

**Nottingham City
Clinical Commissioning Group
Commissioning Support Development**

January 2015

Community Ophthalmology Service

Invitation to Tender (ITT)

Requirements and Bidder responses

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1 STRUCTURE AND ORGANISATION OF ITT

1.1 Introduction

This section sets out the structure and organisation of this ITT. Each section of this ITT has one or a combination of the following parts:

- A requirement of the Provider; and
- A required response from Bidders.

1.2 Background information

Some sections of this ITT have background or explanatory information. This information is to assist Bidders in compiling their Bids and in some areas to direct attention to relevant parts of the NHS Standard Services Contract.

Bidders are advised to consider this background information carefully when completing their responses to this ITT.

Bidders are advised that the Bid must be for services over and above what the Bidder is contracted deliver. For example, some services may form part of a PMS practice core contract. In these cases the Bidder must clearly outline this in their response to this ITT.

1.3 Requirements of the Provider

Some sections of this ITT have specific requirements of the Provider. Bidders must also consider these requirements carefully before completing their responses to this ITT.

1.4 Responses from Bidders

Some sections of this ITT require a specific response from Bidders. These sections are highlighted in *italic* text. There may also be specific guidance for Bidders as to what should be included in their responses. Again, Bidders are encouraged to read this guidance carefully before completing their responses to this ITT.

In order to complete the required responses to this ITT, Bidders must:

- Write a response in all sections of this ITT that end with a box that states: *"Bidders must type their response in this box"*. For example:

<i>(Bidders must type their response in this box)</i>

Unless otherwise stated, question responses should not exceed 1,000 words. Where a word limit is stated in the Bidder response box, the response of Bidders should not exceed the stated word limit. If Bidders wish to respond by cross-referencing other documents, they may do so provided that:

- The document, or specific section of the document, is directly relevant and applicable to the specific response required;
- The cross-referencing to the document or section of the document is clear; and

- The word limit for any particular question is not exceeded by including other documents.

In evaluating Bidders' responses to this ITT, NHS Nottingham City Clinical Commissioning Group will only consider information provided in response to the ITT. Bidders should not assume that NHS Nottingham City has prior knowledge of them delivering services

1.5 Incorporation of responses into Contractual Documentation

Bidders should note that their responses to tender questions may be incorporated into a successfully awarded Contract, as contractual obligations. To this end work may be done with the successful Bidder to ensure phraseology in responses can be so incorporated. This will not be an opportunity to either change tendered responses or negotiate the terms of the Services Contract.

1.6 Abandonment and disqualification

NHS Nottingham City Clinical Commissioning Group:

- Reserves the right to abandon the procedure without liability to the bidders.
- Reserves the right to disqualify bidders from the procedure for a number of reasons (for example evidence of bribery, canvassing or collusion).
- Reserves the right to abandon or amend this procurement process at any time. All organisations intending to prepare a response, submit tender documentation or be involved in any subsequent part of this procurement process do so at their own responsibility and expense. The CCG cannot be held responsible for any costs incurred by potential bidders

1.7 General guidance

Bidders are advised to carefully read this document in conjunction with the service specification. All questions should be answered clearly. Tenders should be submitted electronically and a signed hard copy posted to the Chief Operating Officer both of which must be received by the tender deadline. Tenders should be formatted using Arial font 11pt and include page numbers. Any written tenders must be legible or they will be rejected.

Offers must be written in English and submitted in a plain sealed envelope which does not identify the bidder. The envelope should be returned to the address mentioned herewith and arrive at that address no later than **5pm on Thursday 29th January 2015**

1.8 Clarifications

Any requests for additional information on the contract documents will be responded to within a minimum of 6 days before the tender is due (tender deadline). All questions will be shared with all interested parties.

2 BACKGROUND INFORMATION

2.1 Introduction

This Section sets out an overview of NHS Nottingham City Clinical Commissioning Group and requires Bidders to describe their overall service proposal. It should be read in conjunction with the following sections of the ITT:

- Service specification.

2.2 Nottingham City Clinical Commissioning Group – Background Information

This document summarises the key tests that will be applied, and it asks potential providers to identify (and evidence) how they might address them.

Nottingham City Clinical Commissioning Group is looking for the Provider to meet the following Critical Success Factors (CSFs) throughout the life of the Contract:

- 2.2 i Legal, Commercial and Financial Compliance (weighting 25%)
 - 2.2 ia Insurance policies (weighting ratio 3)
 - 2.2 ia Financial viability and costs (weighting ratio 5)
- 2.2 ii Quality – Effectiveness 25%
 - 2.2 iia Overall service model (weighting ratio 5)
 - 2.2 iib Implementation (weighting ratio 3)
 - 2.2 iic Previous experience (weighting ratio 3)
- 2.2 iii Quality – Patient experience (weighting 25%)
 - 2.2iiia Accessibility (weighting ratio 5)
 - 2.2iiib Equality & Diversity (weighting ratio 3)
 - 2.2iiic Patient and clinical complaints, comments and feedback (weighting ratio 3)
 - 2.2iiid Patient information (weighting ratio 3)
- 2.2 iv Quality – Patient safety (weighting 25%)
 - 2.2 iva Key Performance indicators and data monitoring (weighting ratio 5)
 - 2.2 ivb Information Governance (weighting ratio 4)
 - 2.2 ivc Prescribing (weighting ratio 3)

The Bidders' understanding of, and commitment to, each of these CSFs will be looked for in their responses to this ITT and in any Bidder Interview.

Scoring of ITT questions will be from 0 to 5 as per the table below:

Score	Criteria
0	Fails to meet minimum requirement
1	Basic compliance only expectation not met
2	Fair standard with some reservations
3	Good standard meets the required expectations
4	High standard but falls just short of 5
5	Very high standard exceeds expectations

2.3 Services

For details of the service requirements please refer to the Service Specification.

2.4 Local integration

It is vital for the service to work in partnership with stakeholders listed within the specification.

2.5 Service location information

For details of the service locations please refer to the Service Specification.

2.6 Commencement of the Services

The target date for commencement of the Services is 1st April 2015

2.7 Contract duration

The term of the Service Contract is 3 years.

2.8 Appointment

This invitation is seeking a single service provider

2.2i LEGAL, COMMERCIAL AND FINANCIAL COMPLIANCE

2.2 ia Insurance policy

Bidders will be required to confirm they have the following insurance cover and provide evidence of the value of the cover for each policy. Bidders are required to submit proof of the above insurances.

- Public Liability
- Employee Liability
- Clinical Negligence/Professional Liability

Bidders must type their response in this box

2.2 ia Financial viability and costs

Bidders will be required to be financially viable and must demonstrate this by providing latest annual accounts prepared and certified by either a registered auditor or an accountant.

Bidders will provide the value of their bid for each tariff item, including details of how this cost is broken down in order to demonstrate they can deliver this service within the payment provided

The payment for this service will be cost and volume at a locally agreed tariff price.

The maximum payment will be as follows:

Community Ophthalmology Assessment £47

Community Ophthalmology Follow up £27

Community Ophthalmology Low Vision Aid Pathway (assessment and follow up contact) £65

£2.65 per triage letter
Community COAG & OHT Assessment £90
Community COAG & OHT Follow up £50

Bidders must type their response in this box

2.2 ii Quality - Effectiveness

2.2 iia Overall service model

Bidders must describe the key features of their Service proposal and should include an explanation of:

- The overall model and clinical approach to delivering community ophthalmology service as outlined in the service specification (section 3.2)
- Communication with the Clinical Assessment Service and timely turnaround of triaged referrals
- A visual representation of the patient journey with key activities and interface with existing services
- Delivering a cohesive and integrated Community Ophthalmology Service with robust clinical leadership

Bidders must write their response in this box

.2 iib Implementation

Bidders are asked to provide their transitional plan from contract award to service commencement, responses should include:

- Ability to commence service delivery from 1st April 2015
- An appropriate implementation plan (Gantt chart or similar)
- Identification of key risks and mitigation

Bidders must write their response in this box

2.2 iic Previous experience

Bidders are asked to confirm whether the proposed service model is one that you have delivered previously and/ or a model for which there is good evidence of appropriate outcomes.

Bidders must write their response in this box

2.3iii Quality- Patient experience

2.2iiia Accessibility

Bidders are asked to provide details of their approach to premises and how this will maximise accessibility for patients, providing care closer to patient's home. Bidders are asked to outline the following:

- The proposed location or geographic coverage of community clinics
- Details of availability of appointments time and dates and how the flexibility to meet patient needs
- How bidders will ensure that community clinics meet the requirement of CQC (COAG & OHT), the GOS contract and the College of Optometrists(if you are not required to be QCQ registered because of registration with another regulatory body please state this and details of the regulatory body)

Bidders must write their response in this box

2.2iiib Equality & Diversity

Bidders are asked to describe how they will ensure that consultations/ appointments will meet the needs of all patients (including patients from the nine protected characteristics - Equality Act 2010). Bidders are asked to outline how they will consider equality and diversity in every aspect of service delivery and how they will monitor equality performances. Responses should include:

- How they will seek to identify any inequalities and address these, both as a Service provider and an employer.
- How they will ensure interpreting services are made available to patients if required
- How they will make necessary adjustments to their Service delivery to accommodate all patients (e.g. patient feedback)

Bidders must write their response in this box

2.2iiic Patient and clinical complaints, comments and feedback

Bidders are asked to provide details of their policies in relation to patient complaints and to outline how they plan to capture patient and clinical comments, complaints and feedback about the Service. Bidders are asked to provide an example of when they have previously collated and acted upon patient feedback in order to improve the quality of Services.

Bidders must write their response in this box

2.2iiid Patient information

Bidders will need to demonstrate suitable and effective approaches to the provision of patient information and communication. Responses should include:

- Ensuring the availability of patient information about making a complaints or comments
- Patient satisfaction surveys
- Inclusions, exclusions and the distinction between NHS (the assessment) and non-NHS (i.e. the provision of eye wear) services are made clear to patients
- Information about specific eye disease or conditions

- Accessibility of information in a variety of formats suitable for all patients

Bidders must write their response in this box

2.2 iv Quality- Safety

2.2 iva Key Performance indicators and data monitoring

Document 1 contains details of Key Performance Indicators (KPIs) and data monitoring requirements, which the Provider will be required to meet in support of delivery of the Service Specification.

Bidders are asked to describe their operational and managerial approach to collating, monitoring and reporting data in order to meet the Service KPIs and monitoring requirements, within specified timeframes.

Bidders must write their response in this box

2.2 ivb Information Governance

Bidders are asked to outline their Information Governance policy and how they will ensure the Service meets the requirements set out in the NHS IG Toolkit declarations (further information: <https://www.igt.hscic.gov.uk/>) and section 4.2ii of the Service Specification.

Bidders are asked to confirm that a named individual will be responsible for Information Governance and their strategy and processes in relation to Service delivery, which will ensure confidentiality and information security and compliance with best practice records management requirements.

Bidders must write their response in this box

2.2 ivc Prescribing

Bidders are asked to outline how they will ensure Service prescribing is clinically appropriate in line with best practice, national and local guidelines, including a description of any decision support tools in relation to appropriate prescribing.

Bidders are asked to describe their standard operating procedures in relation to medicines and medical equipment procurement, storage, disposal and audit are in line with requirements set out in section 3.2iiiic and 4.1iii of the Service Specification

<i>Bidders must write their response in this box (maximum 1000 words)</i>

2.2 ivd Quality Governance

Bidders are asked to describe strategy and key processes to ensure an integrated governance and quality framework to ensure a high quality and safe Service is provided and improved upon. Bidders should outline:

- Clinical performance and monitoring – including monitoring variance in triage and assessment appointment outcomes
- Risk management
- Measures put in place to ensure that waiting times are not exceeded
- Incident reporting
- Compliance with standards- adherence to NICE guidelines and the College of Optometrist Clinical Management Guidelines
- Identification and subsequent action in relation to patients with ‘red flags’
- Patient and clinical feedback and engagement

<i>Bidders must write their response in this box</i>

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2.2 ive Community COAG & OHT

Bidders are asked to describe strategy and key processes specifically in relation to delivery Community COAG & OHT in line with section 3.2 iii of the Service Specification and demonstrate whole service provision of care in accordance with NICE CG85:

Bidders should include:

- Detail of proposed provision of Consultant overview
- Demonstrate diagnosis, monitoring, treatment and onward referral within clinically appropriate intervals as described in NICE CG85 (April 2009)
- Details of physical facilities, staff who will provide the service and their relevant accreditation/competencies
- Ability to demonstrate contingency plans to address failure or breakdown in service provision or increases in demand and that these show how business continuity will be sustained
- Approach to a robust system of 'call and recall' for patient monitoring

<i>Bidders must write their response in this box</i>

2.2 ivf Staff Competency

Bidders are asked to describe their strategy and key processes to ensure that all staff or sub-contracting staff (clinical and non-clinical) are qualified, competent and experienced in order to meet the requirements of the Service Specification. Bidders are required to include the following:

- Proposed clinical staffing structure (including details of any proposed sub-contracts)
- List of proposed staff, their competency, relevant qualifications and specific elements of service delivery they will undertake (including administration support)
- That appropriate DBS disclosure and barring service checks will take place for all staff prior to providing the Service.
- Approach to continuous professional development, peer review and shared learning

Bidders must write their response in this box

12 DECLARATION

In submitting this tender bidders are agreeing to the following:

- Bidders warrant and undertake that all information included in the tender is correct, bidders have conducted all appropriate due diligence and not relied on any assumptions or representations made by the commissioning body;
- Bidders confirmation of the commissioning bodies obligations under the Freedom of Information Act (2000) and to publish a Freedom of Information Act Publication Scheme;
- Bidders have not engaged in any prohibited activities (for example evidence of bribery, canvassing or collusion).
- That this offer and any contracts arising from it shall be subject to the Terms of Offer, the NHS Terms and Conditions of Contract and all other terms (if any) issued with the Invitation to Offer.
- To supply the goods and/or services in respect of which its offer is accepted (if any) to the exact quality, sort and price specified in the Offer Schedule in such quantities, to such extent and at such times and locations as ordered.

Signed (authorised signatory):

Provider name:

Date:
