**PRE TENDER MARKET ENGAGEMENT QUESTIONNAIRE**

Lincolnshire County Council is in the process of assessing the best way in which to procure a contract(s) to deliver its Stop Smoking Service. To that end we are seeking to understand the market’s preferred approach to a number of important issues to inform the decision making process. Below is a market engagement questionnaire.

Part 1 is a summary description of the services required and relevant background information. Part 2 is a series of questions upon which we would like to understand the preferred approach of the market. Please be as open as possible and include problems that may be encountered. As the Council wishes to proceed expeditiously we are seeking responses to the Questionnaire by **17:00** on **30th November 2017**. We may also have some follow up questions, if so an appointment will be made to speak with you by telephone or face to face as appropriate.

The responses will be collated and anonymised before being provided to the core decision making team. We are keen to understand a true reflection of the market's views; your answers will have no influence on your further participation in this process, and all responses will be treated as confidential and commercially sensitive.

**PART 1**

**Overall Principles of Stop Smoking Services**

Smoking cessation is a public health priority. In Lincolnshire, modelling for future delivery has taken place including for the improved rigorous co-ordination and monitoring, enlarged community-based provision (linked with Lincolnshire's STP) and the retention of specialisms, e.g. pregnancy, acute settings and mental health. This approach is conducive to the DoH national strategy "Towards a Smokefree Generation" whose ambitions are to:

• Reduce the prevalence of 15 yr olds who regularly smoke from 8% to 3% or less

• Reduce smoking prevalence amongst adults in England from 15.5% to 12% or less

• Reduce the inequality gap in smoking prevalence between those in routine and manual occupations and the general population

• Reduce the prevalence of smoking in pregnancy from 10.7% to 6% or less

• Improve data collected on smoking and mental health to help us to support people with mental health conditions to quit smoking.

**Service Requirements**

Smoking cessation services are measured for outcomes based on the level of 4-week and 12 week smoking quits (Carbon Monoxide validated and non-validated) going through the service, as outlined in the Public Health England guidance.

The central functions of the service required include:

• Recording and maintenance of client data into LCC's data management system Quit Manager

* Co-ordination, support and administration of core and network activities

• Management and responsibility of core team of specialist smoking cessation advisers

• Networked smoking cessation with affiliated/contracted providers

• 24/7 telephone support

• Training – professional development, brief interventions and service awareness

• Promotions and social marketing initiatives to generate referrals into service.

* Direct Supply of NRT to service user
* PGD in place to support service users with Champix and Zyban

Tobacco control related activity that supports the smoking quit targets is primarily the Smoke Free Homes & Cars programme; this encompasses working with partners:

• To refer clients to smoking cessation services, fire service, etc.

• To engage the public to make their homes and their vehicles smoke-free

* To report to partners intelligence on counterfeit and illicit tobacco and non compliance with legislation

**Indicative Demand and Service Development**

The stop smoking service in Lincolnshire has experienced a number of changes over the past decade which has impacted on performance and outcomes. The model of one prime provider with sub-contractors has been repeated three times with variations on management, delivery and budget.

The common factor with all three methods is the sub-contracting, which when operating effectively can offer:

• a greater source of referrals

• a greater workforce to deliver the service

• more access points for clients

The Lincolnshire's Tobacco Control Strategy 2013 - 2018 had an ambition to secure up to 7,000 4-week smoking quits annually in order to contribute to the reduction in smoking prevalence within the county, the reduction in budget has significantly impacted on service delivery and we have had to move to a more focused approach to delivery and improving quality, targeting smokers that will benefit the most from stopping.

The 2018/19 anticipated outcomes for smokers in groups such as pregnant, acute and mental health are shown below:

|  |  |  |  |
| --- | --- | --- | --- |
| Capacity | 4 week Quit | 12 week Quit | 36 week Gestation |
| Pregnancy | 450 | 383 | 360 |
| Acute/LTC | 1,800 | 936 | - |
| Mental Health | 315 | 158 | - |
| General / R&M | 1,196 | 598 | - |

Move to the direct provision of pharmacotherapy is expected which would impact upon the service and local providers. The direct supply of NRT has been rolled out through many local settings, including local GPs who provide stop smoking services. A PGD for Champix and Zyban will be required under this new contract.

**Indicative Project Timescales**

* Finalise specification and procurement documentation by Mid December 2017
* Tender process – January to March 2018
* Supplier mobilisation – April and June 2018
* Contract commencement – 2nd July 2018

**PART 2**

**Questionnaire**

|  |  |
| --- | --- |
| **Q1** | **CONTRACT DURATION**  The authority would like to understand the views of prospective providers is considering letting the contract for an initial term of 5 years with an option at the authority’s discretion to extend by up to a maximum of a further 2 years (5+1+1).  (a) Is this a reasonable term to let a contract on with a view to achieving a value for money contract and if not, why not?  (b) What other term, if any, would offer best value to the authority and why? |
| **A1(a)** |  |
| **A1(b)** |  |
| **Q2** | **CAPACITY AND COVERAGE**   1. Would you be equipped to provide for the full scope and demand of Stop Smoking services required in Lincolnshire as indicated in Part One? i.e. would you as a provider be able to provide the services with existing resources or will you be looking to deliver the services in partnership with other provider/s? 2. Would you seek to collaborate with a third party provider to deliver the service, or aspects of the service through arrangements such as sub-contracting, on your behalf? |
| **A2(a)** |  |
| **A2(b)** |  |
| **Q3** | **DELIVERABILITY**  Currently the annual budget is £1.2m. This is balanced between the service and pharmacotherapy budgets meeting our anticipated outcomes. There is also potential for a moderate investment from the NHS in 2018/19 and 2019/20(conditional upon Lincolnshire's Sustainable Transformation Plan).   1. Please provide your views on the commercial viability and attractiveness of delivering an effective service at the volume and within the budget indicated. 2. Within the proposed model(s) there is an emphasis on expanding and supporting a network of community providers, what would be the appropriate measures to secure the continued success of those relationships? |
| **A3 (a)** |  |
| **A3 (b)** |  |
| **Q4** | **PAYMENT MECHANISM**  The authority is considering the most suitable payment mechanism to put in place to ensure delivery of the best value service (for example single rate payments according to categories of service delivery, and the use of performance incentivisation (enhancements for quality standards e.g. smoking in pregnancy).   1. In your view, what payment mechanism(s) would work best in the interests of both the authority and the provider? 2. Being mindful of the Lincolnshire demography, the prevalence of smoking in the county and changing smoking behaviours how attractive is the emphasis on a differentiated tariff approach to the service? |
| **A4 (a)** |  |
| **A4 (b)** |  |
| **Q5** | **CONTRACT PERFORMANCE MONITORING – Service Level Agreement**  Contract performance monitoring is critical to this service provision. The authority commissions the use of "Quit Manager". This software system is our performance and finance management tool. KPI’s will be used to assess provider progression and performance.  (a)Do you agree that this is a good way to manage provider performance?  (b)Please detail any risks of adopting this approach?  (c)Are there any alternatives that you believe would offer better value and why? |
| **A5(a)** |  |
| **A5(b)** |  |
| **A5(c)** |  |
| **Q6** | **CONTRACT ATTRACTIVENESS**  What are the key factors influencing the attractiveness of this type of contract for your organisation? (for example, contract term, potential scope to transfer staff from incumbent provider, other commercial factors) |
| **A6** |  |
| **Q7** | **MOBILISATION**  a) It is imperative that if there was a change in provider that there would be minimal disruption to service users. We envisage a transition period of 12 weeks between contract award and contract start date.  b) Do you think this will be an adequate period to enable your organisation to begin delivery of stop smoking services?  c) What you would advise we do to ensure that the service receives minimal disruption? |
| **A7(a)** |  |
| **A7(b)** |  |
| **A7 (c)** |  |
| **Q8** | **OTHER INFORMATION**  Are there any other issues the council should take into account when compiling the contract in order to achieve best value from its delivery?  If more than one, please list in priority order with the most important first and give a brief explanation of each. |
| **A8** |  |

Please return this questionnaire no later than 17:00 on **30th November 2017** through the Pro-Contract portal at <https://procontract.due-north.com/Login>

We may have some follow up questions; it would be appreciated if you provide contact details below:

|  |  |
| --- | --- |
| **Contact Name** |  |
| **Company** |  |
| **Telephone** |  |
| **Email** |  |

Equally, if you would like further information to assist you in responding to this questionnaire, please contact Reena Fehnert through the Pro-Contract portal at <https://procontract.due-north.com/Login>