

## **NHS Residential Continuing Healthcare Tender Guidance Notes**

### **Contacts for Assistance and Advice**

In the first instance if you have a general question regarding this tender please refer to the South East Coast Collaborative Procurement Website. There is further information regarding the tender available here: <http://www.seccph.nhs.uk/page.php?pid=581>

For further questions regarding the contents of the tender please use the Bravo messaging system to message the Purchased Continuing Healthcare team.

For any IT / technical queries regarding systems or the BravoSolutions e-tendering system please contact the Bravo Helpdesk:

**Phone:** 0800 368 4850

**Fax:** 020-7060-0480

**E-mail:**

[help@bravosolution.co.uk](mailto:help@bravosolution.co.uk)

Listed below are the key stages which you are required to complete for this tender:

1. Before you begin completing the tender you need to ensure you have registered your organisation on SID4Health (supplier information database) is an NHS database containing financial and corporate information on organisations that supply to the NHS. sid4health replaces NHS SID and provides a single source of information on providers. Providers will only need to register on sid4health once. They are then able to maintain an up to date profile over time, in preparation for specific opportunities in the NHS.) [www.sid4health.nhs.uk](http://www.sid4health.nhs.uk) .
2. Once registered on Sid4Health you will need to complete the questions as fully as possible and publish your profile.
3. Following this go back into the NHS Residential Continuing Healthcare Tender in Bravo.

However, if you have not updated and completed your Sid4Health profile prior to expressing an interest in the tender, you have two choices:

- 1) complete ALL the questions in the tender on Bravosolution,
  - 2) alternatively ask Bravosolution to reset your account, removing your expression of interest. Log onto Sid4Health, complete and publish you full profile. Go back in Bravosolution, re-express your interest, you will be able to pull through your responses from your Sid4Health profile.
  - 3) At this point you will continue the tender and complete questions as normal.
4. There are three subdivisions to the tender, these are Tabs that appear at the top of the page that are named Qualification, Technical and Commercial.

### **Qualification Tab**

5. The first tab is the Qualification tab. This contains mainly advice and guidance and questions to support the completion of the tender. You will find on the left hand side of the screen that there are a number of attachments to help you with this tender (called "Buyer attachments and messages"). It is recommended that you immediately

download all tender attachments and read and review these. Pay particular attention to the contract and within that, the specification (Module B).

6. Please ensure you've answered all the questions in the Qualification tab.

### Technical Tab

7. The second tab is the Technical Response tab which contains all questions relating to the specification, technical and clinical aspects of the tender that we require you to answer.
8. This Technical tab contains four sections:
  - a. The first section contains the questions where you can pull through the SID4Health information already completed.
  - b. The second section (Tables A to E) are further Organisational level question to which we require your response.
  - c. The third section (Tables F to K) is for the care home level and you must complete these questions for each care home you are including in your tender. If you are only completing this tender for one care home then you need only complete Tables F – K for 'Care Home One'.
  - d. The fourth section (Table L) is where we require you to download the word document called "Care Home - Generic Technical ITT Questions", and save to a file somewhere on your computer - you will need to use this document for every home you are including in your tender response. Within this document are 10 questions.
    - i. Question 1 - 9 must be completed by all care homes
    - ii. Question 10 contains the care category specific questions and you must complete the relevant question(s) for the care categories for which that specific care home is tendering.

The completed submission for care home 1 should be named as:

"[carehome1.doc](#)" (and subsequent homes numbered accordingly e.g. [carehome2.doc](#))

and uploaded next to the corresponding question in the Technical Tab. Please do this for each home you are including in your tender response.

### Commercial Tab

9. As guidance for offerors, we will have provided Fair Market Prices by care category and region as part of this tender process. Definitions for each category of care are contained both within the Qualification envelope, the Specification and the Commercial response guidance.

The Fair Market Price (FMP) has been calculated on the basis of previous Continuing Healthcare prices paid by South East Coast PCTs in the last 12 months. This range of prices, excluding extreme outliers (i.e. extreme high and low prices that would distort the average), has been used to calculate average prices. These average prices have been combined with financial and market information to produce a standard price for each care category within regions of the South East Coast. This information may be used by offerors as a guide to the commercial response expected by the South East Coast, as scoring will be relative to the closeness to the FMP.

10. There are three mandatory commercial elements that must be completed for each home and each care category which your organisation is bidding for. These are:
  - 1) Weekly Rate
  - 2) Close Supervision Costs
  - 3) Cost Breakdown (for Weekly Rate)

For your organisation's submission to be deemed complete, each of these three commercial elements must be completed in full.

11. In addition to the three mandatory commercial elements there are two optional commercial elements which gives your organisation the opportunity to provide a range of discounts and innovative pricing solutions.

4) Revenue Based Discount

5) Innovative Pricing (Word document to be downloaded from the attachments section, completed and uploaded).

If you are submitting a response for more than one home, the details for Home 1 must be completed first. There is space further down to complete information for Home 2 onwards.

12. You will not be able to submit an offer if you have not completed all of the mandatory questions (indicated by a red asterisk).

