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## REQUEST FOR QUOTATION – PHARMACEUTICAL NEEDS ASSESSMENT FOR CITY OF LONDON CORPORATION AND LONDON BOROUGH OF HACKNEY

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| **From (Contact Officer):** | Alexander Miller |
| **Service Area:** | Public Health |
| **Address:** | 1 Hillman Street, London, E8 1DY |
| **Date:** | 24th Feb 2020 |

Please submit your firm, fixed price quotation for the services above as set out in this request. Prices should be exclusive of VAT.

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| **Quotation to be returned no later than:** | **5pm Friday 13th March 2020**  Q&A period: Until 6th March 2020  Indicative interview date: 30th March 2020  Implementation meeting date: 8th April 2020 |
| **Full Description of Services:** | See specification below |
| **Envisaged Contract Start Date:** | 1st April 2020 |
| **Services required for:** | Period from the start date until 31st March 2021 |
| **Expenses:** | The quoted price must be inclusive of all expenses that may arise from delivery of the services |

Your quotation will imply agreement with the London Borough of Hackney’s Conditions of Contract (sent out with this quote) in the event of an order being placed. No other terms and conditions will apply.

Please note that the information in relation to this contract should be treated as confidential.

**SECTION ONE:**

PLEASE COMPLETE BELOW:

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| **Name of Organisation:** |  | |
| **Company Registration Number:** |  | |
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| **Name of Insurance Company and expiry date:**  **(please include photocopies of your certificates with your bid)** |  | |
| **Amount of Public Liability Cover:** |  | |
| **Amount of Professional Liability Cover:** |  | |
| **Amount of Employer Liability Cover:** |  | |
|  |  | |
| **Name of staff carrying out the project:** |  | |
| **Status of staff – i.e. employee, director, sole trader:** |  | |
| **Description of Two Similar Contracts including who commissioned you, the value of the contract, and the names of two referees. (300 words maximum)**  **Please note that if you do not meet this criteria, your quote will not be considered.** |  | |
| **Contact details of Manager of Service for the above: (for reference purposes):** |  | |
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**SECTION TWO:**

**SPECIFICATION – PHARMACEUTICAL NEEDS ASSESSMENT FOR THE CORPORATION OF LONDON AND LONDON BOROUGH OF HACKNEY**

1. **Introduction and Context**

1.1. Pharmaceutical Needs Assessments (PNAs) are used by the NHS, Clinical Commissioning Groups and local authorities to commission community pharmacy and related services. NHS England is responsible for commissioning pharmaceutical services. In particular, it is with NHS England that the power lies to decide whether or not to approve an application from a new provider to be included on a pharmaceutical list (this is commonly known as the ‘market entry’ system). To be successful, any such application must prove that they are able to meet a pharmaceutical need as set out in the relevant PNA.

1.2 Clinical Commissioning Groups (CCGs) and local authorities also have powers to commission services from pharmacy providers, including public health services. Both London Borough of Hackney (LB Hackney) and the City of London Corporation have used this opportunity to continue to commission a wide range of public health services from community pharmacies. Currently, City and Hackney CCG does not directly commission any local pharmacy services. NHS England is responsible for making decisions on applications to open new pharmacies and dispensing appliance contractor premises; the PNA document informs these decisions at local level.

1.3 The Health and Social Care Act 2012 transferred responsibility for developing and updating PNAs to Health and Wellbeing Boards. The NHS (Pharmaceutical Services and Local Pharmaceutical Services) Regulations 2013 set out the legislative basis for producing PNAs. <http://www.dh.gov.uk/health/2013/02/pharmaceutical-services-regulations>

1.4 Hackney and the City’s Health and Wellbeing Boards (HWBBs) have a statutory responsibility to produce a revised Pharmaceutical Needs Assessment (PNA) for the local area **by 1 April 2021**. The last PNAs were produced in 2018 and can be found at <https://hackneyjsna.org.uk/needs-assessments/>

1.5 The successful bidder will manage and complete a comprehensive PNA which meets regulatory requirements, and manage the process from design and planning, data analysis and reporting, consultation, through to a final draft agreed by all relevant stakeholders. The successful bidder is required to work with minimum supervision and so clear evidence of previous success in producing a PNA is an essential requirement of any bidder planning a submission for this contract.

1. **Aims of the Service**

2.1 The successful bidder is required to enable the City Health and Wellbeing Board and the Hackney Health and Wellbeing Board to meet their statutory requirement and publish a comprehensive Pharmaceutical Needs Assessment (PNA) that meets regulatory requirements before 1 April 2021.

2.2 The PNA will provide information about local population health and wellbeing needs, current community pharmacy services and gaps in provision.

* 1. The PNA will be used by NHS England to commission future pharmacy services in City and Hackney. The information contained in the PNA will also inform the commissioning plans of LB Hackney, City of London Corporation and the City and Hackney CCG.

1. **Service Requirement**

3.1 The successful bidder is required to produce a separate assessment for the City and for Hackney as two separate documents.

3.2. Following a full consultation, a draft PNA shall be completed in time to be presented at each Health and Wellbeing board for final comments and agreement (see section 6.4).

3.3 The content should meet the statutory requirements of national guidance that applies at the time of publication. In particular, this will include: analysis of relevant data; surveys of local pharmacy contractors and the public; production of draft PNAs reports for formal consultation; full consultation of the draft PNAs (see **section 5**). All points raised during the consultation period should be satisfactorily addressed in the final documents, in consultation with members of the stakeholder group (see **section 5**). The successful bidder is responsible for ensuring that final documents shall be ready for online publication before 1 April 2021.

3.4 The current guidance can be found at <https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/197634/Pharmaceutical_Needs_Assessment_Information_Pack.pdf>, but this may be updated during the timescale of preparing the PNAs. The regulation that this guidance relates to can be found at <http://www.legislation.gov.uk/uksi/2013/349/pdfs/uksi_20130349_en.pdf> . This may also be updated during the timescale of preparing the PNAs.

3.5 The successful provider will be expected to keep themselves updated with the relevant national guidance on PNA and any changes to the Regulations during the course of the delivery of the service.

1. **Deliverables**

4.1 The successful bidder is required to produce a **final** project plan that is agreed by the Authorised Officer for this service by 15th May 2020. It is essential that the production of the PNAs is timely and strong project planning is considered key. There will be a requirement on the successful bidder to:

* have monthly phone check-ins with the Authorised Officer (supplemented by a short written progress report), and face to face where required (up to 3 face to face meetings during the course of the contract) - these can be coordinated to coincide with any face to face stakeholder group meetings
* convene and manage a stakeholder group as indicated in the guidance - the first meeting shall be held by 14 July 2020 and up to six meetings will be required (these can be by telephone as well as face to face subject to agreement from the stakeholder group)
* gather the necessary information for inclusion in the draft PNAs and agree the structure with the Authorised Officer by 14 August 2020
* produce draft PNAs ready for formal consultation by 20 October 2020 - this must be agreed by the stakeholder group and the Authorised Officer
* complete the formal consultation required for the PNA by 22 December 2020
* produce final PNAs for the City and Hackney (using a common format) for approval by the two Health and Wellbeing Boards, for publication by 1 April 2021 at the latest – the final PNA reports must be agreed by the stakeholder group before going to the Health and Wellbeing Boards for approval.

1. **Methodology**

5.1 The Provider is invited to use their expertise to advise on how best to implement and manage a project plan that meets the Health and Wellbeing Boards’ responsibilities in producing a usable PNA as per the regulatory requirements. This will be assessed in the method statements below (**see section 8**).

5.2 In particular, the PNA will collate and analyse the following information in order to assess the adequacy of existing services and identify any gaps to meet current and future need:

* socio-demographic characteristics of the local population (current and forecast)
* geographical mapping of community pharmacies across City and Hackney
* description of existing pharmacy services
* nationally commissioned (by NHS England) services – ‘essential’, ‘advanced’ and ‘enhanced’ services
* locally commissioned services, including public health services
* description of other relevant services that may impact on local need for pharmaceutical services
* housing and other developments that may impact on local need for pharmaceutical services.

5.3 Consultation and feedback from individual community pharmacists and the public is also essential in determining the effectiveness of current provision in meeting local health needs. Separate surveys of these two key stakeholder groups (in line with the surveys carried out for the 2018 PNA) is a requirement of this contract. The Provider is expected to take measures to ensure that all pharmacy contractors respond to the pharmacist survey. Completed surveys are also expected from a sample of at least 500 pharmacy customers

5.4 It is important that the PNA is aligned with and informed by other local plans, strategies and needs analysis, including City & Hackney’s Health and Wellbeing Profile (the local Joint Strategic Needs Assessment). The successful bidder will be expected to demonstrate an understanding of the key health and wellbeing needs in Hackney and the City and work closely with the local Public Health Intelligence team to access relevant data on these needs.

## Stakeholders

5.5. The Regulations set out the key stakeholders that must be consulted with as part of the PNA process. These include:

* City & Hackney (and neighbouring) Local Pharmaceutical Committee
* City & Hackney (and neighbouring) Local Medical Committee
* City & Hackney CCG
* NHS England Local Area Team
* Individual pharmacists
* City of London Healthwatch and Hackney Healthwatch and other public/patient representative groups
* NHS Trusts and Foundation Trusts – including Homerton University Hospital NHS Foundation Trust, East London NHS Foundation Trust

5.6 The successful bidder will ensure that relevant local partners will also be consulted to inform the assessment of future need for pharmaceutical services - including housing, town planning, economic development and social care services. This will be facilitated by the Authorised Officer who will provide relevant local contact details.

5.7 NHS England will be a key partner in providing access to data on commissioned services. NHS England will also provide feedback on the PNA as part of the formal consultation. The successful bidder is required to address all responses to the formal consultation in the final PNAs, which must be signed off by the respective Health and Wellbeing Boards for publication before 1 April 2021.

5.8 The planning must include a full 60 day public consultation period, in line with regulatory requirements.

**Provider Experience and Qualifications**

5.9 This is a technical undertaking which is time sensitive, and the successful provider will be skilled and have direct relevant experience of producing PNAs and working with the stakeholders mentioned.

5.10 The successful bidder should be mindful of the fact that the national PNA regulations are scheduled to be reviewed and may change during the course of this contract. Flexibility should therefore be demonstrated to accommodate any possible implications for the successful delivery of the service requirements as set out in **section 3** of this specification.

5.11 The Public Health team, led by the Authorised Officer, will:

* provide access to data on local health and wellbeing needs relevant to the PNA
* provide access to relevant data on Public Health commissioned services
* facilitate communication with key local stakeholders to establish a stakeholder group and obtain other relevant local data
* host face-to-face stakeholder group meetings in Hackney or the City as needed
* facilitate access to individual pharmacists for conduct of surveys.

1. **Reporting Arrangements**

6.1 Day to day reporting will be to the Authorised Officer for the contract: Public Health Intelligence Manager, Alexander Miller. Contact details: [Alexander.Miller@hackney.gov.uk](mailto:Alexander.Miller@hackney.gov.uk) or 0208 356 8131

6.2 There will be a written monthly progress report, or more frequently when necessary, to the Authorised Officer.

6.3 Sign-off of the draft PNAs for consultation is by the stakeholder group - by 20 October 2020.

6.4 The Provider will deliver a final draft for sign-off by the Authorised Officer, in consultation with the PNA stakeholder group, by 10 January 2021.

6.5 A final report for submission to the HWBBs for approval is required by 24 January 2021 at the latest.

1. **Timescales and Budget**

7.1 Contract Award is expected by **1st April 2020**.

7.2 The successful bidder is required to submit a project plan including Gantt chart (see method statements). This shall be updated and shared with the Authorised Officer alongside the monthly reporting.

7.3 Key milestones include:

1. Draft PNAs for formal consultation – by 20 October 2020
2. Draft Final PNAs for approval by Authorised Officer - 10 January 2021
3. Final PNAs for approval by HWBBs – by 24 January 2021
4. Final PNAs signed off by HWBBs and published – 1 April 2021 at the latest

7.4 This work is to be fully completed by 1 April 2021. A final report, for sign-off by the Health and Wellbeing Boards, will be presented to the Authorised Officer by 10 January 2021.

7.5 The maximum budget available for this contract is £50,000. This is fully inclusive of all expenses including resources, materials and travel expenses and the cost of surveys.

7.6 Payment will be subject to satisfactory performance – and will be as follows: divided into three equal instalments, with the 1st payment once work has commenced, the second payment on production of the draft report for formal consultation and the third payment on publication of the final report (which has addressed all consultation comments), signed off by the HWBBs, on LBH and CoL websites.

7.7 Any reports or data used or created as a result of this work will remain the property of London Borough of Hackney, although the Provider will be credited for the production of its contents. This means that the Provider will be unable to publish any findings independently or without the express written permission of the Council through its Authorised Officer.

**SECTION THREE**

**8.** **Method Statements**

**8.1** This section will be used to determine a score for your bid. You must demonstrate evidence of how you have delivered similar work as well as outline how you will meet the requirements of the specification.

Bids will be evaluated upon the basis of first detailing relevant experience for similar contracts and then on 80:20 quality/price ratio i.e. 80% of the score based on quality and 20% based on price.

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| **Quality 80%** | **% Score** |
| Experience and Qualifications | 35% |
| Project Plan and Delivery | 35% |
| Methodology for Consultation with Stakeholders | 10% |
| **Price 20%** | **20%** |

**8.1.1** Each question will be scored between 0 to 4:0 being poor, 1 being weak, 2 part met, 3 fully met and 4 exceeding requirement.

**8.2. Experience and Qualifications (35%)**

**8.2.1** Please outline your previous experience of delivering a Pharmaceutical Needs Assessment including URLs **(pass/fail)**

***500 words maximum excluding URLs***

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| --- |
| URLs: |

**8.2.2** What are the particular skills and experience of relevance of the members of staff who will deliver this programme, including data analysis? Please include the name of the main project manager and any relevant professional qualifications, registrations and specific experience. **(20%)**

***1000 words maximum***

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**8.2.3** Please summarise the key PNA regulatory requirements as you understand them, and how you will meet these requirements as part of this contract – including how you will adapt to any changes that may be implemented during the lifetime of the contract. **(15%)**

***500 words maximum***

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**8.3 Project Planning and Delivery (35%)**

**8.3.1** Please provide a GANTT chart or detailed project plan outlining how the PNA will be achieved. **(5%)**

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**8.3.2** Who are the key stakeholders you will need to work with for the PNA and how will you work in partnership with them? **(10%)**

***400 words maximum***

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**8.3.3** Please summarise your understanding of the local context of Hackney and the City of London of particular relevance to the PNAs. **(10%)**

***800 words maximum***

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**8.3.4** As outlined in the specification, separate assessments are required for Hackney and the City of London. How will you ensure that the PNA meets these requirements? **(10%)**

***250 words maximum***

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**8.4 Consultation (10%)**

**8.4.1** What is your strategy for consulting with (i) pharmacy contractors and (ii) the public to inform the PNAs? And what is your strategy for (iii) conducting the formal consultation on the draft PNA reports?

***1000 words maximum***

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| **i) Pharmacy Contractors**  **ii) Public**  **iii) Formal Consultation** |

**8.5 Price (20%)**

**8.5.1** Please outline your total price (inclusive of all expenses) and include your budget breakdown costs on the pricing schedule attached. Please note the maximum price for this Service is **£50,000.00.**

**On behalf of:**

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| Company Name: |  |
| Address: |  |
| Name of Signatory: |  |
| Signature: |  |
| Date: |  |