**Document – Technical & Commercial Offer – Initial Proposals**

Tenderers are required to provide either a written statement or further information where a request from Bidders is required. The format should reflect the format below and response to further information after each question.

Service Model

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| Ref. | Requirement |
| 1.1 | Northampton General Hospital and Kettering General Hospital,NGH/KGH requires the service provider to purchase (against NGH/KGH’s individual price agreements or agreement made on behalf of NGH/KGH) and hold inventory of multiple products from multiple suppliers and deliver on demand to multiple delivery points and within specific timeframes to meet NGH/KGH’s requirements  **Bidders are required to detail how they would provide this service model. Bidders are required to provide an end-to-end process map as part of the response.** |
| 1.2 | NGH/KGH requires the service provider to operate within the LEAN and JIT principles and actively demonstrate this by delivering a quality service.  **Bidders are required to detail their understanding of a “Lean and Just in Time” delivery service and detail how they would provide such a service across multiple NHS Trusts and the service principles they would follow.** |
| 1.3 | NGH/KGH requires the service provider to provide an emergency delivery service on demand (3hrs).  **Bidders are required to confirm and detail how they would provide this service.** |
| 1.4 | NGH/KGH requires the service provider to provide a low unit of measure service option This would require on request the service provider to supply products at a lower unit of measure (e.g. singles) than the minimum order quantity from a supplier (e.g. box) for specific NHS Trusts.  **Bidders are required to confirm they would provide this service and provide a process map detailing how the service would be provided.** |
| 1.5 | NGH/KGH may require the service provider to provide a cross-dock facility option. This would require on request the service provider to receive orders placed by NGH/KGH directly with a supplier and cross-dock into a single on-ward delivery.  **Bidders are required to confirm they would provide this service and provide a process map detailing how the service would be provided.** |
| 1.6 | NGH/KGH requires the service provider to provide a back order service option  **Bidders are required to confirm they would provide this service and provide a process map detailing how the service would be provided**. |
| 1.7 | NGH/KGH requires the service provider to provide customer support to ensure day to day service issues are addressed.  **Bidders are required to detail the customer support that would be provided to NGH/KGH as part of the service.** |
| 1.8 | NGH/KGH requires the service provider to operate against a range of key performance indicators and provide performance data to NGH/KGH to enable performance to be monitored.  **Bidders are required to provide a set of key performance indicators which they would expect the service to be measured against.**  **Bidders are required to provide example/ template performance data that they would provide to NGH/KGH during the term of the contract.** |
| 1.9 | NGH/KGH requires the service provider to manage change in product use and change in unit prices.  **Bidders are required to detail the processes they would follow to manage change as described above.** |
| 1.10 | NGH/KGH recognises that the service provider may require The Trust to commit to specific conditions to enable the service to be provided.  **Bidders are required to detail any conditions which would apply to NGH/KGH to enable the core service and additional service options to be provided.** |
| 1.11 | NGH/KGH requires the service provider to communicate alerts/ product recalls.  **Bidders are required to detail how they would manage alerts/ product recalls**. |
| 1.12 | Can suppliers provide a dedicated time slot for delivery?  **Please detail if this is possible and at what time(s)** |

Supporting Infrastructure

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| Ref. | Requirement |
| 2.1 | NGH/KGH requires the service provider to provide appropriate physical warehouse capacity to provide the full range of services described above.  **Bidders are required to detail the physical warehouse capacity proposed for the service and location(s) and detail if existing storage facilities would be adequate and/ or if new warehousing would be required.** |
| 2.2 | NGH/KGH requires the service provider to provide appropriate vehicles to provide the full range of services described above.  **Bidders are required to detail the range of vehicles proposed for the service.** |
| 2.3 | NGH/KGH requires the service provider to provide appropriate inventory management systems able to a) host multiple purchase and sale prices for the same product; b) detailed management information for suppliers on end-user demand; c) host the same product in box/ case quantity and single units.  **Bidders are required to detail the inventory management systems proposed for the service and illustrate the systems full capability against the points described above.** |
| 2.4 | NGH/KGH requires the service provider to provide appropriate key staff and resources to provide the service model described above.  **Bidders are required to detail the management structure they would establish to manage the service and provide an indication of the scale of people resources by functional group they would provide to undertake the service.** |
| 2.5 | NGH/KGH requires the service provider to receive orders and issue invoices in multiple formats from paper to direct interfaces.  **Bidders are required to detail the range of methods NGH/KGH would be able to trade with the service provider.** |
| 2.6 | NGH/KGH requires the service provider to be proactively involved in the management and development of e-catalogues and to be able to interface systems of individual trusts and suppliers for seamless ordering.  **Bidders are required to detail how they would provide this service model. Bidders are to provide end to end process map as part of their response.** |
| 2.6 | NGH/KGH requires the service provider to provide appropriate training for the key staff (e.g. manual handling, equipment training etc) to provide the service model described above.  **Bidders are required to detail the staff development structure they would establish to manage the service** |
| 2.7 | NGH/KGH has commercial relationships with numerous medical suppliers. Currently, (but not exclusively, and subject to change) we have a strong commercial relationship with the following suppliers (valued at circa £600k per annum covering 90 lines):  Medline, Purple Surgical, Full Support, Gamma Healthcare, Convatec, Select Healthcare, B Braun, Molnlycke, 365 Healthcare, BD and H&R Healthcare.  **Please detail and provide names of contracts/relationships with medical suppliers you have. (Please list these suppliers individually; please also indicate whether separately you have a current relationship with the abovementioned suppliers)** |
| 2.8 | As part of the Department of Health (DoH) drive to improve services, the Trust is looking adopting GS1 coding standards on all of the products it procures.  **Please detail how you will support the Trust with this.** |

Implementation Method

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| Ref. | Requirement |
| 3.1 | NGH/KGH require the service provider to resource the implementation with a dedicated project team.  **Bidders are required to detail the project team they would provide to manage the implementation.** |

Sustainability

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| Ref. | Requirement |
| 4.1 | NGH/KGH requires the service provider to minimise the environmental impact of its operation.  **Bidders are required to detail how it will minimise the environmental impact of its proposed operation.** |
| 4.2 | How has the service provider managed to reduce their own environmental impact?  **Bidders are required to detail how they’ve reduced their own environmental impact.** |
| 4.3 | How does the service provider propose to reduce the environmental impact of NGH/KGH?  **Please provide details of your proposal** |
| 4.4 | Has / does the service provider intend to work with suppliers to improve sustainability – for example offering more sustainable alternatives to polystyrene catering supplies, removing PVC from healthcare consumables, encouraging sustainability improvements from their suppliers.  **Please provide details of any engagement that has/will take place regarding sustainability with suppliers and what improvements have been made.** |
| 4.5 | Does the service provider have a sustainability, environmental or carbon policy with measurable targets?  **Please provide a copy of any policies you have.** |

Cost

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| Ref. | Requirement |
| 5.1 | Bidders will be required to bid on the basis of an open book to demonstrate transparency and to ensure the proposed commercial model is sustainable.  **Bidders are required to detail the principles of the commercial model they propose for the service.**  **Bidders are required to detail in their commercial model proposals for how they will ensure competitiveness and price sustainability for the service they propose.**  **Bidders are required to detail the primary benefits of the proposed service model to NGH/KGH.** |