**PRJ979 – London Continuing Healthcare (CHC)**

**Pre-Market Engagement**

**Feedback Questionnaire**

***Bidders are invited to download and complete the questionnaires***

# **OVERVIEW**

# **Pre- Market Engagement**

NHS South East London Clinical Commissioning Group (on behalf of all London CCGs) is requesting market feedback to inform the upcoming procurement of support for London Continuing Healthcare (CHC)

This questionnaire should be read alongside the corresponding Pre-Market Engagement information Pack.

In order to assist the Authority with testing its assumptions and proposed service requirements, your responses to the questions listed below will explore the following areas:

* The proposed service specifications;
* Timescales for procurement and mobilisation of the new contract;
* Social value evaluation criteria.

We ask that interested organisations submit responses to the questionnaire using the MS Forms link provided. Respondents are requested to address the questions specifically rather than attaching extensive technical or promotional information or materials, as such information will not be considered.

**Questionnaire completion deadline**

**Please complete the questionnaire using the MS Forms Questionnaire web link here: https://forms.office.com/r/zqbcAczWxi. For the avoidance of doubt, this document is for reference only, please do not complete this document. Only responses received using MS Forms will be considered.**

Please can you submit your response to the questionnaire using MS Forms by 5 pm Thursday 27 May 2021

Questionnaire responses submitted will remain confidential and information gathered will be used for the sole purpose of informing the upcoming procurement process.

**Clarification Questions**

Please direct any questions via the ProContract messaging facility. A clarification question and answer process will be operated during this market engagement phase to give interested organisations the opportunity to submit questions to the Authority, where they require clarification on the information provided. Questions should be submitted using the clarification template provided.

NEL intends to publish the anonymised questions and clarifications raised by interested organisations together with responses from the Authority via the portal messaging facility as a public message.

Interested organisations must indicate if a query is of a commercially sensitive or confidential nature – where disclosure of such query and the answer would, or would be likely to, prejudice its commercial interests, respondents must set out the reason(s) for non-disclosure to other organisations.

However, if NEL does not consider the query to be of a commercially sensitive or confidential nature or considers it to represent a query relevant to all organisations, in terms of both the query and the response, it will, at its sole discretion, retain the right to refuse such a request and inform the requesting organisation of any such decision. The organisation will have the opportunity of revoking the question (leaving it unanswered) or the question and response being published publicly.

**Procurement Timetable (indicative)**

The indicative Procurement Timetable is as follows:

|  |  |
| --- | --- |
| Milestones and Key actions | Indicative Dates |
| Expression of Interest and Market Engagement | 20/04/2021-27/05/2021 |
| Questionnaire Response Period (ends 5pm) | 07/05/2021-27/05/2021 |
| EoI and MEQ Response Analysis | 28/05/2021-04/06/2021 |
| Invitation to Tender (ITT) published (ends 5pm) | 30/06/2021-06/08/2021 |
| ITT Supplier Clarification Question Period (ends 5pm) | 30/06/2021-22/07/2021 |
| Bidders Presentation and Clarification Event (if required) | 01/09/2021 |
| Outcome Letters to Bidders (from) | Late September 2021 |
| Earliest Mobilisation Commencement (incl Contract) | 20/10/2021-30/11/2021 |
| Contract Commences | 01/12/2021 |

# **Pre-Market Engagement Questionnaire (Part 1)**

This questionnaire requires responses on the following:

* Organisation Detail;
* Procurement Process and Timelines.

## **Organisation Detail**

|  |  |  |
| --- | --- | --- |
| Organisation Name |  | |
| Registered Address |  | |
| Named Contact for Response  (Name and position) |  | |
| Your organisation no. |  | |
| Contact Details | **Phone** |  |
| **Email Address** |  |

## **Procurement Process and Timelines**

|  |  |
| --- | --- |
| Procurement timelines  The Authority proposes a publication of the procurement in end of June 2021 with an ITT response period of just over 5 weeks with a bid submission deadline in early August 2021.  Would the procurement timelines as stated present any risks that would prevent you from bidding? If yes, what are these and what would help to mitigate these? |  |
| Mobilisation  The Authority proposes that the new contract/s will start on 1st December 2021. The indicative procurement timeline provides for a Mobilisation period of 5 weeks.  Please confirm whether the proposed mobilisation period presents any risks or would prevent you from bidding? If yes, what are these and what would help to mitigate these? |  |
| Information from the Authority  Please describe what information you would need from the Authority as part of the tender documentation in order to allow you to provide your best quality bid |  |
| Support from the Authority  Please describe what support you would need from the Authority during the mobilisation phase to support successful service mobilisation |  |

# **Pre-Market Engagement Questionnaire (Part 2)**

This questionnaire requires responses on the following:

* Additional Organisation Detail;
* Service Specification;
* Social Value and Evaluation Criteria;
* General Feedback.

## **Additional Organisation Detail**

|  |  |
| --- | --- |
| Type of Organisation |  |
| Total Annual Turnover (£) |  |
| Details of existing CHC support service contracts held (including responsible commissioners, annual contract values, geography and populations covered) |  |

## **Service Specification**

|  |  |
| --- | --- |
| Service Specification  Are the services specifications requirements realistic? Given your understanding of both services requirements, are you aware of any alternative solutions that are worth considering?  Please tell us which services elements might be challenging to deliver and why. In your feedback it would be helpful to hear about any potential mitigation that may address the issue you raise |  |
| Based on the information that has been provided, would you be interested in tendering to deliver one or both services? |  |
| Technology  The AQP Framework is currently supported by an online quality monitoring and capacity management system (CMS), In your feedback it would be helpful to hear about any potential alternative innovative IT systems.  There is also the Capacity Tracker run by NECS in partnership with the NHS (referenced in Integration and Innovation working together to improve health and social care for all February 2021), In your feedback it would be helpful to hear whether the capacity tracker could fulfil the requirements of a CMS as set out in the specification. |  |
| TUPE  It’s anticipated that there would be TUPE obligation with the contract, what information would be required to assist you meet this CCG’s requirements and what are your main concerns? |  |

## **Social Value and Evaluation Criteria**

As of 1st January 2021, the Procurement Policy Note (PPN) 06/20 came into effect which requires social value to be explicitly evaluated in all above-threshold procurements.

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

The Authority will seek to apply the Social Value Model for this procurement and **would like potential providers to provide feedback on the below proposed themes and outcomes to be tested in the procurement. For clarity, the below questions are provided for feedback only, we do not require responses to the social value question themselves at this stage.**

Based on the below, the Authority plans to assign 10% of the tender weighting to social value criteria.

|  |  |  |
| --- | --- | --- |
| THEME | POLICY OUTCOME | MODEL AWARD CRITERIA |
| Economic | Equal Opportunity | ● Demonstrate action to identify and tackle inequality in employment, skills and pay in the contract workforce  ● Support in-work progression to help people, including those from disadvantaged or minority groups, to move into higher paid work by developing new skills relevant to the contract. |
| Environmental | Effective stewardship of the environment | ● Influence staff, suppliers, and communities through the delivery of the contract to support environmental protection and improvement |
| Social | Improve health and wellbeing | ● Demonstrate action to support health and wellbeing, including physical and mental health, in the contract workforce.  ● Influence staff, suppliers and communities through the delivery of the contract to support health and wellbeing, including physical and mental health. |

**Example Question (one question for each Theme):**

Using a maximum of 1000 words, please describe the commitment your organisation will make to ensure that opportunities under the contract deliver the Policy Outcome and Award Criteria.

Please include:

* your ‘Method Statement’, stating how you will achieve this and how your commitment meets the Award Criteria
* 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. Your response should include but not be limited to:
  + timed action plan (one side of A4 maximum as an attachment)
  + use of metrics
  + tools/processes used to gather data
  + reporting
  + feedback and improvement
  + transparency

**Example Evaluation Criteria:**

|  |  |  |
| --- | --- | --- |
| GRADE LABEL | DEFINTION | SCORE |
| **FAIL** | Fail: the response completely fails to meet the required standard or does not provide a  proposal. | 0 |
| **POOR** | Poor: (meets some of the Award Criteria)  The response meets elements of the requirement but gives concern in a number of significant areas. There are reservations because of one or all of the following:  - There is at least one significant issue needing considerable attention.  - Proposals do not demonstrate competence or understanding.  - The response is light on detail and unconvincing.  - The response makes no reference to the applicable sector but shows some general market experience.  - The response makes limited reference (naming only) to the social value policy outcome set out within the invitation. | 1 |
| **GOOD** | Good: (meets all of the Award Criteria)  The response broadly meets what is expected for the criteria. There are no significant areas of concern, although there may be limited minor issues that need further  exploration or attention later in the procurement process. The response therefore shows:  - Good understanding of the requirements.  - Sufficient competence demonstrated through relevant evidence.  - Some insight demonstrated into the relevant issues.  - The response addresses most of the social value policy outcome and also shows general market experience. | 2 |
| **VERY GOOD** | Very good: (exceeds some of the Award Criteria)  The response meets the required standard in all material respects. There are no significant areas of concern, although there may be limited minor issues that need further exploration or attention later in the procurement process. The response therefore shows:  - Good understanding of the requirements.  - Sufficient competence demonstrated through relevant evidence.  - Some insight demonstrated into the relevant issues.  - The response addresses the social value policy outcome and also shows good market experience. | 3 |
| **EXCELLENT** | Excellent: (exceeds all of the Model Award Criteria).  The response exceeds what is expected for the criteria. Leaves no doubt as to the capability and commitment to deliver what is required. The response therefore shows:  - Very good understanding of the requirements.  - Excellent proposals demonstrated through relevant evidence.  - Considerable insight into the relevant issues.  - The response is also likely to propose additional value in several respects above that expected.  - The response addresses the social value policy outcome and also shows in-depth market experience. | 4 |

Given the above, we would like providers to consider each of the following questions:

|  |  |
| --- | --- |
| Overarching themes and policy outcomes  The Authority has highlighted the above themes and policy outcomes as the most relevant to the Contracts.  Please confirm whether you agree that, given the subject matter of the contracts, these are the most appropriate policy outcomes within the model to drive social value through the procurement?  Are any of the other themes in the Social Value Model (see above) relevant in terms of the service provider’s contribution to delivering social value and should form part of the evaluation criteria in your view? |  |
| Model questions and award criteria  Please provide feedback on the draft question, evaluation scoring matrix and weightings proposed.  Would this allow bidders to demonstrate their respective social value offers in sufficient detail for each of the required areas?  Would you recommend any changes? |  |
| Other comments  Please provide any other feedback you feel would be helpful in relation to the above proposed social value evaluation methodology. |  |

## **General feedback**

|  |  |
| --- | --- |
| Barriers to bidding  Please confirm if there are any other barriers to prevent you from bidding which have not already been described above |  |
| Risks  Are there any other risks associated with the services or the procurement which have not been described above which you feel the Authority should consider and how these could be mitigated. |  |
| Any other feedback |  |