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Tender

## **Make Ready Tender 2022**

South Central Ambulance Service NHS Foundation Trust

F02: Contract notice

Notice identifier: 2022/S 000-012695

Procurement identifier (OCID): ocids-h6vhtk-031956

Published 16 May 2022, 6:31pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

South Central Ambulance Service NHS Foundation Trust

Units 7-8 Talisman Business Centre, Talisman Road, Bicester, Oxfordshire OX26 6HR

Bicester

OX26 6HR

#### **Contact**

Wendy Judd

#### **Email**

[Wendy.Judd@scas.nhs.uk](mailto:Wendy.Judd@scas.nhs.uk)

#### **Telephone**

+44 7966558046

#### **Country**

United Kingdom

**NUTS code**

UKJ - South East (England)

**Internet address(es)**

Main address

<https://www.scas.nhs.uk/>

**I.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://www.supplierlive.proactis2p.com>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://supplierlive.proactis2p.com>

**I.4) Type of the contracting authority**

Other type

NHS Trust

**I.5) Main activity**

Health

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Make Ready Tender 2022

Reference number

DN1330

#### **II.1.2) Main CPV code**

- 90900000 - Cleaning and sanitation services
  - AA01 - Metal

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

The provision of a Make Ready service, its implementation, integration and ongoing management for frontline and patient transport vehicles.

Make Ready service is to ensure the scheduled number of frontline A&E vehicles and other supporting operational vehicles are cleaned, re-stocked, fully equipped and ready for use, when and where needed on a 24/7 basis to meet SCAS's Operational demands. For every crew, for the start of every shift and at every site

SCAS wishes to achieve the following key objectives:

1. Provide a fully cleaned and stocked vehicle prior to the start of every operational shift
2. Improve vehicle cleanliness standards and stock
3. Improve tracking of equipment and ensure a clear audit trail is in place for equipment, consumables, vehicle cleanliness and condition of the vehicle
4. Optimise utilisation of SCAS assets
5. Improve medicine management

6.Reduce frequency and length of time vehicles are out of service

7.Reduce burden on operational crews pre- and post- shift

8.Improve forecasting and planning activities

9.Achieve efficiencies in overall costs

#### **II.1.5) Estimated total value**

Value excluding VAT: £11,000,000

#### **II.1.6) Information about lots**

This contract is divided into lots: Yes

Tenders may be submitted for maximum number of lots

3

Maximum number of lots that may be awarded to one tenderer: 3

The contracting authority reserves the right to award contracts combining the following lots or groups of lots:

The specification is comprised of many elements that combined make what we know as 'Make Ready'. However, within this specification, SCAS request that certain elements be regarded as separate Lots. Valid submissions will only be those received that provide for all 3 lots.

There may be changes in operational requirements, legislated amendments or material changes to service level requirements. In which case SCAS desire the ability to be agile in meeting the demands of this critical community service.

Lot 1 Will be known as the Core Make Ready service and will comprise all elements of the specification, except Lot 2 & 3. Contract period for Core Make Ready Service will be for an initial 3 years with 2 further optional 24-month extensions

Lot 2 Medicines Management – See Section 13

Lot 3 Packing of Medical Consumables Sections 14.4 & 14.5

Contract period of Lots 2 and 3 will be for an Initial 24 months with annual 12-month extensions but not to exceed the common expiry date of Lot 1.

## **II.2) Description**

### **II.2.1) Title**

Lot 1 Will be known as the Core Make Ready service and will comprise all elements of this specification with the exception of: Lot 2 Medicines Management (Section 13 of specification) and 3 Medical Consumables (Sections 14.4 & 14.5 of specification)

Lot No

1

### **II.2.2) Additional CPV code(s)**

- 63712000 - Support services for road transport
- 71700000 - Monitoring and control services
- 79993000 - Building and facilities management services
- 85140000 - Miscellaneous health services
- 90910000 - Cleaning services

### **II.2.3) Place of performance**

NUTS codes

- UKJ1 - Berkshire, Buckinghamshire and Oxfordshire
- UKJ2 - Surrey, East and West Sussex
- UKJ3 - Hampshire and Isle of Wight

### **II.2.4) Description of the procurement**

1.1. SCAS requires a fully managed Make Ready service to ensure the scheduled required number of frontline A&E vehicles and other supporting operational vehicles are cleaned, re-stocked, fully equipped and ready for use, when and where needed on a 24/7 basis to meet SCAS's Operational demands. For every crew, for the start of every shift and at every site

1.2. SCAS will ensure vehicles are available to meet the Make Ready requirements. If the required number of vehicles are not available, the MRT will Make Ready any available vehicle on site (whatever its designated site)

1.3. To deliver these services SCAS will support the on-site presence and provide related

information technology systems (i.e., email accounts and system logins as required) and ITC hardware for the management and delivery of the contract (i.e., access to computers). SCAS will not provide other equipment (such as barcode/QR scanners or RFID tags/readers required for the delivery of this service).

The key services required under the Make Ready Service are:

1.4. Vehicle Cleaning to clinical standards as set out in National Standards of Healthcare Cleanliness 2021 and SCAS guidelines as prescribed in APPENDIX H – SCAS IPC POLICY - QGARD NASIPCG IPC POLICY FINAL OCT 2021. This policy will hence be referred to as SCAS IPC Policy throughout the remainder of this specification.

There are five distinct cleaning services.

1.4.1. Make Ready - for all vehicles on station that will be required on shift (other than NEPTS vehicles)

1.4.2. Hot swapping - in rare circumstances when there is insufficient time for a Make Ready (refer Section 8.9)

1.4.3. Periodic Clean 12 weekly - Frontline vehicles. This scheduled and extended clean includes an audit of all equipment, medical consumables and medicines.

1.4.4. Periodic Clean 6 weekly – NEPTS vehicles. This scheduled and extended clean includes an audit of all equipment and medical consumables.

1.4.5. Make Ready service is for Frontline vehicles only. However, NEPTS vehicles at certain locations (Bracknell, Newbury, Eastleigh, Hightown, North St Reading, Wrexham, High Wycombe, Milton Keynes, Stoke Mandeville, Adderbury, Didcot and Oxford City - as highlighted on Appendix E) are to be checked daily as per Section 11 - Vehicle Daily Inspection.

1.4.6. Vehicle decontamination post aerosol generating procedure or infectious disease incident

1.5. Vehicle readiness, ensuring vehicles are in the right place at the right time

1.5.1. Vehicle movements

1.5.2. Refuelling

1.5.3. Daily vehicle roadworthy checks

1.6. Management of vehicle equipment, stock and medicines

1.6.1. Management of medical equipment, including carrying out functionality checks and reporting failures.

1.6.2. Restocking consumables

1.6.3. Checking medicines modules are in date

1.7. Provision of integrated IT systems to support service delivery and performance management

1.8. The vehicles in scope for this contract include:

- 407 Frontline
  - o 303 Double Crew Ambulances (DCA)
  - o 60 Rapid Response Vehicles (RRV)
  - o 22 Team Leader
  - o 19 Specialist Paramedics
- 349 NEPTS
- Any other nominated vehicle as required.

Note: The total number of vehicles in the fleet and the composition is subject to fluctuation.

Refer to separate attachment Appendix E – Vehicle Fleet List for full list of vehicles, type of vehicle and location.

1.9. SCAS and the Supplier to work in collaboration in the event of serious incidents &/or epidemics &/or pandemics to maintain the Make Ready Service

The Supplier is to support the aspirations of SCAS Sustainable Development Management Plan 2020 (Appendix L) and work with SCAS to identify opportunities that will assist SACAS reaching our sustainability targets.

## **II.2.5) Award criteria**

Quality criterion - Name: Operational Solution / Weighting: 37%

Quality criterion - Name: Quality Assurance / Weighting: 23%

Quality criterion - Name: Social Value / Weighting: 10%

Price - Weighting: 30%

#### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

Lot 1 Contract period for Core Make Ready Service will be for an initial 3 years with 2 further optional 24-month extensions

Lot 2 Medicines Management and Lot 3 Packing of Medical Consumables

Contract period will be for an initial 24 months with annual 12 month extensions but not to exceed the common expiry date of Lot 1.

#### **II.2.10) Information about variants**

Variants will be accepted: No

#### **II.2.11) Information about options**

Options: Yes

Description of options

There is an optional section in the core make ready Lot:

Section 12.8 Asset Management (Tracking System)

This is an enhancement to the core service, providing real time reporting, able to scale up should operational requirements dictate.

SCAS invite innovation from the Supplier to suggest a solution for equipment tracking and management that is cost effective and minimises the potential for lost or misplaced equipment. A solution that provides accurate traceability and a comprehensive audit trail of equipment. The benefit of any solution must be the reduction of VOR time, therefore



there must be relevant reports that demonstrate this. SCAS must have access to all data during and post contract.

12.8. The Supplier will be required to offer a robust tracking system that is capable as a minimum of:

12.8.1. Record and make available real time reporting of

- Last known location of medical equipment and DCA units
- Stock levels at hub sites
- Medical equipment maintenance performed, pending or scheduled
- Service records
- Results of routine checks carried out as part of Make Ready (where applicable)

12.8.2. Identify when to re-order to avoid VOR

12.8.3. Reporting on equipment usage, utilisation and downtime

12.8.4. Functionality that assists with minimising the amount of VOR time, i.e., scheduling equipment servicing and maintenance with Periodic Cleans

## **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

## **II.2) Description**

### **II.2.1) Title**

Lot No

2

### **II.2.2) Additional CPV code(s)**

- 85140000 - Miscellaneous health services

### **II.2.3) Place of performance**

NUTS codes

- UKJ1 - Berkshire, Buckinghamshire and Oxfordshire
- UKJ2 - Surrey, East and West Sussex
- UKJ3 - Hampshire and Isle of Wight

#### **II.2.4) Description of the procurement**

1. Medicines management is a centralised department for SCAS with two locations. The Supplier is to provide resilience with appropriate level of staffing to carry out the required tasks to the standard specified by SCAS.

1.1. Packing of modules requires a second check by a second trained member.

2. The supplier is invited to suggest a process that ensures medicines are in-date for the optimum length of time, thus maximising the resource and reducing waste

3. The Supplier must identify the most efficient method of working (shifts) to ensure that the packing of medicines is maintained and there are always medicine pouches (modules) available for and distribution to stations around SCAS, including associated consumables, for example Dataloggers.

4. The Supplier must pre-pack medicines and agreed consumables in pouches in accordance with module stock lists provided by SCAS.

5. The Supplier is required to pack bags in a manner that ensures safety and security of the medicines, including the use of tamper proof seals if requested by SCAS

6. The Supplier controls delivery of modules to stations (Drivers and vans to be supplied by the supplier). Refer Appendix C for delivery frequencies.

7. The Supplier is to provide robust audit and review of the medicines used and packed into the pouches for supply. Ensuring that any errors are identified and neutralised as efficiently as possible, with the ability to learn and adapt process to reduce repeats of any errors. Understanding the importance accuracy has in this process.

8. For audit purposes Suppliers are to provide a solution that enables staff with means to record the stages of the process. The resulting data will be available for reporting and used to identify process efficiencies.

8.1. The current (preferred) process utilises barcode readers and RFID technology. However, the solution uses a different process, suppliers are invited to present their alternative solution.

9. It is essential that the location of all medicines is known, for possible medicines recall,

audit purposes and risk mitigation. Suppliers are required to provide a rigorous system that accurately records locations of modules at any given time. See 13.7.1 which also applies here.

10. The Supplier will provide reports to designated SCAS managers at agreed intervals. Report detail to include

10.1. Last known location of modules

10.2. Date and time of last recorded location

10.3. The number the of modules packed vs the number expected to be packed– per site, employee, hour, etc

11. SCAS managers will have access to reported data dynamically through an electronic dashboard.

12. The target number of modules per station will be agreed between SCAS and Supplier based on number of crew shifts and vehicles per site. For this reason, SCAS will provide vehicle numbers and crew shifts to the Supplier, and any changes to these will require a review of medicines management staffing resources from the Supplier.

13. Goods must be supplied in accordance with the law and regulatory guidance in accordance with Good Distribution Practice

14. The Supplier must comply with obligations set out in the tender document including but not limited to KPIs, obligation to quality, performance characteristics, supply, delivery and training

15. The Supplier shall cooperate fully with SCAS in relation to the application of policies on reporting and responding to incidents and in response to queries, questions or information relating to goods

16. The Supplier will deliver goods in accordance with delivery timescales, dates and delivery instructions

17. The Supplier will hold an accurate stock management inventory with accurate delivery notes, that will remain accessible to SCAS on request

18. Goods remain the property of SCAS at all times

19. The Supplier is responsible for updating their internal SOPs in the timeframe determined, or sooner if required. These SOPS must be agreed by SCAS

20. The Supplier is responsible for ensure staff are trained in the use of SOPs and policies, including retraining following version changes. Accurate training records must be held, that will remain accessible to SCAS on request

21. All staff involved in the handling of medicines must have Enhanced DBS checks

22. All medicines related documents and records are retained for at least five years. This includes but is not limited to:

22.1. Requisitions

22.2. Picking notes

22.3. Orders

22.4. Supplier delivery notes

22.5. CD records

22.6. Invoices and associated documents

22.7. Any transaction in medicines supplied or received

23. Records must include at least the following information:

23.1. Date

23.2. Name of the medicinal product

23.3. Quantity received

23.4. Supplied or brokered

23.5. Name and address of the supplier

23.6. Customer, broker or consignee (as appropriate)

23.7. Batch number.

24. The Supplier should actively engage with any mechanisms in place to report irregularities in the patterns of movement of medicines, or their suspected diversion or misuse

25. Products requiring specific storage measures are identified promptly and stored

appropriately

26. Medicinal products are handled and stored in such a manner as to prevent spillage, breakage, contamination and mix-ups

27. Destruction of medicinal products is in accordance with SCAS Waste Management Policy & Procedures and IPC Policy

28. The Supplier will actively engage in any regulatory or internal recall operations promptly and at any time

29. There is an agreed internal audit programme and reports are available for all audits/self-inspections, showing agreed corrective actions and timetable for completion. Corrective actions should be undertaken in a timely manner, or reasons of non-compliance stated. Reports of audits/self-inspections are available to SCAS.

30. There is a clear management structure setting out the responsibility and accountability of each member of staff involved in packing and distribution, supported with up to date and agreed job descriptions and person specifications

31. Staff must be able to demonstrate the relevant knowledge, understanding, abilities and behaviours for pharmacy support workers at minimum RQF2, SCQF 5 or level accredited as equivalent to this as per the GPhC Requirements for the education and training of pharmacy support staff 2020.

32. The Supplier must ensure the maintenance of training records for staff with respect to national, professional, and local standards, policies, and procedures, including those listed in Section 20.3. of this specification. These training records should be made available to SCAS on request.

33. The Supplier will comply with relevant aspects of the MHRA checklist for licensed units

34. The Supplier will operate a delivery model that complements SCAS Medicines Team to allow for effective communication and working between the parties

#### **II.2.5) Award criteria**

Quality criterion - Name: Operational Solution / Weighting: 37%

Quality criterion - Name: Quality Assurance / Weighting: 23%

Quality criterion - Name: Social Value / Weighting: 10%

Price - Weighting: 30%

### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months

24

This contract is subject to renewal

Yes

Description of renewals

Lot 2 Medicines Management

Contract period will be for an initial 24 months with annual 12 month extensions but not to exceed the common expiry date of Lot 1.

### **II.2.10) Information about variants**

Variants will be accepted: No

### **II.2.11) Information about options**

Options: No

### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

## **II.2) Description**

### **II.2.1) Title**

Lot No

3

### **II.2.2) Additional CPV code(s)**

- 85140000 - Miscellaneous health services

### **II.2.3) Place of performance**

NUTS codes

- UKJ1 - Berkshire, Buckinghamshire and Oxfordshire
- UKJ3 - Hampshire and Isle of Wight

## **II.2.4) Description of the procurement**

### **LOT 3 Sections 14.4 and 14.5 Medical Consumable Prepacking**

#### **14.4. Pre-packing**

14.4.1. Some consumable items and equipment are packed into groups for a specific medical scenario, or into specialist bags e.g., dressings pack, burns pack and maternity pack.

14.4.2. The Supplier must pre-pack medical consumables and equipment bags in accordance with separate attachment Appendix F - Packing Lists

14.4.3. A record of consumables packed and number of bags produced is to be maintained to assist with stock taking (as per 14.2.4.)

#### **14.5. Medical Consumable Pre-packs**

14.5.1. Medical consumable pre-packs are heat sealed clear bags containing a set of loose consumables items. Medical consumables pre-packs are included in equipment bags or placed in vehicle cupboards.

14.5.2. A minimum stock of pre-packed medical consumables should be available at each hub to minimise the time required to restock the vehicle and avoid possible stock-outs.

14.5.3. The Supplier is required to provide all materials required to undertake the pre-packing activity including bags and heat sealers.

14.5.4. This current process of heat-sealed plastic bags may change to pouch systems at the request of SCAS to align with NHS guidance.

## **II.2.5) Award criteria**

Quality criterion - Name: Operational Solution / Weighting: 37%

Quality criterion - Name: Quality Assurance / Weighting: 23%

Quality criterion - Name: Social Value / Weighting: 10%

Price - Weighting: 30%

### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months

24

This contract is subject to renewal

Yes

Description of renewals

Lot 2 Medicines Management and Lot 3 Packing of Medical Consumables

Contract period will be for an initial 24 months with annual 12 month extensions but not to exceed the common expiry date of Lot 1.

### **II.2.10) Information about variants**

Variants will be accepted: No

### **II.2.11) Information about options**

Options: No

### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No



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## **Section III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **III.1.2) Economic and financial standing**

Selection criteria as stated in the procurement documents

#### **III.1.3) Technical and professional ability**

Selection criteria as stated in the procurement documents

### **III.2) Conditions related to the contract**

#### **III.2.2) Contract performance conditions**

As detailed in MR Annex B2 – Specification - Section service levels and reportable KPI's for this contract

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Open procedure

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: No

### **IV.2) Administrative information**

#### **IV.2.1) Previous publication concerning this procedure**

Notice number: [2022/S 000-006919](#)

#### **IV.2.2) Time limit for receipt of tenders or requests to participate**

Date

13 June 2022

Local time

12:00pm

**IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

**IV.2.6) Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 6 (from the date stated for receipt of tender)

**IV.2.7) Conditions for opening of tenders**

Date

13 June 2022

Local time

12:00pm

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**Section VI. Complementary information**

**VI.1) Information about recurrence**

This is a recurrent procurement: Yes

**VI.4) Procedures for review**

**VI.4.1) Review body**

South Central Ambulance Service NHS Foundation Trust

Bicester

Country

United Kingdom