

**ASSISTED CONCEPTION SERVICE
SERVICE PROPOSAL QUESTIONNAIRE**

Please complete this proposal following review and consideration of the invitation to tender documentation including the conditions of offer, terms and conditions of contract and the service specification.

For a number of questions we have included some issues in blue for you to consider in your response. These should not be viewed as an exhaustive list.

As a CCG we do not wish to prescribe word counts for each response but instruct that your total submission is **no more than 55 pages using the type font Arial, point 11. Any other appendices will not be considered.** This is to include any charts or diagrams you choose to submit in response to any question. Please note that each question has a different weighting and you may wish to consider this when responding

Should you supply any separate documents as requested to support your responses such as a Project Plan in response to Question 4.1 please ensure it is clearly marked Provider Questionnaire, Question number and title: e.g. PQ Q4.1 Project Plan. However please do not include any attachments or further supporting information other than is requested in the questions below.

Questionnaire completed by:

Organisation:

Lead Manager:

Title:

Contact No:

Contact Email:

1 Outline proposal for the delivery of the service specification

- 1.1 Please confirm that you are proposing to meet the service specification in full, including delivery services as close to home as possible for patients in Dorset. If you intend to make any minor variations please stipulate where variations are to be made, cross referencing to which sections of the documents the variation applies.
- If providers wish to offer an alternative service model this should be submitted in addition to a compliant proposal.

Provider response:

If variations are proposed, please provide details of suggested variations cross referenced with the specification section/paragraph.

Weighted score 5
1.2 Please describe your operating model.
<p>Provider response:</p> <p>In your response you will need to consider:</p> <ul style="list-style-type: none"> • <i>Location of services and the facilities provided by site.</i> • <i>Access to services in hours (including opening times)</i> • <i>Access out of usual hours and when there is an emergency</i> • <i>Routine number of contacts and appointments during the treatment journey</i> • <i>Additional support and counselling available</i> • <i>Information available for patients and treatment options</i> • <i>Communication methods with patients and couples</i> • <i>Equal access for all</i> • <i>Support for patients/couples to prepare for their appointments and treatment including counselling for use of gametes and/or embryos</i> • <i>Holistic approach to care working with other healthcare professionals / providers</i> • <i>Post treatment support, including when there is complication of treatment</i> • <i>Management of patient expectations</i> • <i>Short term storage of gametes and embryos</i> • <i>Long term storage of gametes and embryos</i> <p>Weighted score 12</p>
1.3 Please indicate whether you are proposing to use sub contractors and/or form partnerships to deliver any element of the service specification. If so, please detail arrangements below and any sub contract/partners should be referenced where relevant in the response to further questions.(see organisation assessment requirements)
<p>Provider response:</p> <p>In your response you will need to consider:</p> <ul style="list-style-type: none"> • <i>Names and details of sub-contractors/partnerships/voluntary organisations</i> • <i>The elements of service they will be providing (and evidence of their capabilities)</i> • <i>The nature of the relationship</i> • <i>What formal agreements have been entered into between the parties</i> • <i>All parties understand their responsibilities regarding quality standards and Information Governance</i> <p>Weighted score 0 (for information only)</p>
1.4 Please provide a statement about your current service outcomes to include how the outcomes of the service specification will be met and monitored
<p>Provider response:</p> <p>In your response you will need to consider:</p> <ul style="list-style-type: none"> • <i>Working to agreed care pathways.</i> • <i>Single embryo and blastocyst transfer policies.</i> • <i>Multiple pregnancy rate and policy.</i> • <i>Method of freezing and cryopreservation.</i>

- *Interaction and relationships with other services identified in the specification.*
- *At least 2 years data on live birth rates, multiple pregnancy.*
- *Trends in ovarian hyper-stimulation by level.*

Weighted score 7

1.5 Please provide your anticipated capacity projections and current waiting times.

Provider response:

In your response you will need to consider:

- *The impact of the level of indicative activity proposed in the specification with evidence of how this has been managed in the past and how if any this impacts upon existing waiting times.*
- *Current access times over the last year and more generally.*

Weighted score 4

1.6 Please provide detail of your last 3 HFEA reports and action plans.

Provider response:

In your response you will need to consider:

- *Improvements required by the HFEA and timescale that these were addressed*
- *Any actions carried over from one report to another should be detailed with the reason for this*

Weighted score 4

1.7 Please explain how you would ensure a balance between ICSI, IUI and IVF.

Provider response:

This has intentionally been left blank.

Weighted score 3

1.8 Please describe how you will foster relationships with other organisations and departments who would be interdependent with this service.

Provider response:

In your response you will need to consider:

- *Key departments and referring organisations and GPs*
- *Out of hours services/ acute trusts to support emergencies that may arise*
- *Clinical Commissioning Group*
- *Professional links*
- *MDTs*
- *Improving patient flows*
- *Discharge arrangements and reporting*
- *Subcontract partners*
- *Patient information*
- *Patient Support Organisations*

Weighted score 6	
1.9	Please can you describe how you can ensure seamless working with the Dorset Health partners on communicating relevant structured information and show how the transfer of information will flow against Appendix B of the service specification.
<p>Provider response:</p> <p>In your response you will need to consider:</p> <ul style="list-style-type: none"> • <i>Referral from GP via Acute provider to your service</i> • <i>Access to prior results from the GP and local Acute providers</i> • <i>Integrated medication records</i> • <i>Transfer of care in/out of private provision</i> • <i>Return of care to local maternity and GP services</i> • <i>Notification of outcome of fertility cycle to HFEA</i> • <i>supporting citizen access to their own record</i> • <i>Transfer of information between providers</i> • <i>Work towards a single medication record</i> 	
Weighted score 6	
1.10	Please confirm your approach to the social values agenda and how you will apply this if you are successful in running this service.
<p>Provider response:</p> <p>In your response you will need to consider:</p> <p><i>Social value is a way of thinking about how scarce resources are allocated and used.</i></p> <p><i>It involves looking beyond the price of each individual contract and looking at what the collective benefit to a community is when a public body chooses to award a contract.</i></p> <p><i>Social value asks the question: 'If £1 is spent on the delivery of services, can that same £1 be used, to also produce a wider benefit to the local community?'</i></p>	
Weighted score 1	

2. Quality and Governance	
2.1	How will your Board ensure the services provided are safe? If you envisage any changes in governance structures or policies, should you be selected to provide the services, please describe what these will be and why.
<p>Provider response:</p> <p>In your response you will need to consider:</p> <ul style="list-style-type: none"> • <i>Policies and procedures that are in place covering patient safety, clinical effectiveness and patient experience.</i> • <i>Specific information relating to board oversight and operational management of adverse/serious incidents, complaints/concerns, staff training and registration, infection control, medicines management, implementation of relevant NICE & National guidance, safety alerts, mortality/morbidity rate measurement</i> 	

- *This should include how the Board are assured regarding current service provisions*
- *Governance for any sub contracted services*

Weighted score 4

2.2 Please advise how you will comply with the quality standards for this service.

Provider response:

In your response you will need to consider:

- *How you will capture information/data and provide routine reports to commissioners to evidence performance of all of the areas of quality and governance*
- *What will be the sources of data for the reports*
- *The format the report will be in and are there systems in place to enable this to be provided on the agreed dates*
- *Confirmation that you can provide every indicator listed in the reporting schedule*

Weighted score 3

2.3 Please state if you are currently registered to provide these services. If not, please confirm how you will become registered in time for commencement of the service.

Provider response:

In your response you will need to consider:

- *Details of current registration status with appropriate registering body (CQC, NHS License).*
- *Copy of your last inspection, where appropriate.*

Weighted score 3

2.4 Please describe the process you would follow for managing quality and safety within your organisation.

Provider response:

In your response you will need to consider:

- *Safeguarding(adults and children)*
- *Serious Incidents*
- *Adverse incidents*
- *Complaints*
- *Infection control*
- *Medicines safety*

Weighted score 3

2.5 Please demonstrate how you will invite and encourage feedback from people who use your service and provide evidence that is publically available in addition to the survey requirements in the contract and how that feedback is used to improve services and policy.

Provider response:

In your response you will need to consider:

- *How will you obtain evidence of patients experience who use your services and are representative of your population diversity, eg ethnic minorities, vulnerable patients etc*
- *Response to any issues raised through Healthwatch NHS Choices or other feedback routes*
- *Demonstrate how you will act on patient feedback to change services*
- *GP, acute, community and patient carer feedback*
- *How you will hear, engage and develop patient voices*
- *Communicate and collaborate with the Commissioner*

Weighted score 4

2.6 Please describe how your organisation responds to staff who raise concerns about the organisation or the service.

Provider response:

In your response you will need to consider:

- *Policy to set out who can raise a concern*
- *The process for raising a concern*
- *How the concern will be investigated*
- *The role of the Freedom to speak up Guardian*
- *Relationship and responsibility to National Bodies, including CQC and NHS England*
- *When you would consider it appropriate to inform the CCG of a concern*

Weighted score 3

2.7 Please provide details of your clinical leadership and governance that demonstrate suitable qualifications and responsibilities for those in leadership positions.

Provider response:

In your response you will need to consider:

- *Your organisational structure and clinical leadership responsibilities*
- *The role of your clinical lead and how they will provide clear clinical governance*
- *Clinical leadership supporting supervision, review, appraisal, revalidation of relevant clinical staff*
- *How the Board or equivalent receives assurances in relation to the quality of care*
- *How clinical and organisation risk is monitored and managed*

Weighted score 3

3. Leadership, Management Structure and Workforce

3.1 Please provide a profile of your organisation.

Provider response:

In your response you will need to consider:

- *Organisation status and structure*
- *Vision and strategic aims*

<ul style="list-style-type: none"> • <i>Profile of current business</i> • <i>Corporate governance arrangements</i> • <i>Previous experience in this area</i> • <i>Values that drive your service</i> <p>Weighted score 0 (for information only)</p>	
<p>3.2 Please provide details of your proposed management arrangements for this service within your organisation.</p>	
<p>Provider response:</p> <p>In your response you will need to consider:</p> <ul style="list-style-type: none"> • <i>Direct management arrangements</i> • <i>Fit within the organisational structure</i> • <i>Supervision/performance management</i> • <i>How you will manage any sub-contracting/partnership arrangements and details of previous experience in managing partnership/sub-contracting arrangements successfully</i> <p>Weighted score 4</p>	
<p>3.3 Please provide detail of the number and roles of staff who would be involved in the delivery of this contract. if you are not sufficiently resourced, you would plan to recruit and retain additional staff?</p>	
<p>Provider response:</p> <p>In your response you will need to consider:</p> <ul style="list-style-type: none"> • <i>Potential sources of additional staff and existing relations with partners and agencies</i> • <i>Any arrangements with other organisations/practices/branches</i> • <i>Any cross over abilities of existing staff</i> • <i>When, how, and why you would use bank/agency/locum staff and the assurance from these organisations that they are working in line with current employment legislation</i> • <i>Offer of placements to students in the new service</i> • <i>Contribution to system workforce</i> • <i>The impact of the IR35 regulations</i> <p>Weighted score 5</p>	
<p>3.4 How do you ensure that all staff have and continue to have the necessary training, qualifications, experience and current competence to undertake their roles?</p>	
<p>Provider response:</p> <p>In your response you will need to consider:</p> <ul style="list-style-type: none"> • <i>Your recruitment policy and how new staff are inducted and what assessment methods are used</i> • <i>Placements for students</i> • <i>Your approach to appraisals, mandatory training, clinical supervision and continual professional development</i> • <i>Your development approach to integrated leadership of teams</i> 	

- Maximum number of words 1000

Weighted score 3

Weighted score 3

- *Please include timescales for mobilisation linked from the date of decision to award of contract*
- *Provide reassurance that the service will be fully operational on or before 1 April 2019*

	<ul style="list-style-type: none"> • <i>Identify work streams and key tasks required for mobilisation: full project plan detail critical path analysis, dependencies and resources/risk and contingencies</i> • <i>Timescales</i> • <i>Interface with existing providers</i> • <i>Include mobilisation of sub-contractors if applicable</i> • <i>Communications and engagement plan</i> • <i>Resources to ensure the contract is signed</i> • <i>The roles of the personnel who will mobilise the plan</i> <p>Weighted score 5</p>
4.2	<p>Please advise what you consider to be the most challenging aspects and key risks when managing the transition and what mitigation steps would you take.</p> <p>Provider response:</p> <p>In your response you will need to consider:</p> <ul style="list-style-type: none"> • <i>Statement regarding challenges and risks</i> • <i>Initial risk register</i> • <i>Communication with referrers</i> • <i>Patient complaints</i> • <i>Sub contracting</i> • <i>Risk management plan</i> <p>Weighted score 2</p>
4.3	<p>Please describe your approach to emergency preparedness with particular reference to the Assisted Conception Service for Dorset, including how you ensure that the emergency and business continuity plans for the service will link to your overarching organisational arrangements for Emergency Preparedness Resilience and Response.</p> <p>Provider response:</p> <p>In your response you will need to consider:</p> <ul style="list-style-type: none"> • <i>Who will take a lead role in the delivery of Emergency Preparedness Resilience and Response for Assisted Conception Service?</i> • <i>Does the business continuity plan for the service cover loss of people, premises, ICT and key equipment?</i> • <i>Are arrangements in place to ensure continuity of an effective and efficient service from key external service providers?</i> • <i>Continuity of zygote storage</i> <p>Weighted score 1</p>

5. Sustainability	
5.1	<p>Please describe how you will ensure that your organisation will meet its legal requirement to reduce carbon emission under the Climate Change Act (2008) and how it will work with the Commissioner to meet the NHS Carbon Reduction Strategy (2009).</p> <p>Provider response:</p> <p><i>In your response you will need to include:</i></p>

How your organisation will:

- *Reduce the amount of resources used*
- *Re-use resources where possible*
- *Recycle resources that cannot be re-used*
- *Ensure staff are aware of the organisation's strategy and carbon reduction plan*
- *How it will report its sustainability performance on an annual basis*
- *Vehicle emissions*

Weighted score 1

5.2 Please confirm that your organisation has the following sustainability policies in place:

Please confirm that your organisation has the following sustainability policies in place:

	Yes	No	
Procurement – goods and service purchased			
Building energy – heating, hot water, electricity consumption and cooling			
Travel – “Green” Travel Plan, movement of people (ie patients, visitors and staff)			
Food (where appropriate) – locally produced, food mile reduction, reduced sugar			
Water- better use of water			
Use of pharmaceuticals (where appropriate) – minimize waste			
Resilience and business continuity plans for Climate Change adaptation			

You will be required to evidence the above policies if requested during the process.

Weighted score 1

5.3 Please state if you have assessed your organisation against the Sustainable Development Assessment Tool (SDAT) formerly known as the Good Corporate Citizen (GCC) assessment and if so, what did you score?

Provider response:

Please tick as appropriate

Yes		Score		No	
-----	--	-------	--	----	--

Weighted Score 1

Scoring for this response Yes = 3, No = 0

6. Finance

6.1	Please confirm you will provide this service for the rates stated in Document no. 5c Financial Rates	Yes	No
Providers who do not confirm they will provide the service for the rates stated in Document 5c will be rejected and their bid will not be evaluated.			

7. References
7.1 Please provide two referees where you provide similar services.
Provider response: In your response please include: - <i>Name</i> <i>Title</i> <i>Organisation Name</i> <i>Contract Details</i> <i>Contract value</i> <i>Commencement of Contract</i> <i>Contact Telephone No</i> <i>Contact email</i> Weighted score 0 (for information only)

8. Additional Information
8.1 Please provide any further information which would support your proposal.
Provider response: Weighted score 0 (for information only)