
116	<p>PM01 - Performance Management</p> <p>Please describe the process you would follow to ensure delivery of national and local quality schemes to improve patient outcomes, and how you will ensure the principle of continuous service improvement is embedded into everyday practice.</p> <p>Your response should include,</p> <ul style="list-style-type: none"> • How the practice team would work together in these areas • How you would address patient non-engagement • How you would learn and adapt when things don't go well • How you engage with the Primary Care Network (PCNs) to support this process • Policies to ensure that clinical staff will always have the necessary, training, qualifications, experience and current competence to undertake their clinical roles • Your systems for monitoring performance • How you would improve outcomes against the Quality and Outcomes Framework (QOF) and the PCN Impact and Investment Fund (IIF) • Peer review learning • Mechanisms to report any areas of escalation • Plans to improve any areas of underperformance • Approach to monitoring performance • The mechanisms that you will use to ensure continuous service improvement <p>Maximum word count: 2,000 Weighting: 5%</p> <p>Attachment: Not Allowed</p>	Text Response	0 – 4 In accordance with Tender Questions Evaluation Criteria as per the ITT Schedule 6 Tender Evaluation Criteria Handbook
117	<p>WF01 - Recruitment and Retention</p> <p>Please outline your approach to recruitment and retention to ensure sustainability of the workforce, and appropriate mix of skills to</p>	Text Response	0 – 4 In accordance with Tender Questions

	<p>meet the needs of patients from the contract start date, including your approach to clinical and non-clinical supervision and training.</p> <p>Your response should include, Recruitment and workforce strategy and implementation plans</p> <ul style="list-style-type: none"> • Workforce plan to meet contract requirements • Recruitment and induction processes • Locums and agency staffing utilisation plans • Workforce Race Equality Monitoring standards • Compliance with current legislation, Disclosure and Barring Service (DBS) checks, HR support mechanisms / staff management policy / NHS employer pre-employment checks and NHS agency framework • Development of leadership capability/attributes • Ensuring individual performance supports delivery of the highest quality of service • Demonstration of clear appropriate professional leadership and supervision • Leadership, supervision and escalation procedures • Support available for staff wellbeing <p>Maximum word count: 2,000 Weighting: 5%</p> <p>Attachment Allowed: Recruitment and workforce strategy/plans and Recruitment and Induction procedures.</p>		<p>Evaluation Criteria as per the ITT Schedule 6 Tender Evaluation Criteria Handbook</p>
<p>118</p>	<p>WF02 – Organisational Structure</p> <p>Please outline your proposed full organisational structure for delivery of this service. This should include working patterns, use of agency staff, rationale for skill mix, evidence of linking service delivery with the service requirements and staffing allocation.</p> <p>Your response should include: -</p>	<p>Text Response</p>	<p>0 – 4 In accordance with Tender Questions Evaluation Criteria as per the ITT Schedule 6 Tender Evaluation</p>

	<ul style="list-style-type: none"> • Organisation chart with clear lines of accountability and leadership for the delivery of this contract • Your approach that promotes skill mix within the primary care team e.g. utilisation of different roles such as Clinical Pharmacists, Advanced Nurse Practitioners (ANP) and non-clinical staffing, application of new models of care etc. • Skill set profile; including evidence that clinical roles meet General Medical Council (GMC) requirements • Planned working patterns for this service to ensure full staff complement during contract hours • Staff ratio to manage demand • Use of external contractors/consultants • Evidence of linking service delivery with the service requirements and staffing allocation • Steps taken to measure success of the organisational structure; and • Agile working / flexible working. <p><u>Responses in this section will be cross referenced with the staffing model submitted in the FMT to ensure consistency</u></p> <p>Please note: any personal data MUST be removed before providing any evidence and include the non-recurrent cost of any TUPE implications within staff costs on the FMT Template</p> <p>Maximum word count: 2,000 Weighting: 5%</p> <p>Mandatory Attachment: Organisational Chart to include identification of existing roles, if appropriate, within your organisation who would be dedicated to this service</p>		Criteria Handbook
119	<p>IMT01 - IT Systems</p> <p>Please provide details of the IM&T technical infrastructure you intend to use to support the administrative and clinical systems to deliver the Service.</p>	Text Response	0 – 4 In accordance with Tender Questions Evaluation Criteria as per

	<p><i>Describe how you will utilise approved technologies to deliver and monitor the service and identify the IT systems that you will use to deliver and manage this service (clinical and administrative) and describe how these systems will support management of urgent care in Primary Care.</i></p> <p>Your response should include,</p> <p>Your approach to back-ups, particularly business systems</p> <ul style="list-style-type: none"> • Infrastructure security including desktop and laptop data loss prevention • How you will manage IT systems operationally on a daily basis, including IT business continuity, security, data quality and systems issues • Delivery and utilisation of national requirements such as Electronic Prescription Service (EPS), E- Referrals Service (e-RS), patient online access • Using technology to communicate and listen to feedback from patients to improve patient experience • Demonstrate how you will use IM&T to meet obligations under the Accessible Information Standard • Appointment bookings / scheduling etc. • Clinical coding • Mobile GP access to clinical records for home visits • Onward and processing of referrals • Activity reports <p>Maximum word count: 2,000 Weighting: 5%</p> <p>Attachments: Not Allowed</p>		<p>the ITT Schedule 6 Tender Evaluation Criteria Handbook</p>
<p>120</p>	<p>IMT02: Information Governance</p> <p>Please describe your approach to Information Governance, confidentiality and data protection assurance including demonstrating compliance with the UK General Data Protection Regulations.</p>	<p>Text Response</p>	<p>0 – 4 In accordance with Tender Questions Evaluation Criteria as per the ITT</p>

	<p>Your response should detail the following considerations: -</p> <ul style="list-style-type: none"> • Senior ownership of data security and protection within the Organisation; • Confidentiality and data protection Assurance; • Policies and procedures; • Staff awareness and training; • Operational management; • Statutory obligations; • Information security assurance; • Clinical information assurance; • Records management; • Information asset management and assurance; • Data quality; • Information incident management; • Information risk management. <p>The Data and Protection Toolkit is an online NHS Digital self-assessment tool that allows organisations to measure their performance against the National Data Guardian's 10 data security standards. Please refer to www.dsptoolkit.nhs.uk for more information about the DSP Toolkit.</p> <p>All organisations that have access to NHS patient data and systems MUST use this toolkit to provide assurance that they are practising good data security and that personal information is handled correctly. Bidders must therefore confirm and evidence that:</p> <ul style="list-style-type: none"> • They are registered with the Data Security and Protection Toolkit; • They can evidence and demonstrate that you have completed an initial assessment of your compliance with the DSP Toolkit assertions and (mandatory) evidence items and • Where they are non-compliant, what actions are in place to secure compliance and the latest date by which this will be achieved. <p>Maximum word count: 2,000 Weighting: 5%</p>		<p>Schedule 6 Tender Evaluation Criteria Handbook</p>
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	Attachments: Allowed – Evidence of DSP Toolkit		
121	<p>MB01 - Mobilisation Plan Please describe how you will implement your mobilisation plan within the timescale available highlighting priority areas and actions proposed alongside keys risks and how these will be mitigated. To support your response please provide a detailed mobilisation plan which includes key tasks and milestones on a week-by-week basis which will be completed during and post mobilisation period to deliver the services in accordance with the contract.</p> <p>The plan must set out the actions associated with mobilising the service segmented into the work-streams including:</p> <ul style="list-style-type: none"> • Facilities management arrangements for premises • Risk management and contingencies • Stakeholder Engagement including communications plan • Training and Organisational Development • Equipment and Information, Management and Technology management • Finance • Quality assurance • Workforce, including TUPE / recruitment • Process and service readiness tests • Outputs and outcomes monitoring • Exit strategy <p>Maximum word count: 2,000 Weighting: 5%</p> <p>Mandatory Attachments: Week by week Mobilisation Plan -</p>	Text Response	0 – 4 In accordance with Tender Questions Evaluation Criteria as per the ITT Schedule 6 Tender Evaluation Criteria Handbook
122	<p>SV01 – Wellbeing – Improve Health and Wellbeing SV Theme 5: Wellbeing MAC Criteria – MAC 7.1 and MAC 7.2 Please refer to the Social Value Model Guidance when answering this question.</p>	Text Response	0 – 4 In accordance with Tender Questions Evaluation Criteria as per the ITT

	<p>Your response to this question must include the criteria as set within the Model Award Criteria below:</p> <p>MAC 7.1: Demonstrate action to support health and wellbeing, including physical and mental health in the contract workforce</p> <p>MAC 7.2: Influence staff, suppliers, customer and communities thought the delivery of the contract to support health and wellbeing, including physical and mental health</p> <p>Using a maximum of 2,000 characters describe the commitment your organisation will make to ensure that opportunities under the contract deliver the Policy Outcome and Award Criteria.</p> <p>You must include your 'Method Statement' stating how you will achieve this and how your commitment meets the Award Criteria.</p> <p>You must also include a timed project plan and process, including how you will implement your commitment and by when. Also, how you will monitor, measure and report on your commitments / the impact of your proposals.</p> <p>You should include, but not be limited to:</p> <ul style="list-style-type: none"> • Timed action plan • Use of metrics • Tools / processes used to gather data • Reporting • Feedback and improvement • Transparency <p>Maximum word count: 2,000 Weighting: 5%</p> <p>Mandatory Attachments: Method statement and timed action plan</p>		Schedule 6 Tender Evaluation Criteria Handbook
123	<p>SV02 – Improve Community Integration SV Theme 5: Wellbeing MAC Criteria – MAC 8.1 and MAC 8.2</p> <p>Please refer to the Social Value Model Guidance when answering this question.</p> <p>Your response to this question must include the criteria as set within the Model Award Criteria below:</p> <p>MAC 8.1: Demonstrate collaboration with users and communities in the co-design and delivery of the contract to support strong integrated communities.</p>	Text Response	0 – 4 In accordance with Tender Questions Evaluation Criteria as per the ITT Schedule 6 Tender Evaluation

	<p>MAC 8.2: Influence staff, suppliers, customer and communities thought the delivery of the contract to support strong, integrated communities</p> <p>Using a Maximum number of 2,000 words describe the commitment your organisation will make to ensure that the opportunities will make under the contract will deliver the Policy Outcome and Award Criteria.</p> <p>You must include your 'method statement' stating how you will achieve this and how your commitment to deliver any / all of the following benefits through the contract.</p> <p>You must also include a timed project plan and process, including how you will implement your commitment and by when. Also, how you will monitor, measure and report on your commitments / the impact of your proposals. You should include, but not be limited to:</p> <ul style="list-style-type: none"> • Timed action plan • use of metrics • tools/processes used to gather data • reporting • feedback and improvement • transparency <p>Maximum word count: 2,000 Weighting: 5% Mandatory Attachments: Method statement and timed action plan</p> <p>The following links will help with responding to the Social Value section.</p> <p>https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/940828/Social-Value-Model-Quick-Reference-Table-Edn-1.1-3-Dec-20.pdf</p> <p>https://www.gov.uk/government/publications/procurement-policy-note-0620-taking-account-of-social-value-in-the-award-of-central-government-contracts</p>		Criteria Handbook
124	SV03 - Social Value – Carbon Net Zero	Text Response	0 – 4

	<p>Social Value Theme: Fighting Climate Change</p> <p>Please outline your organisations Net Zero policy you may also include reference to other social values in your response, please reference: - Social impacts and benefits - Economic impact and benefits; and - Environmental impacts and benefits Note: The Social Value Act (2012) states that if a relevant authority proposes to procure or make arrangements for procuring the provision of services by entering into a public services contract, the authority must consider how what proposed might improve the economic, social and environmental well-being of the relevant area, and how, in conducting the process of procurement, it might act with a view to securing that improvement. (See link: http://www.legislation.gov.uk/ukpga/2012/3/enacted). Greener Practice (https://www.greenerpractice.co.uk/) and their associated networks (WhatsApp groups) building a community of sustainability leaders across primary care. SEE Sustainability (https://seesustainability.co.uk/) leading on carbon literacy for primary care and have developed a free General practice non-clinical carbon calculator (https://www.gpcarbon.org/#/)</p> <p>Weighting 2% Word Count 500 No Attachments Allowed</p>		<p>In accordance with Tender Questions Evaluation Criteria as per the ITT Schedule 6 Tender Evaluation Criteria Handbook</p>
125	FMT01 – Cash Flow		
126	<p>Declaration:</p> <p>I declare that to the best of my knowledge the answers submitted, and information contained in this Questionnaire Part 3 are correct and accurate.</p> <p>I declare that, upon request and without delay I will provide the certificates or documentary evidence referred to in this Questionnaire Part 3.</p> <p>I understand that the information will be used in the selection process to assess my</p>	<p>Selection Yes/No</p>	<p>Yes = Pass No = Fail Failure to respond = Fail</p>

	<p>organisation's suitability to be invited and/or to participate further in this procurement.</p> <p>I understand that the Contracting Authority may reject this submission in its entirety if there is a failure to answer all the relevant questions fully, or if false/misleading information or content is provided in any section.</p> <p>I am aware of the consequences of serious misrepresentation.</p> <p>Attachment Not Allowed</p>		
127	<p>Contact Details:</p> <p>Provide full details of the person making the above declaration:</p> <p>Contact name: Name of organisation: Role in organisation: Phone number: E-mail address: Postal address: Date of declaration:</p> <p>Weighting: Pass/Fail</p> <p>Attachment Not Allowed</p>	Text response	<p>All requested details provided = Pass</p> <p>All requested details not provided = Fail</p> <p>Failure to respond = Fail</p>

Document Placeholders

Please note: The following attachments need to be uploaded to the relevant placeholder within the e-Tendering portal, failure to do so will result in your tender failing.

If there is a placeholder which has been set as mandatory and your response is 'not applicable', if there are no other options to select, you must submit a blank word document with the words 'NOT APPLICABLE' and upload to the placeholder for this question.

Bidders are advised that only single documents can be uploaded to one individual placeholder. As such, where multiple documents are required to be uploaded as supporting information, this should be compressed into a zip file and uploaded to the relevant placeholder.

Question	Response Requirement	Scoring Methodology
<p>SPD Part 1 and Part 2 attachment Placeholder If you have selected current and completed SPD Questionnaire Part 1 and Questionnaire Part 2 as a response to question 1. You will be required to upload your completed SPD Questionnaire Part 1 and Questionnaire Part 2 to the correct placeholder. Please Note: Your completed SPD should be in Word/PDF format to allow the Contracting Authority to evaluate it. Attachment Allowed Weighting Pass/Fail</p>	File Attachment	SPD Questionnaire Part 1 and Questionnaire Part 2 will be scored as per ITT Schedule 6 Tender Evaluation Criteria Handbook and ITT Schedule 6a Financial Evaluation Criteria Handbook
<p>Group/Consortia SPD Part 1 and Part 2 attachment Placeholder As requested in question 22, if you have completed SPD Questionnaire Part 1 and Questionnaire Part 2 for additional group/consortia members please upload them here. Please Note: Any completed SPD should be in Word/PDF format to allow the Contracting Authority to evaluate it. Attachment Allowed Weighting Pass/Fail</p>	File Attachment	SPD Questionnaire Part 1 and Questionnaire Part 2 will be scored as per ITT Schedule 6 Tender Evaluation Criteria Handbook and ITT Schedule 6a Financial Evaluation Criteria Handbook
<p>Material Subcontractor SPD Part 1 and Part 2 attachment Placeholder As requested in question 24, If you have completed SPD Questionnaire Part 1 and Questionnaire Part 2 for additional material sub-contractors upload them to the correct here. Please Note: Any completed SPD should be in Word/PDF format to allow the Contracting Authority to evaluate it. Attachment Allowed Weighting Pass/Fail</p>	File Attachment	SPD Questionnaire Part 1 and Questionnaire Part 2 will be scored as per ITT Schedule 6 Tender Evaluation Criteria Handbook and ITT Schedule 6a Financial

		Evaluation Criteria Handbook
Please note: The following attachments need to be uploaded to the correct place holder within the e-Tendering portal. Failure to do so will result in your tender failing.		
<p>Financial Information attachment Placeholder</p> <p>Bidders must upload copies of the financial information they have selected in Question 73 at the relevant placeholders.</p> <p>Weighting: Pass/Fail</p> <p>Attachment Allowed</p>	File Attachment	<p>Financial Information Uploaded = Pass</p> <p>Financial Information not uploaded = Fail</p>
<p>Parent Company Accounts Attachment Placeholder</p> <p>If bidders answer yes to Question 75, they must upload a copy of their parent company accounts to the relevant placeholder. The accounts provided must be line with the requirements detailed in Q73.</p> <p>Weighting: Pass/Fail</p> <p>Attachment Allowed</p>	File Attachment	<p>Accounts uploaded = Pass</p> <p>Failure to respond = Fail</p> <p>N/A = Pass</p>
<p>Parent Company Guarantee Attachment Placeholder</p> <p>If bidders answer yes to Question, they must upload a parent company guarantee to the relevant placeholder.</p> <p>Weighting: Pass/Fail</p> <p>Attachment Allowed</p>	File Attachment	<p>Guarantee uploaded = Pass</p> <p>Guarantee not uploaded and stated no to question 76 = Pass</p>
<p>Maintaining Healthy Supply Chains Evidence Placeholder</p> <p>If bidders answer yes to Question 80, they must upload the evidence, as required in response to question 81, to the relevant placeholder.</p> <p>Weighting: Pass/Fail</p> <p>Attachment Allowed</p>	File Attachment	<p>Full requested details provided = Pass</p> <p>Failure to respond = Fail</p>

<p>Health and Safety Policy/Statement attachment Placeholder</p> <p>If bidders answer yes to Question 90, they must upload their written health and safety policy/statement to the relevant placeholder.</p> <p>Weighting Pass/Fail Attachment Allowed</p>	File Attachment	All requested details provided = Pass Failure to respond = Fail
<p>Safeguarding Policy Attachment Placeholder</p> <p>If bidders answered yes to Question 92, they must upload their safeguarding policy for children and vulnerable adults to the relevant placeholder.</p> <p>Weighting Pass/Fail Attachment Allowed</p>	File Attachment	All requested details provided = Pass Failure to respond = Fail
ITT Document 1 - Declaration Placeholder	File Attachment	All requested details provided = Pass Failure to respond = Fail
ITT Document 2 - Form of Tender Placeholder	File Attachment	All requested details provided = Pass Failure to respond = Fail
ITT Document 3 - Conflict of Interest Placeholder	File Attachment	All requested details provided = Pass Failure to respond = Fail
ITT Document 4 – Confirmation of Questionnaire Declarations Placeholder	File Attachment	All requested details provided = Pass Failure to respond = Fail

ITT Document 8 – Financial Model Template (FMT) Placeholder	File Attachment	All requested details provided = Pass Failure to respond = Fail
ITT Document 9 – Bankers Reference Placeholder	File Attachment	All requested details provided = Pass Failure to respond = Fail N/A = Pass
ITT Document 10 - SPD Questionnaire Part 1 and Questionnaire Part 2 - Placeholder	File Attachment	All requested details provided = Pass Failure to respond = Fail
ITT Document 11 - Deed of Indemnity given by a Parent Company - Placeholder	File Attachment	All requested details provided = Pass Failure to respond = Fail N/A = Pass
ITT Document 6 – Technical Question CSD07 – Mandatory Attachment - Business Continuity Plan	File Attachment	As per the ITT Schedule 6 Tender Evaluation Criteria Handbook
ITT Document 6 – Technical Question WF01 – Attachment Allowed. Recruitment and workforce strategy/plans and Recruitment and Induction procedures.	File Attachment	As per the ITT Schedule 6 Tender Evaluation Criteria Handbook
ITT Document 6 – Technical Question WF02 – Mandatory Attachment: Organisational Chart to include identification of existing roles, if appropriate, within your organisation who would be dedicated to this service	File Attachment	As per the ITT Schedule 6 Tender Evaluation

		Criteria Handbook
ITT Document 6 – Technical Question IMT02 – Attachments: Allowed – Evidence of DSP Toolkit	File Attachment	As per the ITT Schedule 6 Tender Evaluation Criteria Handbook
ITT Document 6 – Technical Question MB01 – Mandatory Attachments: Week by week Mobilisation Plan	File Attachment	As per the ITT Schedule 6 Tender Evaluation Criteria Handbook
SV01 - Method statement and timed action plan	File Attachment	As per the ITT Schedule 6 Tender Evaluation Criteria Handbook
SV02 - Method statement and timed action plan	File Attachment	As per the ITT Schedule 6 Tender Evaluation Criteria Handbook

14. Evaluation Model

14.1 The evaluation model seeks to identify the most economically advantageous tender, which is interpreted as the highest combined quality and financial scores from the evaluated tenders. The Evaluation Weightings table details the individual and overall evaluation weightings applied to each question/section for this procurement.

14.2 The evaluation process is made up of three stages as detailed below (please also see Diagram 1):

Stage 1 – Compliance

14.3 The information supplied in the tender response by each bidder will be reviewed for completeness and compliance with the requirements of the ITT. The preliminary compliance review will check that bidders:

- Have included all documents as requested and answered all questions (or explained satisfactorily if considered not applicable) in response to the Single Procurement Document (SPD) Questionnaires Part 1, Questionnaire Part 2, and Questionnaire Part 3;

- Have submitted a tender price that is within the specified annual affordability threshold of £829,157 excluding transitional funding

14.4 Where a tender response is identified as being non-compliant within the specified compliance criteria of Stage 1, the bidder will fail and will take no further part in the evaluation process and will not be awarded a contract.

Stage 2 Capability and Capacity

14.5 This stage will evaluate the detailed tender solutions to the service-specific questions and the detailed financial evaluation of ITT Document 8 Financial Model Template (FMT) as outlined in ITT Schedule 6a Financial Evaluation Criteria Handbook, and bidders must:

- Have the necessary resources and core competencies available to them to undertake the contract; and
- Achieve a minimum of 50% from the 90% i.e. 45% for non-finance related criteria (quality) in response to Questionnaire 3, the Contracting Authority will not award a contract to any bidder who does not achieve this minimum score.

14.6 Where a tender response is identified as being non-compliant with the specified compliance criteria of Stage 2, the bidder will not be awarded a contract by the Contracting Authority.

14.7 In the event that two or more bidders achieve the same combined score, the bidder with the highest overall quality score will recommended bidder be as the most economically advantageous tender. In the event that two or more bidders still achieve the same score the rule will be applied to the highest weighted macro section, Service Delivery. In the event that two or more bidders score the same score in the Service Delivery section the rule will be applied as follows:

Macro Sections:

- Workforce
- Information Governance
- Mobilisation
- Performance Management
- Social Value

Stage 3 - Economic and Financial Standing of the Highest Scoring Bidder Scoring of Capability and Capacity Financial Assessment – Due Diligence for Highest Scoring Bidder(s) only

14.8 This stage validates the self-certification statements and evidence provided by the Highest Scoring Bidder.

14.9 To be awarded a contract the Highest Scoring Bidder must:

- Achieve a minimum score of 55% (22 points) from a possible 100% (40 points) to demonstrate the required level of economic and financial standing; and
- Provide all necessary evidence in support of all statements in accordance with the stated criteria and the tender submitted.

14.10 Where the Highest Scoring Bidder has not provided the necessary evidence to support the statements within the stated criteria and the submitted tender and / or does not achieve the required minimum score of 55% (22 points) for economic and financial standing the Highest Scoring Bidder will not be awarded a contract.

14.11 In a case where the Highest Scoring Bidder has been excluded from the tender process, the next highest scoring compliant bidder will be assessed for compliance with Stage 3. Where the next highest scoring compliant bidder fails any aspect of Stage 3 evaluation the next highest scoring compliant bidder will be assessed and so on.

14.12 The bidder who achieve the highest score and pass all the criteria for stages 1, 2 and 3 will be put forward as the Recommended Bidder.

Evaluation and Validation Process / Stages

Self-declaration documents e.g., financial statements / health and safety policy etc. will only be validated for the highest scoring bidder (see stage 3). Note: It is the responsibility of all bidders to ensure that the information within the SPD is up to date. All bidders must ensure that their evidence is submitted by the tender deadline.

Bids are completed and submitted by the required deadline as outlined within the ITT documents



STAGE 1 – Compliance **Submitted bids are checked for completeness ensuring:**

- All documents as requested have been uploaded to the e-Tendering portal
- All questions in the Single Procurement Document (SPD) have been answered
- Bidders have included costs within the available financial threshold (if appropriate)
- Financial statements are not assessed at this stage and only the highest scoring bidder from stage 2 has the full financial validation check at stage 3



STAGE 2 – Capability and Capacity

Bids are evaluated by the identified service specific evaluators for Most Economically Advantageous Tender (MEAT) and also evaluation of ITT Document 8 Financial Model Template (FMT) as outlined in ITT Schedule 6a Financial Evaluation Criteria Handbook.

Bidders must:

- Have the necessary resources to undertake the contract
- Achieve a minimum % requirement as outlined within the ITT documents (*i.e. a minimum of 50% from the 90% for non-finance related criteria. Therefore 50% of the 90% requires a minimum score of 45% to proceed.*) If this is required but not achieved the bidder will not be awarded a contract
- Note: No feedback is given to bidders at this stage of the procurement process in relation to scores



STAGE 3 – Economic and Financial Standing of the Highest Scoring Bidder Scoring of Capability and Capacity Financial Assessment – Due Diligence for Highest Scoring Bidder(s) only

Evidence from self-certifications (stage 1) will be validated at this stage (stage 3) for the highest scoring bidder only, however all bidders must ensure they submit the evidence by the tender deadline.

- The financial statements of the bidder with the highest combined score identified at stage 2 will be validated to ensure that the bidder meets the requirements as set out in the ITT
- If the highest scoring bidder fails the financial assessment (the financial statements) or any of the requirements for validation as outlined in schedule 9 of the ITT at this stage, the bidder with the second highest score will be assessed and so on
- Bidders will not be informed until the highest scoring bidder has met the financial requirements and evidence verification from stage 1 as required. After this stage the Recommended Bidder will be identified following approval from the Contracting Authority and the intention to award will commence.

14.13 Each quality question is scored as stated in the **Questionnaire Part 3 Scoring Methodology** and is evaluated against the Evaluation Criteria as stated in the table - Tender Questions Evaluation Criteria.

Tender Questions Evaluation Criteria

Grade Label	Value	Definition of Grade
Excellent	4 = 100%	Excellent, addresses all issues raised and/or a thorough understanding of the requirements. The response is very detailed and well evidenced and is of a quality and level of understanding that provides certainty of delivery and permits full contractual reliance (where applicable). Fully identifies any system/stakeholder benefits with strong evidence /rationale.
High Degree of Confidence	3 = 75%	High degree of confidence in the bidder's ability to do what is stated through a thorough and detailed understanding of what is being requested. Responses demonstrate that the bidder can do what they say they will; translates well into contractual terms (where applicable). Responses are detailed and supported by evidence as appropriate. Potential system/stakeholder benefits described with evidence/rationale.
Meets Requirements	2 = 50%	The bidder understands the issues and requirements and addresses them appropriately with sufficient information, but lacking reliable substance so as to suggest more of a "model answer" than a true commitment, and so only some confidence that the bidder will be able to deliver in line with expectations. Potential system/stakeholder benefits may be described but with limited evidence or rationale.
Low Degree of Confidence	1 = 25%	Some misunderstandings by the bidder and limited on relevant information, detail, and evidence. Does not provide sufficient confidence that bidder can fulfil or meet the requirements in line with expectations.
No Relevant Information	0 = 0%	No or minimal relevant information and/or refusal to deliver requirements.

Bid response question and weighting

Evaluation Weightings

	Section	Question Ref.	Micro Weighting %	Macro Weighting %
Quality	Section 1 Service Delivery	CSD01	10	48
		CSD02	10	
		CSD03	6	
		CSD04	4	
		CSD05	4	
		CSD06	5	
		CSD07		
		CSD08	4	
	Section 2 Performance Management	PM01	5	5
	Section 3 Workforce	WF01	5	10
		WF02	5	
	Section 4 Information Governance	IMT01	5	10
		IMT02	5	
	Section 5 Mobilisation	MB01	5	5
Section 8 Social Value	SV01	5	12	
	SV02	5		
	SV03	2		
Total Quality				90
Finance	Cash flow	FMT01	10	10
	Sub-total for Finance			10
Grand Total				100

14.14 Each question will be evaluated and given a score as per the evaluation criteria above. Each question has been assigned a specific weighting (micro weighting). The scores for each question will then be added together and a weighted score will be calculated, using the following formula;

For example, if a bidder scores 3 (75%) for a question out of a possible score of 4 (100%) which is weighted at 10% (micro weighting), the score would be calculated as follows:

Weighted Score =
(Score Achieved ÷ Maximum Possible Score) x Sub-Criteria Weighting

Therefore;
Example Weighted Score = $(3 \div 4) \times 10 = 7.5\%$

15. ITT Document 8 Financial Model Template - Evaluation Criteria

- 15.1 For evaluation of the Financial Model Template please see ITT Schedule 6a Financial Evaluation Criteria Handbook.
- 15.2 For evaluation of the Economic and Financial Standing (of the Highest Scoring Bidder only) please see ITT Schedule 6a Financial Evaluation Criteria Handbook.

16. Summary

- 16.1 The scores of the financial evaluation will be added to the scores awarded against the non-financial criteria (quality scores) to provide an overall combined quality and financial score.
- 16.2 The recommended bidder will be the bidder who has passed each stage of the process and has submitted the Most Economically Advantageous Tender (MEAT) by scoring the highest overall combined quality/cost score which will have been evaluated against the published evaluation criteria.

Invitation to Tender Schedule 6a

Financial Evaluation Criteria Handbook

ITT SCHEDULE 6a: FINANCIAL EVALUATION CRITERIA HANDBOOK

1.0 The Model

This Financial Model Handbook (FMH) is intended to be used in conjunction with the Financial Model Template (FMT) which will be issued to Bidders for completion.

The FMT consists of a series of worksheets which will allow the Bidder to input data. This will allow NHS Lancashire and South Cumbria Integrated Care Board; (the ICB); to assess the “Value for Money” of the bid and to take a view as to the Bidders capacity and long term sustainability.

This FMH also details how the financial evaluation of each Bid will be undertaken.

2.0 Model Instructions

All Bidders must complete the FMT in full to ensure a Compliant Bid. Failure to do so could result in a non-Compliant bid and elimination as a potential Bidder.

3.0 Model Structure

The FMT provided to the Bidders has been prepared in Microsoft Office 365 and Bidders are requested to save their electronic submission copy under this version or in a lower version of Excel.

The FMT is a single Excel workbook with a number of worksheets. Each worksheet, its purpose, and the methodology as to its completion, is detailed within the FMH.

Bidder input requirements are indicated by the cells highlighted in yellow. When entered, the data input by the bidder will automatically feed through to the Financial Summary sheet and the Cashflow sheet.

The FMT is designed to reflect a contract term of ten years plus an optional five year extension. Please note bidders are required to complete the FMT for the full contract term and the optional extension.

All financial values to be input to the model and / or provided by the Commissioner are in real terms i.e. no inflation is included and therefore financial values are at 2022/23 values.

NHS England has a set price of £99.70 for the Capitation Payments per weighted patient. This amount has been reduced by 4.75% to account for the Out of Hours opt-outs resulting in a net price per weighted patient of £94.96.

This capitation payment is designed to cover the Essential & Additional Services element of the contract as per the NHS (General Medical Services Contracts) Regulations. The price is the GMS Global Sum value for 2022/23 and will be updated in line with national agreements.

Payments will be adjusted on a quarterly basis to reflect the actual number of weighted patients on the contractor's list.

In addition to Capitation payments the practice will be eligible for Enhanced Services and Quality Outcomes Framework (QOF) payments in line with GMS contractors.

They will also be eligible for reimbursement of Rent and Rates on current premises as per the NHS (General Medical Services Premises Costs) Directions, however, please note if this is higher than the eligible reimbursement amount then bidders will have to account for this additional cost within their bid.

4.0 FMT Worksheets

The FMT comprises a series of worksheets as listed in the table below together with details of what Bidder input is required:

Worksheet	Data Input by
1. Title	Bidder
2. Completion Notes	Commissioner
3. General Assumptions	Commissioner
4. Bidder Costs	Bidder
5. Bidders Revenue	Automatic
6. Enhanced Services and QOF	Commissioner / Bidder
7. Financial Summary	Automatic
8. Cashflow	Bidder
9. Financial Structure	Bidder
10. Narrative and Assumptions	Bidder

4.1 Worksheet 1 - Title

The Bidder needs to enter their Organisations name, the submission date of the model.

4.2 Worksheet 2 – Notes on completion of Model

The FMT is provided with an instruction set which must be read by Bidders in conjunction with this FMH. The instruction set will detail all assumptions Bidders must take into account when completing the FMT.

Should Bidders have any queries regarding the requirements listed within the instruction set above, the material provided within the FMH or the FMT model and requires assistance, they are advised to follow the Bidder Clarification Process.

Bidders should not direct any queries to the Finance Department at the ICB.

4.3 Worksheet 3 - General Assumptions

In this worksheet the ICB sets out the assumptions used in preparing the FMT and also sets out the assumptions it expects the Bidder to make in completing the FMT.

It also sets out a number of definitions in respect of the different elements of the practice income.

4.4 Worksheet 4 - Bidder Costs

In this worksheet the bidder must enter details of its estimated costs in respect of both Staff and Non-Staff costs.

Bidders must ensure that all costs are entered into Bidders Costs including Set-up and mobilisation costs. As no VAT will be recoverable under this scheme all costs should be input inclusive of VAT where applicable.

Staffing Costs.

The successful Bidder's attention is drawn to the provisions of the European Acquired Rights Directive EC77/187 and TUPE (Transfer of Undertakings Protection of Employment Regulations 2006). TUPE may apply to the transfer of the contract from the present Service Providers to the new ones, giving the present Service Provider's staff (and possibly also staff employed by any present sub-contractors) the right to transfer to the employment of the successful Bidder on the same terms and conditions. The above does not apply to the self-employed.

It is anticipated that TUPE may apply for this contract. Bidders are advised to form their own view whether TUPE applies, obtaining their own legal advice as necessary.

If staff are eligible for TUPE any anticipated redundancy costs would be a cost to the Bidder. Please see the ITT section re TUPE for more details.

Information Required:

The Bidder is required to split all the staff it intends to employ into two categories

- 1) Medical and Nursing Staff
- 2) Non-Medical & Nursing Staff

The bidder is required to enter a job title for each staff member to be employed in the appropriate category and provide the following information.

(i) Head Count

The bidder must enter the Whole Time Equivalent of each member of staff it intends to employ within the categories described above.

The definition of a "standard" working week will vary from employer to employer but for the purposes of consistency in this exercise 1 Whole Time Equivalent (WTE) is defined

as 37.5 working hours per week and **all** bidders should use 37.5 hours as a standard working week.

This section will allow Bidders to identify those members of staff who will be working part-time e.g., a person working 18.75 hours per week would be 0.5 WTE.

(ii) Salary Cost including Pension and National Insurance Costs

The bidder is required to include Employer Pensions and National Insurance Contribution costs when calculating the cost of each member of staff it intends to employ. If there are any other staff costs related to these employees for example VAT, please enter the details here. If the bidder anticipates having redundancy costs to pay in regard of Tupe staff they should be included in this section.

Non Staff Costs

This section provides for the collection of data in relation to Non-Staff costs on an annual basis over the ten (plus five) year life of the contract. As no VAT will be recoverable under this scheme all costs should be input inclusive of VAT where applicable.

All bidders are expected to utilise the mandated premises as per the ITT.

The costs for Rent, Business Rates and Water Rates have been included within the worksheet but do not form part of the bidders non staff costs as they will be fully reimbursed as "Pass through Costs" under the current SFE's and Premises Directions.

Please note that these costs relate to accommodation occupied by the current Providers only. If the Bidder wishes to amend their accommodation in any way the Bidder must have applied for and received prior approval to do so. Failure to do this may affect rent and rates reimbursement.

All other Premises costs are under one line and will form part of the bidders Non-Staff Costs.

If bidders wish to include an increase in the Premises costs in order to mitigate potential increases in the future bidders are advised to include these assumptions on a separate line within the Facilities Management and Estates section of the Non-Staff costs and provide an explanation within the Narrative and Assumptions tab.

The bidder must ensure all costs are included within the FMT including the cost associated with Set-up and Mobilisation.

4.5 Worksheet 5 – Bidder Revenues

This worksheet requires no input from the bidder. It sets out the revenues available to the successful bidder for Capitation payments based on the current list sizes and global sum tariff.

It details the Global Sum tariff for 2022/23 utilised for the Capitation Payments.

Bidders are automatically opted out of “Out of Hours” so the sheet highlights the reduction of 4.75% to the global sum tariff which is the reduction applicable to all GMS providers who opt out of Out of Hours.

The worksheet includes summary indicative calculations for Direct Enhanced Services, Quality and Outcomes Framework and National and Local Enhanced Services, which are detailed within worksheet 6.

4.6 Worksheet 6 – Enhanced Services and QOF

Direct Enhanced Services

For the bidders reference the ICB has pre-populated the worksheet with all the prices relating to the current 2021/22 Direct Enhanced Services.

The worksheet is pre-populated assuming bidders will sign up to all current Direct Enhanced Services. If bidders wish to opt out they should change the yellow cells from Y to N and the income stream will be removed.

Where Direct Enhanced Services are activity based, NHSE on behalf of the ICB has provided indicative activity levels. The indicative activity is based upon the total Lancashire activity as a % of the total Lancashire weighted population, this % is then applied to the individual practices weighted list size to give an approximate level of activity the bidder may expect to provide.

Quality and Outcomes Framework (QOF)

QOF will be paid under the same arrangements as GMS Practices. The ICB has pre-populated the estimated revenue for QOF based on the 2022/23 price per point, the practices list size and the National Average list size as at 1st April 2022. The calculation assumes full achievement of 635 points.

Please note the QOF calculation is only an estimated value and will be amended for relevant disease prevalence factors.

National and Local Enhanced Services

The successful bidder will be eligible for payments under the NHS Lancashire and South Cumbria Integrated Care Board General Practice Quality Framework; (GPQF).

The worksheet is pre-populated with the estimated revenue expected to be earned by the practice under the new GPQF.

All providers are expected to sign up to the GPQF contract, so Bidders are not expected to remove this revenue stream.

Please note this revenue stream may increase or decrease once the contract particulars are finalised.

4.7 Worksheet 7 – Financial Summary

This worksheet requires no bidder input, the bidder should utilise the worksheet to review their proposals. The tab provides a summary of the bidder's revenue, expenditure and profitability.

4.8 Worksheet 8 – Cash Flow

This worksheet tracks the costs and revenues across the ten (plus five) years of the contract.

Please note that the Bidder is required to enter the opening bank balance for the contract. When this figure is entered the cash flow will be calculated over the life of the project and any negative cash flows identified. The input cell is highlighted in yellow.

Any opening bank balance stated here should be evidenced as part of Worksheet 9 Financial Structure.

4.9 Worksheet 9 - Financial Structure

Bidders must complete the Sources of Funding table to illustrate how they will fund the proposed scheme. Examples of sources of funding types are illustrated on Worksheet 9 but this is not an exhaustive list. In respect of each source of funding identified the Bidder must provide explicit evidence of the proposed financing arrangement and also of any relevant limiting terms and conditions.

Bidders are required to evidence how the opening bank balance will be funded and also how any periods of negative cash flow will be funded.

Please note that Cash Flow management forms part of the overall Financial Evaluation (see below for details).

4.10 Worksheet 10 - Narrative & Assumption

This worksheet should be used by the Bidder to provide as much detail as possible to explain key assumptions made in the FMT.

5.0 APPROACH TO FINANCIAL EVALUATION

The Financial Model Template will be evaluated to assess the Financial Risk in the bid:

Bidders have been advised that there will be an analysis of the robustness of deliverability of the bid, including supporting information of the proposed business plan and proposed funding, and that financial risk will be assessed based on the following:

- Cash Flow – the ability of the bidder to fund the cash flow requirements during the life of the contract.
- Evaluation of the FMT and Correlation with the Service Model – Completeness of the FMT and the bidder’s response to the service model as part of its overall ITT response will be reviewed. The financial response from the bidder will then be evaluated for correlation with the service model.

Risk will be graded as either low, medium or high for both of the risk areas – Cash Flow and FMT/Correlation. The risk assessments for each of these areas will then be translated into an overall consolidated single financial risk measure of low, medium or high for the bid as a whole. Any bid whose overall consolidated financial risk measure is graded as high may take no further part in the procurement exercise.

5.1 Cash Flow

The financial model completed by the Bidder shows the Bidder’s anticipated cash flow in each year and a cumulative position in terms of the bank balance.

Positive Cash Flow and Bank Balance

Where a Bid has no negative cash flow in any year over the life of the contract and the bank balance is always positive (not in overdraft) then the Bid will be assessed as “Low” risk for Cash Flow.

Negative Cash Flow or Bank Balance

Where there is negative cash flow and that negative cash flow is covered by a confirmed source of funding, the bid will be assessed as “Low” risk for Cash Flow if:

- The Bidder has a confirmed and unconditional letter/agreement of external funding
- The Bidder has a confirmed and unconditional source of internal funding (backed up by a Parent Company Guarantee if relevant) and that company was assessed as strong in the financial evaluation.

Where there is negative cash flow, and that negative cash flow is covered by some evidence of funding the bid will be assessed as “Medium” risk for Cash Flow if:

- The extent of the negative cash flow is 5% or more but less than 10% of the annual revenue earned; and / or
- The Bidder provides evidence that allows the assessors to conclude that it is **likely** the funding will be available

Where there is negative cash flow the Bid will be assessed as “High” risk for Cash Flow if:

- The Bidder fails to provide evidence that allows the assessors to conclude that it is likely that the funding will be available and / or
- The extent of the negative cash flow is 10% or more of the annual revenue earned.

5.2 Evaluation of the FMT and Correlation with Service Model

The FMT will be assessed for completeness. The bidder’s response to the service models as part of the overall ITT response will be reviewed and the financial response form the bidder will then be evaluated for correlation with the service models.

E.g., Does the FMT’s staff costs/wte correlate to the workforce questions.

Grade Label	Score	Definition
Meets requirements	Low Risk	The expenditure detailed within the FMT correlates clearly with the ITT responses as per the questions identified in the ITT. The bidder has understood the requirements, and this is reflected in the information provided in the FMT.
Low degree of confidence	Medium Risk	Some misunderstandings and /or a generally low level of information and detail. Provides insufficient confidence that the bidder has understood the FMT requirements or included all information / costs required to support the proposed service model
No relevant information	High Risk	No or minimal information

5.3 Overall Financial Risk Score

From the above each Bid will have two financial risk scores:

- Cash Flow
- Evaluation of FMT & Correlation with Service Model

Any “High” risk cash flow assessment will result in a “High” risk rating overall for financial risk, as this is the key risk to the ability of the bidder to meet the contract over the ten year period plus the optional five year extension.

If Cash Flow is “Medium” then the overall financial score will be determined as follows:

- as “High” overall financial risk if there is a “High” risk score from the FMT Correlation with Service Model.
- as “Medium” in any other case

If Cash Flow is “Low” then the overall financial score will be determined as follows:

- as “Medium” if there is a “High” risk score from the FMT Correlation with Service Model.
- as “Low” risk if there is a “Medium” or “Low” risk score from the FMT Correlation.

Cash Flow Risk	FMT/Correlation Risk	Overall Risk
High	High	High
High	Medium	High
High	Low	High
Medium	High	High
Medium	Medium	Medium
Medium	Low	Medium
Low	High	Medium
Low	Medium	Low
Low	Low	Low

6.0 Summary

The results of the financial risk assessment will be to present a list of Bids with an assessment of the financial risk as “High”, “Medium” or “Low”. The financial risk rating calculated will score as follows:

Low Financial Risk	10%
Medium Financial Risk	5%
High Financial Risk (Non-Compliant)	0%

ECONOMIC AND FINANCIAL STANDING OF THE HIGHEST SCORING BIDDER SCORING OF CAPABILITY AND CAPACITY FINANCIAL ASSESSMENT – DUE DILIGENCE FOR HIGHEST SCORING BIDDER(S) ONLY

The financial capability and capacity assessment is a selection criterion and is designed to eliminate bidders from the procurement process who do not have the necessary economic and financial capacity to perform the contract.

The purpose of the financial information section is to enable the Contracting Authority to analyse a bidder's financial position and to assess the level of risk to public sector business and / or public money that would result if a bidder were to become insolvent during the life of the contract or have inadequate financial resources to fully perform the contract.

Bidders will be required to prove their economic and financial standing by providing relevant financial information as set out below. Evaluation of financial information will be undertaken by the Contracting Authority and bidders will receive a score against the criteria below. If cumulative scores are less than the pass/fail threshold provided for the relevant procurement, this will be deemed to represent a bidder who has current financial capacity that would pose an unacceptable risk to business and / or public money and such bidders will fail and take no further part in the procurement process.

Bidders may rely upon the financial standing of another organisation, including a Parent or Group Company or any other organisation willing to act as guarantor for the bidder ("**Other Organisation**"), subject to the agreement of the Other Organisation that it will act as guarantor in respect of any financial liabilities of the Bidder. Bidders relying upon the financial standing of an Other Organisation should make this clear in their response and ensure that all responses to this section are consistent and relate to the same entity. Bidders must also supply evidence of any such agreement with an Other Organisation. The Other Organisation will be subject to the same criteria and/or financial checks carried out for other bidders.

Where more than one entity submits a joint bid to create a new single bidder or entity, the financial information set out below will be required for each of the organisations concerned. The legal form of the single entity (supported by signed agreements from all parties concerned) will need to be made clear to the Contracting Authority.

Bidders who rely on forecast information in respect of the scoring of financial statements in Section 5.1 will only receive 65% of the available scores. Bidders who rely upon a guarantor will be scored against a 100% of the available scores, subject to the guarantor being able to provide the required financial accounts for the most recent two years of completed trading.

1.0 Information Required

Bidders must provide the following information to enable the Contracting Authority to evaluate their economic and financial standing in accordance with Section 2 and score each bidder in accordance with Section 5 below.

1.1 **Financial Statements**

- 2 years' audited financial accounts of the bidder for the most recent two years of completed trading, including: (i) Profit & Loss Account; (ii) Balance Sheet; (iii) Cash Flow Statement; and (iv) all associated notes to the Accounts for each year. Where a bidder is unable to provide final or audited accounts for the most recent year's completed trading due to the timing of the bid submission date, then it must provide draft unaudited accounts.
- If audited accounts are unavailable, then the most recent 2 years unaudited accounts of completed trading; will be evaluated if supported by an accountant's reference giving assurances that accounts have been maintained in accordance with applicable law and regulations and are therefore expected to represent a true and fair reflection of the Bidder's trading.
- Where an accounting format inhibits a consistent and fair assessment of trading against the published evaluation criteria and scoring methodology, bidders must disclose details of any Extraordinary Items that are included within the accounts which they believe should be considered to ensure that all accounts are evaluated consistently and on a fair and equitable basis. For these purposes, an Extraordinary Item is an event or transaction that is considered abnormal, not related to ordinary company activities and unlikely to recur in the foreseeable future ("**Extraordinary Item**"). The Contracting Authority reserve the right to make the final decision on whether the disclosure is appropriate.
- Where a bidder does not have sufficient trading history to be able to provide the required information for two years, it must provide: (i) information for as many years as are available; (ii) forecast information in the same format to provide a consolidated two years' worth of information; and (iii) an explanation of why the historic information is not available for the full two years. Any forecast information provided will need to be supported by an accountant's reference. Bidders who rely on forecast information in respect of the scoring of financial statements in Section 5.1 will only receive 65% of the available scores. Bidders who rely upon a guarantor will be scored against a 100% of the available scores, subject to the guarantor being able to provide the required financial accounts for the most recent two years of completed trading.
- Where a bidder has no previous trading history it must supply evidence of financial backing to support start-up costs and initial working capital. Bidders must provide: (i) full details of such financial backing; (ii) a two-year business plan; and (iii) financial projections for two years in the same format as the financial accounts described above, prepared by and supported by an accountant.

- Information from the financial statements will be used to perform the Assessment of Financial Statements - Financial Stability Check (see Section 2).
- Bidders are advised to note the scoring criteria in Section 4 to be applied for scoring of financial information.

1.2 Credit Reports and Banker's References

- In addition to the above information, the Contracting Authority will obtain credit status checks that are carried out by Dun and Bradstreet (where possible) in relation to all bidders to assess their creditworthiness.
- Where Dun and Bradstreet credit reports are unavailable for a particular Bidder, bidders will be required to submit a banker's reference with their bid response using Appendix 1. Where bidders have been trading for less than one year, they must submit a banker's reference which will be scored and in this instance a Dun and Bradstreet credit report will not be scored.
- Failure to provide full details to enable credit checks to be undertaken will result in a fail, leading to disqualification of the submission.
- Bidders are informed that credit checks will be undertaken using the bidding company(s) registration number(s).
- Bidders are advised within on-line Questionnaire 1 how to receive their DUNS number which will determine if a Dun and Bradstreet credit report can be obtained.
- The credit information in relation to each bidder will be scored in accordance with Section 5.3 below.

1.3 Supplementary evidence

During evaluation of the financial statements and credit reports / banker's reference, the Contracting Authority reserve the right to contact bidders for further clarification in respect of information provided but the Contracting Authority is under no obligation to do so.

2.0 Evaluation of Financial Statements (Financial Stability Check)

The information contained in the financial statements provided will be used to perform the following ratios and calculations (*ratios used will be dependent on organisation type where specified*). The results of the ratios and calculations for each bidder will be scored in accordance with Section 5.1 below.

2.1 Liquidity

The following ratios are calculated in order to test liquidity.

a) Current Ratio: Expressed as a company's ability to repay short-term creditors out of its total current assets

Current Assets (including Inventories) / Current Liabilities

b) Acid Test Ratio: (aka Quick Ratio): Adjusts the Current Ratio to eliminate certain current assets that are not already in cash (or "near cash" form)

(Current Assets – Inventory) / Current Liabilities

2.2 Debt

The following calculations help to identify the level of long-term debt in the capital structure.

a) Capital Gearing: Measures the percentage of capital employed that is financed by debt and long-term financing.

Long Term Liabilities / (Shareholders Funds + Long Term Liabilities) (expressed as a %)

b) Debt Ratio: Measures the extent of a company's leverage.

Total Debt (Liabilities) / Total Assets

2.3 Profitability

The following calculations are used to test profitability.

Non-NHS Organisations only:

a) Return on Capital Employed (ROCE): indication of efficiency & profitability of a company's capital investment (excluding Foundation Trusts and NHS Trusts).

Operating Profit / (Shareholders Funds + Long Term Liabilities) (expressed as a %)

b) Net Profit/Surplus Margin: Expressed as a company's ability to make a profit/surplus on turnover (excluding Foundation Trusts and NHS Trusts).

Net Profit before Taxation / Turnover (expressed as a %)

NHS Organisations only:

a) Return on Assets (ROA): Measure of ability to turn assets into profit.

Surplus (less PDC Dividend) / Average total assets + Loans (expressed as a %)

b) I&E Surplus Margin: Expressed as an organisation's ability to make a profit on turnover.

Retained Surplus for year (+ any exceptional items) / Total Income (expressed as a %)*

*exceptional items in this instance will be impairments, transfers by absorption, gains/losses on asset disposal and restructuring costs.

3.0 Evaluation of Contract Value and Turnover

The Contracting Authority will assess how the weighted annual turnover of the bidder compares to the average annual affordability envelope at stake (i.e. the annual contract value). The average annual affordability envelope available for a contract will be expressed as a percentage of the Bidder's weighted* annual

turnover. The average annual affordability envelope at stake will exclude any non-recurrent year 1 transitional funds, if available.

(*60% weighting applied to most recent year's turnover and 40% to the previous year's turnover)

If an entity is bidding for more than one lot/contract in the procurement process that could potentially result in the award of more than one contract, the annual contract value used in the above assessment will be the sum of all the contracts bid for. The annual contract value used in the financial assessment will be the sum of all the contracts tendered for, however in the event that a bidder fails due to the contract value assessment, then the combined contract values will be split and assessment undertaken again.

A bidder will be required to outline within their tender submission which contract(s) would be their preference in the event that they pass 1 or more as a separate assessment.

The percentage calculated for each bidder will be scored in accordance with Section 5.2 below.

4.0 Scoring Methodology

4.1 Scoring of Financial Statements

Each of the calculations above will be scored using a scale of 0 to 5 for each financial year in accordance with the relevant scoring matrix below. A percentage will then be applied to the total scores in each financial year in order to give weighting to the financial statements which are most current. A weighting of 60% will be applied to the most recent set and 40% for the oldest set. The maximum overall score available in this category will be 30 (*18 awarded for the most recent year and 12 for the previous year*).

Please note that where a bidder does not have sufficient or has no previous trading history and has provided financial projections in the same format as the financial accounts, a further weighting of 65% maximum will be applied to the overall score achieved for the ratios. For the avoidance of doubt the maximum overall score available for the ratios in this instance will therefore be 19.5 points. Bidders who rely upon a guarantor will be scored against a 100% of the available scores, subject to the guarantor being able to provide the required financial accounts for the most recent two years of completed trading.

SCORING MATRIX for NHS Organisations only						
Score	Ratio / Measure					
	Current Ratio	Quick Ratio	Capital Gearing	Debt	Return on Assets (RoA)	I&E Surplus Margin
5	> 3:1	> 2:1	< 10%	< 25%	> 6%	> 3%
4	2:1 < 3:1	1.5:1 < 2:1	10 < 25%	25% < 50%	5% < 6%	2% < 3%

3	1.5:1 < 2:1	1:1 < 1.5:1	25 < 50%	50% < 75%	3% < 5%	1% < 2%
2	1:1 < 1.5:1	0.8:1 < 1:1	50 < 75%	75% < 100%	-2% < 3%	-2% < 1%
1	0.8:1 < 1:1	0.5:1 < 0.8:1	75 < 100%	100% < 125%	-3% < -2%	-3% < -2%
0	< 0.8:1	<0.5:1	> 100%	> 125%	< -3%	< -3%

SCORING MATRIX for Other Non NHS Organisations						
Ratio / Measure						
Score	Current Ratio	Quick Ratio	Capital Gearing	Debt	ROCE	Net Profit Margin
5	> 3:1	> 2:1	< 10%	< 25%	> 15%	> 4%
4	2:1 < 3:1	1.5:1 < 2:1	10 < 25%	25% < 50%	10% < 15%	3% < 4%
3	1.5:1 < 2:1	1:1 < 1.5:1	25 < 50%	50% < 75%	5% < 10%	2% < 3%
2	1:1 < 1.5:1	0.8:1 < 1:1	50 < 75%	75% < 100%	2% < 5%	1% < 2%
1	0.8:1 < 1:1	0.5:1 < 0.8:1	75 < 100%	100% < 125%	0% < 2%	0% < 1%
0	< 0.8:1	<0.5:1	> 100%	> 125%	< 0%	< 0%

4.2 Scoring of Contract Value / Turnover

The maximum score available for this ratio is 5, scored as follows:

Score	Contract Value/Turnover
5	< 25%
4	25% ≥ <50%
3	50% ≥ <75%
2	75% ≥ <100%
1	100% ≥ <125%
0	> 125%

4.3 Scoring of Credit Checks

Any Bidder, including those individual organisations coming together as a single Bidder, will automatically fail if a credit check confirms that they are an un-discharged bankrupt or are party to an IVA (Individual Voluntary Arrangement) and the bidder has not already disclosed this fact to the Contracting Authority in response to the capability and capacity questionnaire.

If a credit check shows an individual or organisation has been subject to a County Court Judgement (CCJ), they will be asked to provide full details to enable the Contracting Authority to determine if this would be a risk of business failure. If it is deemed that there would be a risk of business failure then the submission will fail.

a) All Organisations

For all organisations credit checks will be carried out using Dun and Bradstreet credit reports where available and scored as follows: (the maximum score available at this stage will be 5).

Dun and Bradstreet Risk Indicator	Points available
1	5
2	4
3	3
4	0
-	-

b) Organisations in relation to whom Dun and Bradstreet Credit Reports cannot be obtained or who have less than one year's trading history

The Banker's Reference will be scored 1 point for each category below where in the opinion of the Contracting Authority a favourable opinion has been provided by a Bidder's bank. (The maximum score available at this stage will be 5).

Bankers Reference: Confirms positive opinions on the categories below:	Points available
Length and standing of relationship that the bidder has had with the bank	1
Financial respectability of the bidder	1
Trustworthiness of the bidder	1
Consideration of figures & purpose (i.e. in terms of risk of taking on new business and proposed contract value)	1
Working Capital (i.e. in terms of utilisation)	1
Total Score Available	5

4.4 Multiple/Joint Venture Bids

Where bidders are comprised of multiple entities, each member will be scored in accordance with Section 5 above. Total scores achieved by each member will then be multiplied by their anticipated % stake in the expected bidding entity.

Example:

Entity 1: Total score achieved = 20 out of 40 with a 30% stake in bid.

(Therefore: $20 \times 30\% =$ revised score of 6)

Entity 2: Total score achieved = 30 out of 40 with a 40% stake in bid.

(Therefore: $30 \times 40\% =$ revised score of 12)

Entity 3: Total score achieved 30 out of 40 with a 30% stake in bid.

(Therefore: $30 \times 30\% =$ revised score of 9)

Total consolidated score of multiple bids = 27 out of 40 or (68%)

5.0 Financial Stability Check

Scores taken from Section 5 above will be reviewed to assess the overall financial stability of the bidder ("**Financial Stability Check**"). The maximum scores available for each section are as follows:

Category	Section	Maximum score available
Financial Statements	Section 5.1	30 points
Contract Value / Turnover	Section 5.2	5 points
Credit Checks	Section 5.3	5 points
Total		40 points

The results from the Financial Stability Check will be used by the Contracting Authority to allocate a pass or fail in accordance with the pass/fail criteria identified in Section 7 below.

6.0 Pass / Fail Criteria

A maximum of 40 points are achievable overall except where forecast financial information has been provided, in which case only a maximum of 29.5 points are available (as a result of the further weighting of 65% being applied to the ratios scores in Section 5.1 above).

Pass marks will be determined relative to the value of the contract lot bid for as follows:

Total average annual contract value	Risk level	Pass mark required
Less than or equal to £300k	Low	18 points (45%)
Greater than £300k but less than £750k	Medium	20 points (50%)
Greater than £750k	High	22 points (55%)

Points scored will be calculated to one decimal point. These scores will then be aggregated to give a final score. This final score will then be rounded up or down to a whole number as follows: .1 – .4 rounded down, .5 – .9 rounded up.

Example as follows:

Final score of 17 is given to a bidder who scores ≥ 16.5 AND ≤ 17.4 (i.e. scores greater than or equal to 16.5 and equal to or less than 17.4)

Final score of 18 is given to a bidder who scores ≥ 17.5 AND ≤ 18.4 (i.e. scores greater than or equal to 17.5 and equal to or less than 18.4)

If any transitional non-recurrent funds are available in year 1, these would be excluded from all of these total average annual contract value calculations listed above.

Bidders who achieve less than the pass marks stated above for the relevant lot/contract value will fail at this stage for not having demonstrated acceptable economic and financial standing.

A fail will result in the Bidder, including those individual organisations coming together as a single Bidder, taking no further part in the procurement process.

A pass mark of 22 points (55%) is required for this tender.

Invitation to Tender Schedule 7

Contract Documents and Supporting Information

ITT SCHEDULE 7: CONTRACT DOCUMENTS AND SUPPORTING INFORMATION

1. Contract Documents

The resulting contract will be delivered under the Terms and Conditions of the Standard APMS Contract October 21 and the following documents will form part of the contract:

Document Type	Document Description
ITT Document 1	Declaration
ITT Document 2	Form of Tender
ITT Document 3	Conflict of Interest
ITT Document 4	Confirmation of Questionnaire Declarations
ITT Document 5	Standard APMS Contract October 21
ITT Document 5a	Withnell APMS Service Specification
ITT Document 6	NOT USED
ITT Document 7	NOT USED
ITT Document 8	Financial Model Template (FMT)
ITT Document 9	Bankers Reference
ITT Document 10	SPD Questionnaire Part 1 and Questionnaire Part 2
ITT Document 11	Deed of Indemnity Given by a Parent Company
ITT Document 12	TUPE Information
ITT Document 13	Standard GP Lease of Part
ITT Document 14	Withnell Health Centre Occupancy Plan
ITT Document 15	Withnell Health Centre Floor Plan
Document Type	Document Description
ITT Schedule 1	Invitation Letter
ITT Schedule 2	Introduction
ITT Schedule 3	Tender information
ITT Schedule 4	Important Notices
ITT Schedule 5	Tender Timetable
ITT Schedule 6	Tender Evaluation Criteria Handbook
ITT Schedule 6a	Financial Evaluation Criteria Handbook
ITT Schedule 7	Contract Documents and Supporting Information
ITT Schedule 8	Tender Response Checklist
ITT Schedule 9	Highest Scoring Bidder Validation Checklist
ITT Schedule 10	Glossary of Terms
Document Type	Document Description
On-line Questionnaire Part 1	Basic Information about the Potential Provider
On-line Questionnaire Part 2	Mandatory/Discretionary Exclusions
On-line Questionnaire Part 3	Tender Response Questions and all corresponding documentation

ITT Schedules 1 to 15 contain information which will assist in completing your submission.

- ITT Document 1 is a Tender Declaration which requires a signature and must be completed and submitted as part of your tender return via the corresponding named placeholder within the e-Tendering portal;
- ITT Document 2 is the Form of Tender which requires a signature and must be completed and submitted as part of your tender return via the corresponding named placeholder within the e-Tendering portal;
- ITT Document 3 is the Conflict of Interest Declaration which requires a signature and must be completed and submitted as part of your tender return via the corresponding named placeholder within the e-Tendering portal;
- ITT Document 4 is Confirmation of Questionnaire Declarations which requires a signature and must be completed and submitted as part of your tender return via the corresponding named placeholder within the e-Tendering portal;
- ITT Document 5 is the Standard APMS Contract October 21;
- ITT Document 5a is the Withnell APMS Service Specification;
- ITT Document 6 is not used for this procurement;
- ITT Document 7 is not used for this procurement;
- ITT Document 8 is the Financial Model Template which must be completed and returned via the corresponding named placeholder within the e-Tendering portal;
- ITT Document 9 is for use in obtaining a banker's reference if alternative financial evidence is not available for evaluation;
- ITT Document 10 is for additional consortia members and/or material sub-contractors in relation to SPD Questionnaire Part 1 and Questionnaire Part 2;
- ITT Document 11 is a Deed of Indemnity Given by a Parent Company and should be used where the bidder is relying upon the Financial Standing of the Parent Company;
- ITT Document 12 Additional Information - TUPE Information;
- ITT Document 13 Additional Information - Standard GP Lease of Part;
- ITT Document 14 Additional Information - Withnell Health Centre Occupancy Plan;
- ITT Document 15 Additional Information - Withnell Health Centre Floor Plan; and
- ITT Documents 1 – 15, On-line Questionnaire Part 1, Part 2 and Part 3 and all corresponding documentation will form part of the final contract documentation.

The TUPE information provided is the current information that the Contracting Authority has received from the incumbent provider(s) (if you require any additional information regarding TUPE you must contact the incumbent provider by undertaking due diligence)" Questionnaire Part 1 and Questionnaire Part 2 can either be completed within the e-Tendering portal, or as a Microsoft Word Document (ITT Document 10) and uploaded to the relevant placeholder. Additional versions must also be completed for all consortia / group members and material sub-contractors.

Questionnaire Part 3 must be completed online within the e-Tendering portal.

If appointed, your organisation will be required to accept the Terms and Conditions and be compliant with the Standard APMS Contract October 21 and any subsequent revisions thereof. The Contracting Authority will not enter into a contract with any individual or organisation that does not fully accept this requirement.

Invitation to Tender Schedule 8

Tender Response Checklist

ITT SCHEDULE 8: TENDER RESPONSE CHECKLIST

Bidders are reminded to ensure that their documentation is submitted as detailed in:

- Section 2 of ITT Schedule 3 - Instructions and Guidance on Completing ITT Documentation; and
- Section 3 of ITT Schedule 3 - Tender Submission Requirements.

To be completed On-line by the tender deadline:

Document Description	Submitted
SPD On-line Questionnaire Part 1	
SPD On-line Questionnaire Part 2	
On-line Questionnaire Part 3	

Documentation to be completed and returned as part of your tender submission:

Document Ref	Document Named Placeholder	Submitted
ITT Document 1	Declaration	
ITT Document 2	Form of Tender	
ITT Document 3	Conflict of Interest	
ITT Document 4	Confirmation of Questionnaire Declarations	
ITT Document 8	Financial Model Template (FMT)	
ITT Document 9	Bankers Reference (if utilised by bidder)	
ITT Document 10	SPD Questionnaire Part 1 and Questionnaire Part 2 (if utilised)	
ITT Document 11	Deed of Indemnity Given by a Parent Company (if utilised by bidder)	
FMT	Any evidence to support opening bank balance and Financial Structure & Funding	
CSD07	Business Continuity Plan	
WF01	Recruitment and workforce strategy/plans and Recruitment and Induction procedures.	

Document Ref	Document Named Placeholder	Submitted
WF02	Organisational Chart to include identification of existing roles, if appropriate, within your organisation who would be dedicated to this service	
IMT02	Evidence of DSP Toolkit	
MB01	Week by week Mobilisation Plan	
SV01	Method statement and timed action plan	
SV01	Method statement and timed action plan	

Please ensure that all documentation is fully submitted.

Please ensure all documentation submitted is for tendering opportunity NHSE875a.

Invitation to Tender Schedule 9

Highest Scoring Bidder Validation Checklist

ITT SCHEDULE 9: HIGHEST SCORING BIDDER VALIDATION CHECKLIST

All bidders are required to provide all of the evidence as stated in their tender response as per the ITT Schedule 6 Tender Evaluation Criteria Handbook and as detailed below. It should be noted that only the Highest Scoring Bidder will be validated at this stage. It is the responsibility of all bidders to ensure that all information and evidence is submitted by the tender deadline.

Questions where self-certification evidence is required to be provided as below:

Please ensure that you provide all of the required evidence to support your self-certification statements. Failure to provide the requested evidence by the tender deadline will result in a fail and you will not be awarded a contract.

Question Ref	Evidence Type
Questionnaire Part 3 Q73	Evidence to evaluate Financial and Economic Standing
Questionnaire Part 3 Q76 (if applicable)	Parent Company Accounts
Questionnaire Part 3 Q77 (if applicable)	Parent Company Guarantee
Questionnaire Part 3 Q81 (if applicable)	Prompt payment or membership of the UK Prompt Payment Code (or equivalent schemes in other countries).
Questionnaire Part 3 Q90	Health and Safety Policy/Statement.
Questionnaire Part 3 Q86	ICO Registration Number(s) as Data Processors.
Questionnaire Part 3 Q89	Caldicott Guardian and the Senior Information Risk Owner (Full Details)
Questionnaire Part 3 Q92	Safeguarding Policy for Children and Vulnerable Adults.
Questionnaire Part 3 Q97	Names of Nominated Individuals
Questionnaire Part 3 Q100 (if applicable)	NHS Provider License
Questionnaire Part 3 Q102 (if applicable)	CQC Registration

N.B. Evidence to support your self-certification statements must be submitted as outlined above and by the tender deadline.

Invitation to Tender Schedule 10

Glossary of Terms

ITT SCHEDULE 10: GLOSSARY OF TERMS

Any meanings given to words and expressions used in the contract documents shall have the same meanings in the ITT.

Term	Definition
Accreditation	External recognition that you can meet certain standards. This can be general (for example, your quality assurance system if you have one), or specific to a particular activity such as aspects of healthcare.
Added Value	Features and benefits that you offer which exceed the specification of the contract.
Affordability Threshold	Means the maximum price that the NHS Organisations will pay for the Services as set out in the financial model template.
Authorised Representative	The person or entity authorised to represent the bidder in the course of submitting the ITT.
Award	The issue of an order or contract to a supplier.
Best Practice	The most effective and desirable method of carrying out a function or process derived from experience rather than theory.
Bid	A formal process to supply goods or services at a specific price, usually describing how the contract requirements will be met.
Bidder	The potential provider is known as the bidder once a formal compliant tender submission has been made.
Charitable	<p>In England and Wales, charitable purposes are defined as being:</p> <ul style="list-style-type: none"> • The relief of financial hardship; • The advancement of education; • The advancement of religion; and • Certain other purposes for the benefit of the community.
Clarification	An opportunity to make clear or to make something easier to understand.
Collaboration	An act of working jointly.
Commissioning	It is the process of planning, agreeing, and monitoring services.
Conflict of Interest	When an individual or organisation is involved in multiple interests, one of which could possibly corrupt the motivation for an act in the other.
Contract	A binding legal agreement that is enforceable in a court of law or by binding arbitration.
Contract Notice	A notice published in Find a Tender Service or Contracts Finder, announcing a public sector organisations intention to let a contract for specific goods, services and

Term	Definition
	works, and explaining the type of procurement processes.
Contracts Finder	A Government online resource used for advertising public sector contracts.
Contracting Authority(ies)	The commissioning body/bodies.
Deed of Guarantee	Undertaking from a Third Party, [the guarantor] and often the parent company, to undertake to fulfil the terms of the contract and/or a financial guarantee that ensures [the Contracting Authority receive financial compensation if the contract is not fulfilled.
Due Diligence	The performance of an investigation of a business or person prior to signing of a contract, or the performance of an act with a certain standard of care.
Efficiency	Getting more out of your resources, could be doing: <ul style="list-style-type: none"> • More with the same resources; • More with fewer resources; and • The same with fewer resources.
E- Tendering	Electronic system used to view and submit tenders.
Equality	Equality is about making sure people are treated fairly and given fair chances. Equality is not about treating everyone in the same way, but it recognises that their needs are met in different ways.
Evaluation Criteria	A description of the principles and procedures being used to evaluate provider responses to questions.
Feedback	The reasons for success or failure of a tender so as to learn how to respond effectively in future.
Freedom of Information Act 2000	This is an act of the United Kingdom (UK) Parliament defining the ways in which the public may obtain access to public body held information.
Generic Question	Scored the same across all Lots containing no detail about specific sites / locations / demographics but outlining the approach/policy regardless of site/Lot locality.
Governance	The framework of authority and control within an organisation.
Highest Scoring Bidder	Bidder who has achieved the highest score for Most Economically Advantageous Tender and will be validated against self-certification criteria and evidence provided by the Bidder before given the status of Recommended Bidder.
Invitation to Tender (ITT)	Formal communication documents outlining the basis of procurement project under competition and instructions for submitting the tender.

Term	Definition
Intellectual Property	Creations of the mind: inventions, literary and artistic works, and symbols, names, images, and designs used in commerce.
Key Performance Indicators (KPI)	KPI's are tools that help the public sector to measure the performance of providers against their contractual obligations. KPI's are usually detailed within the service specification document.
Local Question	Response required for a particular Lot which should take into account the geographical and demographic aspects of the Lot when answering the question.
Lot	Some procurements are divided into a number of parcels of work (called Lots).
Material Misrepresentation	Deliberately hiding or falsification of a material fact which, if known to the other party, could have significantly altered the contract, deal, or transaction.
Material Sub-Contractor	defined as an organisation without whom the bidder would be unable to meet the requirements of the service specification
Mobilisation	The set-up period for the service.
Most Economically Advantageous Tender (MEAT)	In terms of elements such as price, delivery, date, quality, technical support and technical merit. To consider the tender that will bring the greatest benefit to the Public Sector Organisation. Award criteria may embrace sustainability issues.
National Health Service (NHS)	United Kingdom publicly funded healthcare system.
NECS	North of England Commissioning Support Unit.
FTS (Find a Tender Service)	The UK e-notification service where notices for new procurements are required to be published. (Note: this replaces the Official Journal of the European Union (OJEU) as from 1 st January 2021).
Partnership	A cooperative relationship between people or groups who agree to share responsibility for achieving some specific goal.
Performance	Delivery of goods or services, judged against the standard specified in a contract.
Procurement	The process of buying goods services or works.
Public Contracts Regulations 2015 (as amended)	These are the legal regulations all public body purchasing must adhere to.
Quality	Fitness for purpose when judged against the standards in the contract.
Questionnaire Part 1	Self-declarations, made by the bidder(s), that they do not meet any of the grounds for exclusion
Questionnaire Part 2	Self-declarations, made by the bidder(s), that they do not meet any of the grounds for exclusion

Term	Definition
Questionnaire Part 3	Tender specific questions aimed at evaluating the capabilities and capacity of bidders to undertake a specific service contract
Recommended Bidder	Bidder who has scored the highest (MEAT) and successfully passed the validation criteria to be awarded a contract
Relevant Organisations	A person (including a body corporate or an unincorporated body of persons) who enters into a contract for services or employs any person to undertake relevant work or activity to a contract for provision of services.
Service	This refers to the 'specialist service provision' that is being commissioned.
Single Procurement Document (SPD)	SPD is intended to remove some of the barriers to participation in public procurement, especially for Small and Medium-sized Enterprises (SMEs)
Social Value Delivery Model	<p>The UK Government Social Value Delivery Model (SVDM) offers a ready-made framework that tackles two of the biggest challenges that organisations face when creating Social Value by:</p> <ul style="list-style-type: none"> • Providing a comprehensive and standardised definition of what Social Value is. • Adopting systematic ways to evaluate policies in practice.
Specification	A description of the essential technical requirements of goods, services, or works to be delivered under a contract, including the method for checking that the requirements have been met.
Sustainability	The environmental, social, and economic issues to be considered in a service provision.
Transfer of Undertakings Protection of Employment Regulations (TUPE)	The purpose of TUPE is to preserve the continuity of employment and to safeguard employment rights of all employees whose employment transfers to a new employer as a result of a relevant transfer.
Validation	The action of checking or proving the validity or accuracy of something.
Value for Money	Public sector organisation strives to achieve 'value for money' and this is not necessarily the lowest price.
Variant Bid	A variant bid complies with the basic requirements of a Contracting Authority awarding a contract, using the most economically advantageous criteria, but is different from the fully compliant (mandatory) bid in certain key aspects. A variant bid seeks to propose innovative or alternative approaches to meet the requirements.

Term	Definition
	<p>Examples include those proposing new, different or innovative ways of delivering a service from that specified, alternative pricing structures or risk profiles. A Contracting Authority will be clear within the tender documents and contract notice if variant bids are to be accepted; and <u>will not</u> accept a variant bid without indication.</p>