

Request for Quotation

Trusted Assessor

TA2025

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|  |  |
| --- | --- |
| No. | Document Name |
| 1 | Terms & Conditions |
| 2 | Pricing Schedule |
| 3 | WNC Social Value Spreadsheet |

# **SECTION 1: INTRODUCTION**

## **General Information**

* 1. This Request for Quotation (RfQ) contains instructions and key information about the procurement process. This RfQ constitutes the conditions of the procurement process and by participating, suppliers agree to these conditions.
  2. This procurement is conducted in accordance with the Procurement Act 2023.
  3. Detailed requirements are defined in the Specification (Section 2)
  4. The Authority proposes to enter into contract for an initial period of 24 months with the preferred supplier.
  5. Suppliers must:
     1. Only submit one (1) quotation response
     2. Submit only information requested by the Authority. Additional information which has not been requested will not be considered as part of the quotation.
     3. Submit any attachments in requested formats e.g. MS Word, WS Excel, JPEG or any other format specified in the question.
     4. Take sole responsibility for any costs and expenses incurred in connection with the participation in this quotation, including but not limited to the preparation and submission of their quotation response
  6. No publicity regarding this procurement or the award of any contract will be permitted unless and/or until the Authority has given express written consent to such publicity.
  7. This RfQ is made available on conditions that its contents are kept strictly confidential by the supplier and shall not be copied, reproduced, distributed, passed or disclosed to any third party, other than for the purpose of developing their proposal and enabling the Supplier to submit a complete and compliant quotation response.
  8. The Authority reserves the right to:
     1. Waiver or change requirements of this RfQ at any time during the procurement process without any notice given by the Authority
     2. Abandon the procurement process at any stage without liability to the Authority.
     3. Choose not to award any contract as a result of this procurement
     4. Not to award the contract until the Authority if fully satisfied with any further checks and due diligence.
  9. The Authority reserves the right to reject any quotation response and or the supplier, where supplier or quotation response:
     1. Fails to submit their quotation response by the RfQ submission deadline;
     2. Exceeds the capped budget;
     3. Contains gaps, omissions, misrepresentations, errors, uncompleted sections, or changes to the format of the ITT provided;
     4. Does not reflect and confirm full and unconditional compliance with all of the documents and requirements issued by the Authority forming part of this RfQ;
     5. Contains any alterations or additions to any documents issued by the Authority forming part of this RfQ;
     6. Due diligence findings reveal a serious concern or risk for the Authority that cannot be remedied in a reasonable time prior award.

## **Procurement Timetable**

* 1. The RFQ process is intended to follow the timetable set out in Table A, below.

**Table A**

|  |  |
| --- | --- |
| Activity | Time and Date (as appropriate) |
| RfQ Submission Deadline | 12:00 noon on 17th July 2025 |
| Anticipated issue of Assessment Summaries and Contract Award notification | 21st July 2025 |
| Anticipated Contract Start | 1st September 2025 |

* 1. The Authority reserves the right to amend this timetable. Dates and times are provided for guidance only and are subject to change at short notice.
  2. Suppliers must submit their full quotation responses by sending it to the email address provided in Table B by no later than the “RfQ Submission Deadline”. Responses submitted after the “RfQ Submission Deadline” or sent via any other way will not be considered.

## **Clarification Questions**

* 1. Any clarification questions relating to this RfQ must be submitted via [wnccommissioning@westnorthants.gov.uk](mailto:wnccommissioning@westnorthants.gov.uk) to the Officer detailed in Table B, below, no later than the RfQ Clarification Period for suppliers date in Table A.

**Table B**

|  |  |
| --- | --- |
| Name | Danielle Frankish |
| Job Title | Commissioning Manager |

# **SECTION 2: SPECIFICATION**

**Trusted Assessor Model - Service Specification**

**Background and Rationale**

Trusted Assessor’ schemes are a national initiative designed to reduce delays when people are ready for discharge from hospital.

West Northamptonshire Council (WNC), in partnership with the Integrated Care Board (ICB) and Northampton General Hospital (NGH), is jointly commissioning a Trusted Assessor model to improve discharge pathways, reduce delays in transfers of care, and strengthen multi-agency working across adult health and social care services, with WNC acting as Lead Commissioner for the contract.

Following a period of in-patient care, and prior to an individual's discharge, a statutory assessment, or review is required, to establish eligibility and level of need. Currently, care providers assess the individual in the hospital setting, using their own assessment tools however, due to capacity and resource issues, this can contribute to delayed discharges. The purpose of the Trusted Assessor is to support and facilitate discharges into care providers and to avoid discharge delays from NGH.

The model will play a crucial role in ensuring timely, consistent, and person-centred assessments across acute and community healthcare settings, fostering improved outcomes for individuals and service systems alike.

As a new service model in West Northamptonshire, the service is being commissioned as a pilot for up to 2 years in order to establish local need and inform any future commissioning.

**Scope**

The service commissioned will support patient discharges from NGH to care providers in Northamptonshire. It is anticipated these care providers will primarily be within the West Northamptonshire unitary authority area however the Trusted Assessor will be required to work with care providers across our contracted market.

As a pilot, the provider will be expected to work in partnership with the Commissioners during the lifetime of the contract to develop and flex the service to meet system needs.

Provide independent assessments for adults eligible for social care following a hospital admission.

Have a flexible approach to operating which includes evenings, weekends and bank holidays when there is a need, to ensure continuity of discharge flow. Maintain strong collaboration with council teams, NHS discharge coordinators, and social care providers.

Feed assessment outcomes into care planning and commissioning decisions.

**Business Continuity**

The provider will be expected to have in place effective Business Continuity Plans to ensure service continuity throughout the pilot, including to cover staff leave which includes planned and unplanned staff absence.

The Trusted Assessor service will operate 5 days a week on a full-time basis and will support care providers discharges from NGH.

**Statement of Requirements**

The aim of the Trusted Assessor is to support the reduction in delayed transfers of care by improving hospital discharge arrangements from NGH to care providers. This will be achieved by:

* Reducing the time between the patient becoming medically fit to arriving/returning to their place of residence.
* Improving communication between the hospital and care providers.
* Assisting care providers with the assessment process by acting as a liaison where there is a potential change of needs.
* Reducing the need for care providers to visit hospital to review/reassessment the patient before their return.

The Provider will support the implementation and delivery of a Trusted Assessor in West Northamptonshire by:

* Recruiting, employing and training the Trusted Assessor, ensuring the role maintains its independent status.
* Working alongside providers to explore the implementation of a generic assessment tool.
* Working with the Trusted Assessor to identify bottlenecks in processes and implement solutions to support the reduction in delayed discharges of care.
* Keeping WNC regularly informed on any issues/development opportunities for the service/pathway.
* Ensuring continuous service delivery throughout the lifetime of the contract.
* Have demonstrable experience in adult social care assessment and integrated discharge pathways.
* Uphold strong governance, safeguarding, and information-sharing frameworks.
* Provide suitably qualified and trained staff familiar with relevant legislation (e.g., Care Act 2014).

The Trusted Assessor will meet the identified aims by:

* Acting as a point of contact when patients are admitted to hospital to monitor progress
* Completing assessments and reassessments on behalf of care providers in order to facilitate safe and timely discharges.
* Completing re-admission or pre-admission assessment documentation, ensuring the decision remains with the Care Provider.
* Liaising with providers in relation to discharge arrangements to streamline processes, ensuring discharge documentation is completed and accompany the patient on discharge.
* Working in partnership with providers and the hospital to find other possible solutions to current challenges.
* Support better patient outcome and patient and family experiences.
* Increase efficiency and reduce duplication across health and social care systems.

**Implementation Criteria**

The Provider will be expected to implement the service within 4 weeks of contract award.

The Commissioners will work collaboratively with the Provider in order support mobilisation of the service within West Northamptonshire.

**Expected Outcomes**

* Reduction in Delayed Transfers of Care (DTOCs).
* High percentage of assessments completed within targeted timeframes.
* Improved satisfaction scores from patients, families, and partner agencies.
* Increased interoperability and trust between health and social care professionals.

## **Performance Monitoring and Review**

The Provider will submit a range of indicators and information to the Lead Commissioner monthly to demonstrate the effectiveness of the service.

Such indicators will be agreed with the Provider on contract award, however as a minimum will include the following:

* Number of referrals
* Number of assessments undertaken
* Time from referral to assessment
* Number of discharges facilitated
* Number of discharges not facilitated, and the reasons for this

In addition, the Provider will attend regular meetings with the Commissioners to monitor performance and discuss challenges or service improvements to maximise efficiency.

## 

## **Social Benefits**

Where possible the Provider will seek to utilise local resources to deliver the service to maximise local knowledge and employment opportunities.

## **Data Management / UK General Data Protection Regulation (GDPR)**

The Provider will have access to personal data to deliver the service effectively. As such, the Provider will need to ensure staff delivering the service have undergone appropriate recruitment checks and will work within the UK General Data Protection Regulations (GDPR)

The Potential Supplier shall comply with any further written instructions with respect to processing by the Council.

# **SECTION 3: EVALUATION OF QUALITY AND PRICE**

## **Pricing Schedule**

4.1. Fully completed copy of the Pricing Schedule must be included in the RfQ submission.

4.2. Suppliers should satisfy themselves of the accuracy of all fees, rates and prices quoted, since they will be required to hold these or withdraw their quotation response in the event of errors being identified after the RfQ submission deadline.

4.3. All prices quotes must exclude VAT.

4.4. Any additional costs not included in Pricing Schedule will not be accepted by the Authority either before or during the contract.

4.5. Where the Authority considers a price to be abnormally low, or high, it may seek clarification and/or an explanation from the supplier, and the Authority may reject any RFQ Response, at its absolute discretion, if it appears to be unreliable.

4.6. Supplier’s RFQ Response will be rejected if it exceeds the capped budget for this procurement exercise.

## **5. Evaluation**

5.1. Supplier’s responses to the quality questions will be evaluated against the Specification and scored a maximum of 3 points using the below criteria:

|  |  |
| --- | --- |
| **Score** | **Criteria to Award Score** |
| 0 | Irrelevant or no response provided. |
| 1 | Response partially meets requirements. |
| 2 | Response meets requirements but lacks clear and detailed evidence. |
| 3 | Response meets requirements with clear and detailed evidence. |

5.2. The evaluated scores will be divided by 3 and multiplied by the weight of the question, to Achieve a final score (%) for each question.

For example, if the weighting for the question is 20% and the supplier is evaluated score “2” their final score (%) for that question will be:

2/3 X 20 = 13.33%

5.3. The total of all quality questions will be then summed up to achieve Total weighted quality score.

5.4. The Most Advantageous Tender (MAT) response is established by dividing submitted quotation price by total weighted quality score giving a final quotation Score.

An example is provided at Example 1, below.

**Example 1**

|  |  |  |  |
| --- | --- | --- | --- |
| **Supplier** | **Submitted quotation Price** | **Total weighted quality score (%)** | **Final quotation Score (MAT)** |
| Supplier 1 | £75,000 | 88 | £75,000/88 = 852.7 |
| Supplier 2 | £55,000 | 75 | £55,000/75 = 733.3 |
| Supplier 3 | £50,000 | 65 | £50,000/65 = 769.2 |
| Supplier 4 | £45,000 | 21 | £45,000/21 = 2142.8 |

5.5. The **lowest** achieved score shall be the Most Advantageous Tender (MAT) as the lowest score means that the Authority is paying less for each point of quality scored. In this example the preferred supplier will be the Supplier 2 whose submission will cost £733.3 per each of quality point awarded.

# **SECTIONS TO BE COMPLETED BY THE SUPPLIER:**

# **SECTION 4: SUPPORTING INFORMATION**

Please complete all parts of Appendix 1 below.

| 1. **General Information** | | |
| --- | --- | --- |
| 1.1. | Supplier Name | Click to enter text. |
| 1.2. | Registered office address | Click to enter text. |
| 1.3. | Trading Status | Choose an item. |
| 1.3 (a) | \*If you selected ‘**Other\***’, please specify | Click to enter text. |
| 1.4. | Company registration number | Click to enter text. |
| 1.5. | Charity registration number | Click to enter text. |
| 1.6. | Are you a Small, Medium or Micro Enterprise (SME)? | Choose an item. |

| 1. **Contact Details** | | |
| --- | --- | --- |
| 2.1. | Contact name | Click to enter text. |
| 2.2. | Name of organisation | Click to enter text. |
| 2.3. | Role in organisation | Click to enter text. |
| 2.4. | Phone number | Click to enter text. |
| 2.5. | E-mail address | Click to enter text. |
| 2.6. | Postal address including post code | Click to enter text. |

# **SECTION 5: PASS/FAIL QUESTIONS**

Please note that responding “No” to any of the below questions will result in disqualification from further evaluation.

| **3.1. Insurance Cover** | | |
| --- | --- | --- |
| Please confirm whether you already have, or can commit to obtain, prior to the award of the contract, the levels of insurance cover indicated below: | | |
|  | Employer’s (Compulsory) Liability Insurance at no less than £5,000,000  Public Liability Insurance at no less than £5,000,000  Professional Indemnity Insurance at no less than £2,000,000 | **Choose an item.** |

| * 1. **Requirements under Modern Slavery Act 2015** | | |
| --- | --- | --- |
|  | Please confirm that within your business and its supply chain, there is no servitude or forced labour, slavery human trafficking, arranging or facilitating the travel of another person with a view that a person is being exploited or conducting any activities that contain violation of human rights.  Please also confirm that your supply chain with regards to this quotation response complies with the Modern Slavery Act 2015? | **Choose an item.** |

| * 1. **UK General Data Protection Regulation (UK GDPR)** | | |
| --- | --- | --- |
|  | Please confirm that you have in place, or that you will have in place by the award of the contract, the human and technical resources to perform the contract to ensure compliance with the UK General Data Protection Regulation and to ensure the protection of the rights of data subjects. | **Choose an item.** |

| * 1. **SMEs (Small & Medium sized Enterprises)** | | |
| --- | --- | --- |
|  | Please confirm that your organisation is a SME (small or medium sized enterprise) as defined in the Procurement Act 2023. | **Choose an item.** |

# **SECTION 6: QUALITY QUESTIONS**

| **Service Delivery Plan** | | | | |
| --- | --- | --- | --- | --- |
| **Question 4.1:** | **Max Score Available:** | 30% | **Word Limit:** | 500 words |
| Can you provide a detailed plan outlining how you will deliver the services?  What are the key milestones and timelines for service delivery? | | | | |
| **Answer:** | | | | |
| Click to enter text. | | | | |
| **Word Count:** | | | | Enter no. |

| **Staffing and Expertise** | | | | |
| --- | --- | --- | --- | --- |
| **Question 4.2:** | **Max Score Available:** | 20% | **Word Limit:** | 250 words |
| Who will be the key personnel involved in delivering the services, and what are their qualifications?  How do you ensure that your staff are adequately trained and knowledgeable? | | | | |
| **Answer:** | | | | |
| Click to enter text. | | | | |
| **Word Count:** | | | | Enter no. |

| **Communication and Reporting** | | | | |
| --- | --- | --- | --- | --- |
| **Question 4.3:** | **Max Score Available:** | 20% | **Word Limit:** | 250 words |
| How will you communicate progress and updates to us during the service delivery?  What types of reports will you provide, and how frequently? | | | | |
| **Answer:** | | | | |
| Click to enter text. | | | | |
| **Word Count:** | | | | Enter no. |

| **Risk Management** | | | | |
| --- | --- | --- | --- | --- |
| **Question 4.4:** | **Max Score Available:** | 20% | **Word Limit:** | 250 words |
| What potential risks do you foresee in delivering these services, and how will you mitigate them? | | | | |
| **Answer:** | | | | |
| Click to enter text. | | | | |
| **Word Count:** | | | | Enter no. |

| **Qualitative Social Value Submission** | | | | |
| --- | --- | --- | --- | --- |
| **Question 4.5:** | **Max Score Available:** | 6% | **Word Limit:** | 250 words |
| Can you provide plan outlining how you will deliver “Total Social Value” committed in the “WNC – Social Value Spreadsheet” during the life of the contract? | | | | |
| **Answer:** | | | | |
| Click to enter text. | | | | |
| **Word Count:** | | | | Enter no. |

| **Quantitative Social Value Submission** | | | |
| --- | --- | --- | --- |
| **Question 4.6:** | **Max Score Available:** | 4% |
| Please confirm what is your Total Social Value committed for this contract. The value committed must equal with the value received on the SV Collection tab of embedded below “WNC – Social Value Spreadsheet”. Please note the WNC – Social Value Spreadsheet must be included in your submission. | | | |
| **Answer:** | | | |
| Click to enter text. | | | |

# **SECTION 7: FREEDOM OF INFORMATION**

As we are a Local Authority, and therefore subject to scrutiny of transparency as a wholly taxpayer funded service, your quotation submission may be subject to potential requests for disclosure under the Freedom of Information Act 2000.

If you consider any specific parts of your quotation submission to be commercially sensitive, please provide a detailed explanation in the text box below specifying the sections or parts this relates to and explain what commercial harm could be caused to a party, if the information was disclosed into the public domain as part of a response to a Freedom of Information request.

The Authority will endeavour to maintain privacy where information is identified as being commercially sensitive, however, we may be required to disclose such information regardless in accordance with the Freedom of Information Act 2000 (FOI), the Environmental Information Regulations 2004 (EIR) or the Government Transparency agenda. In particular, the Authority is required to form an independent judgement concerning whether the information is exempt from disclosure under the FOI or the EIR and whether the public interest favours disclosure or not. Finally, the Authority cannot guarantee that any information marked ‘confidential’ or ‘commercially sensitive’ will not be disclosed and as such will always take into account the current Government guidance on commercial interests prior to making any such disclosure.

If you do not object to the disclosure of your quotation submission please state ‘I do not object to the disclosure of this information’.

# **SECTION 8: DECLARATIONS**

|  |
| --- |
| Please confirm by answering ‘Yes’ that you have read the statements listed below, understand, and agree that:   1. I declare that to the best of my knowledge the answers submitted in this Request for Quotation are correct and accurate. 2. I understand that the information will be used in the process to assess my organisation’s suitability for the Authority’s requirement and I am signing on behalf of my organisation. 3. I understand that the Authority may reject this submission in its entirety if there is a failure to answer all relevant questions fully or if I provide false/misleading information or content is provided in any section.   **Choose an item.**  Suppliers who answer 'No' will be eliminated from this procurement process. |

**Submission**

Completed documents must be submitted no later than 12 noon on Thursday 17th July 2025 to [wnccommissioning@westnorthants.gov.uk](mailto:wnccommissioning@westnorthants.gov.uk)

Late submissions will not be accepted.