

ORGANISATION NAME:

Smoking Cessation

DATE: _____

METHOD STATEMENT AND
QUESTIONS

Time Square, Market Street, Bracknell, Berkshire RG12 1JD

Tel: (01344) 352000



**WOKINGHAM
BOROUGH COUNCIL**

Invitation to Tender (ITT)
METHOD STATEMENT AND QUESTIONS

for
Berkshire West
Smoking Cessation Service
January 2021

COMPLETED BY

ORGANISATION	[Supplier to complete]
NAME	[Supplier to complete]
DATE	[Supplier to complete]

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TO BE COMPLETED AND RETURNED TO THE COUNCIL

This document contains **RESTRICTED INFORMATION** once completed by the Supplier.

Notes for completion:

This is one of two documents, the other one being the Scoring Sheet which shows how the Commissioners will mark answers submitted to any/all the questions.

If the question does not apply to you please write N/A; if you don't know the answer please write N/K.

"Council" means Bracknell Forest Council on behalf of Reading Borough Council, West Berkshire District Council and Wokingham Borough Council.

"You"/ "Your" or "Potential Provider" means the organisation which is completing this form.

Where a word limit is not specified, respondents should ensure that answers are clear and focussed on the information requested

Where appropriate a guide for the expected maximum number of words is shown within each question answer box. This is a guide and you will not be failed for just going over – but only the first stated maximum number of words will be read & scored.

Verification of Information Provided:

The higher the risk of the procurement, the higher the level of verification is likely to be required. Not all questions require supporting documents up front at this stage (for example certificates, statements with this questionnaire.) **However, the purchasing organisation/s reserve the right to ask to see these documents at a later stage, so it is advisable you ensure they can be made available, and when requested will be provided within one calendar week.** You may also be asked to clarify your answers or provide more details about certain issues.

Sub Contracting Arrangements

Where a sub-contracting approach is proposed, all information requested should be given in respect of the prime contractor.

Where sub-contractors will play a significant role in the delivery of the service/s or product/s under any ensuing contract, please indicate in a separate annex (by inserting the relevant company/organisation name) the composition of the supply chain, indicating which member of the supply chain will be responsible for the elements of the requirement.

It is recognised that arrangements in relation to sub-contracting may be subject to future change. Potential Providers should be aware that where sub-contractors are to play a significant role, any changes to those sub-contracting arrangements may constitute a material change and therefore may affect the ability of the Potential Provider to proceed with the procurement process or to provide the goods and/or services.

Consortia Arrangements

If the Potential Provider bidding for a requirement is a consortium, the following information must be provided:

- full details of the consortium; and
- the information sought in this ITT in respect of each of the consortium's constituent members as part of a single composite response.

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Potential Providers should provide details of the actual or proposed percentage shareholding of the constituent members within the consortium in a separate Annex. If a consortium is not proposing to form a corporate entity, full details of alternative proposed arrangements should be provided in the Annex. However, please note the Council reserves the right to require a successful consortium to form a single legal entity in accordance with regulation 28 of the Public Contracts Regulations 2006.

PLEASE SEE PAPER 5 FOR MARKING DETAILS.

PLEASE EXPAND THE ANSWER BOXES AS REQUIRED.

If appropriate diagrams, charts etc & attached documents may be inbedded with your answers and are not included in the word count.

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ORGANISATION AND CONTACT DETAILS

Full name of organisation submitting a quotation (or of organisation acting as lead contact where a consortium bid is being submitted)	
ORGANISATION DETAILS	
Registered office address	Company or charity registration number
	VAT registration number
	Name of immediate parent company
	Name of ultimate parent company

CONTACT DETAILS	
Contact details for enquiries about this ITT	
Name	
Address	
Post Code	
Country	
Phone	
Mobile	
Email	

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Financial Schedule Scoring.

Please read section 6 – financial bid prior to answering this question.

The Total Mark for the Price is 400 Marks which equates to 40% of the total scores.

The Tenderer proposing the highest number of successful quits will be given the maximum financial score available for the Pricing criterion. (i.e. 400 marks)

Definition of Quit: All Quits (Targeted / non targeted) up to a minimum of 4 weeks, maximum 12.
(For avoidance of doubt, no individual can be counted more than once). Quits must correspond to the **Inequalities Indicators** (Paragraph 6.4.4, Paper 2: Service Specification.)

Other Tenderers will be evaluated and given a financial score by dividing the lower Tenderer's number of quits (L) by their higher number of quits (H) and the result multiplied by the maximum score available (400) for that criteria.

Tender Price	Score
Highest number of successful quits (H)	Maximum Number of Marks Available for Price 400 marks
Lower number of successful quits (L)	$L/H \times (\text{Number of Maximum Available Marks for Price})$

The total annual combined contract value including each of the three Local Authority areas is the maximum value of £300,000 per annum and this is across the three Local Authorities. Must be inclusive of pharmacotherapy.

PLEASE FILL IN THIS TABLE: THANK YOU

Local Authority	Enter Value Total Number of Quits	Award criteria
Reading		
West Berkshire		
Wokingham		
TOTAL		100% of the total marks available for price (400 marks)

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Schedule 1 – Method Statement

1. Specification Compliance

Please note the following questions are of a pass / fail nature: if any of these are “Fail” for your organisation then your bid will fail and you will not be considered for the tender.

- 1.1 Please confirm your acceptance of the **Care Specification: Smoking Cessation for Berkshire West** as attached.

If there are any areas of concern, please detail below or attach a separate sheet if necessary.

Yes / No – delete as appropriate

- 1.2 What is the name of your Regulatory Body? (e.g. the Care Quality Commission, the Charity Commission).

State Body (if not applicable, please explain why)

- 1.3 Please confirm that your proposed workforce policies, strategies, processes and practices will comply with all relevant employment legislation applicable in the UK.

Yes / No

- 1.4 Please confirm you have written copies of plans and / or policies which cover the following policy areas. Please note we are not asking for these at this point, but should you be successful we may ask to see these.

- | | |
|---|----------|
| <input type="radio"/> Bullying and Harassment | Yes / No |
| <input type="radio"/> Business Continuity | Yes / No |
| <input type="radio"/> Code of Conduct | Yes / No |
| <input type="radio"/> Complaints and Grievances (staff) | Yes / No |
| <input type="radio"/> Contracts and Escalation Policy | Yes/No |
| <input type="radio"/> Disciplinary / Capability (staff) | Yes/No |
| <input type="radio"/> Equalities and Diversity | Yes / No |
| <input type="radio"/> Health and Safety | Yes / No |

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-
- | | |
|---|----------|
| <input type="radio"/> Infection Prevention and Control | Yes / No |
| <input type="radio"/> Information Governance including GDPR (2018) | Yes / No |
| <input type="radio"/> Lone Working | Yes / No |
| <input type="radio"/> Modern Slavery Act 2015 statement | Yes / No |
| <input type="radio"/> Pre and post-employment checks as appropriate to role including Disclosure and Barring Service (DBS) checks for relevant posts | Yes / No |
| <input type="radio"/> Quality Assurance | Yes / No |
| <input type="radio"/> Recruitment, Selection and Retention | Yes / No |
| <input type="radio"/> Safety/Serious Incidents/Risk or Incident management | Yes / No |
| <input type="radio"/> Safeguarding policies for adults, vulnerable adults and children, including Child Sexual Exploitation (CSE) and Female Genital Mutilation (FGM) | Yes / No |
| <input type="radio"/> Social Media | Yes / No |
| <input type="radio"/> Supervision of workforce and volunteers | Yes / No |
| <input type="radio"/> Workforce Development (Training and CPD) | Yes/ No |
| <input type="radio"/> Whistleblowing | Yes/ No |
- 1.5 Please confirm acceptance of the Council's standard terms of payment which are Nett 30 days from receipt of acceptable invoice.
- Yes / No
- 1.6 There will be no uplift in the payment for this service during the contract, unless there are exceptional reasons for this. Please confirm your acceptance of this principle.
- Yes / No
- 1.7 Please confirm that you can provide an electronic, consolidated invoice with backing data relating to each local authority invoice.
- Yes / No

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1.8 Please detail a) all your staff (including subcontractors) have a had appropriate and timely Disclosure and Barring service (DBS) checks and b) how your organisation obtains, reviews and maintains records of Disclosure and Barring service (DBS) checks for all staff, including sub-contractors.

200 words:

1.9 Please confirm that all Staff shall receive appropriate training (including refresher training as appropriate) on confidentiality and information security and governance, including General Data Protection Regulations (GDPR).

Yes / No

1.10 Please confirm that all Staff shall be trained in the safeguarding policies operated by Berkshire West Safeguarding Children [Partnership](#) and West of Berkshire Safeguarding Adults [Board](#) . This shall include understanding safeguarding referral procedures and referral pathways to social care.

Yes / No

1.11 Please confirm that all staff will receive awareness training in Child Sexual Exploitation (CSE) and Female Genital Mutilation (FGM)

Yes / No

1.12 Please confirm that all staff will receive CPD (Continuing Professional Development), in particular National Centre Smoking Cessation Training (NCSCT) modules, as appropriate.

Yes / No

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- 1.13 Please confirm acceptance of the contract conditions: Refer to Document 9 for the terms and conditions of this proposed contract. Please confirm acceptance of all these terms or detail exceptions and any proposed alternatives below, or in a separate document.

Yes / No

Detail exceptions / proposed alternatives

- 1.14 Please confirm that, if awarded the contract you would be able to organise, attend and minute quarterly review meetings with the Council

Yes / No

- 1.15 Please confirm that, if awarded the contract, you would be able to comply with the Information Requirements as detailed.

Yes / No

- 1.16 Please provide an overview of your escalation procedure – please provide details on the response

Detail exceptions / proposed alternatives

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Schedule 2 - 7 – Questions

2. Organisational

Please note there are three questions in this section, giving a maximum available mark of 120. There are a total of 600 marks available in this tender on quality, which gives this section a weighting of 12% of the total marks available for the tender.

- 2.1 Please provide a brief overview of your organisation and how it could best provide the Smoking Cessation service in Berkshire West, as detailed in the service specification, this should include a particular focus on reaching the priority groups. (Maximum 30 marks)

400 words

- 2.2 Describe how you will achieve effective mobilisation of the service from contract award to service delivery start date and the first 12 months of provision. (Maximum 45 marks)

Your response should address the following criteria:

- Implementation plan and activity plan – this should show details of key milestones in relation to project start up, lead times and highlight any particular barriers. The plan should include key areas of activity, tasks, task owner, start and finish dates, milestones and interdependencies and should demonstrate any variation within the Berkshire West area i.e. Reading, West Berkshire or Wokingham
- Risk and issues log with identified risks and issues during mobilisation and first 12 months of provision, includes: 1) Service continuity (i.e. IT, data transfer, GDPR, TUPE, pharmacotherapy); 2) Securing premises for delivery; 3) Subcontracting arrangements; 4) Proposed actions to mitigate risks and issues; 5) How to ensure Covid-19 safe working.

Narrative to address:

- Identification and recruitment of subcontractors.
- Transition of clients currently in treatment and their clinical records including compliance with the General Data Protection Regulations (GDPR).

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- Communication to inform stakeholders during mobilisation.
- Set-up referral pathways with stakeholders to ensure access for priority groups.
- Completion of TUPE transfer by contract start date, and assurance that staff are competent and safe to deliver the service within 3 months from start date.
- Recruitment and induction of new staff (including job descriptions, person specifications and details on your staff recruitment processes).
- Training for both new and current staff (including refresher training).
- Location/s and suitability of premises for delivery across the local authority areas by service start date.
- IT infrastructure and software in place to receive referrals, delivery of the service and monitoring from the start date.

800 words (implementation and activity plan, risk and issues log are not counted in word count, attach separately as PDFs)

2.3 How will your organisation enable you to meet the overview and aims of the service and delivery of the key performance indicators as detailed in the service specification? (Maximum 45 marks)

Your response should address the following elements:

Leadership

- Your vision and strategy of how the service will be led, including leadership capability and capacity, and roles and responsibilities.
- How you will ensure the local manager is supported in service design and in delivering key elements of service provision (as outlined in the service specification); routes into the service, triage, service delivery which demonstrates meeting the needs of priority groups, pharmacotherapy management, data collection and management, quality assurance, and delivery of KPIs).

Workforce

- Your approach to creating and enabling a positive workforce culture which engages and values employees and by using feedback engages in continuous improvement.

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Managing and monitoring activity and outcomes

- How will you facilitate timely monitoring and reporting of referrals, conversion to setting a quit date, 4 week quit rates, 12 week quit rates and proportion of quitters in all priority groups

800 words

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3. Staff & Training

Please note there is one question in this section, giving a maximum available mark of 24. There are a total of 600 marks available in this tender for quality, which gives this section a weighting of 2.4% of the total marks available for the tender.

3.1 Relating specifically to the delivery of the service, please provide staffing details, supervision, and training of staff (including subcontracted staff) (Maximum 24 marks)

Your response should include:

- Staffing details that outline who will be responsible for each element of delivery (considering each intervention), management structure, ratio and numbers of staff to clients (at each intervention level), and details of staff skills, certification, and experience.
- How you will ensure that the services receive adequate support and supervision from an experienced manager who is easily accessible to staff to help ensure compliance with NCSCT specific standards for smoking cessation training.

500 words (not including any tables and/or attachments)

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4. Partnerships & Interdependencies

Please note there are two questions in this section, giving a maximum available mark of 90. There are a total of 600 marks available in this tender for quality, which gives this section a weighting of 9% of the total marks available for the tender.

Sections noted in the questions refer to sections in Document 2 – Smoking Cessation Service specification.

4.1 Describe how the service will work with other agencies, partners and stakeholders to deliver a comprehensive approach to reducing harm from tobacco, prevention of uptake of smoking, and encouraging and supporting people in Berkshire West to stop smoking. (Maximum marks 45)

In your response, please include the following elements:

- How you will promote online training from NCST and support partners in delivery of MECC, social prescribing and school health champion training (section 4.8)
- How you will establish yourselves as a reliable source of expertise and advice on smoking cessation amongst relevant partners and stakeholders (section 4.11)
- How you will work in partnership with commissioners and providers to support links to other services/local programmes and the development of plans in response to the NHS Long Term Plan (section 4.11). Please give particular consideration to the priority groups (outlined in section 1.5) and any specific approaches to address any variation across the three local authorities
- How you will work in partnership at system level in the delivery of the Berkshire West Tobacco Control Plan and development of any future plan?

500 words

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4.2 How will you work with other agencies and stakeholders to deliver a cohesive smoking cessation service, ensure adequate referrals to the service are received and subsequent feedback of client outcomes back to the referrer? (sections 4.2.2, 4.11) (Maximum marks 45)

In your response, please give particular attention to partners in the following services:

- Maternity
 - Acute trust
 - Mental Health
 - Substance misuse
 - General Practice
-
- Make reference to the evidence-base (including section 1.4 and 5.0).
 - Outline the mechanisms for feedback of client information

500 words

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5. Service delivery

Please note there are thirteen questions in this section, giving a maximum available mark of 300. There are a total of 600 marks available in this tender for quality, which gives this section a weighting of 30% of the total marks available for the tender.

Sections noted in the questions refer to sections in Document 2 – Smoking Cessation Service specification.

5.1 What experience has your organisation had of delivering smoking cessation, addiction, or other lifestyle services? Please give relevant examples in your response, including evidence of, or transferable, skills, knowledge, compliance with best practice and NICE guidance. Please provide examples where you have implemented a similar service, or elements of, as outlined within the specification, including smoking quit rates if applicable. (Maximum 30 marks)

400 words

5.2 Explain your approach to marketing and client entry into the service for all smokers but with particular reference to priority groups (section 1.5.1) (Maximum 20 marks)

In your response, please include:

- How your access point, 'front door' will enable smokers to engage with the service at all levels (section 4.2.1) and within all local authority areas.
- Please include how you will raise awareness of the services provided and ensure an efficient referral system is in place (including self-referral). In your answer, you may wish to include a service diagram.

400 words (diagram does not count towards word count)

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5.3 Outline how clients accessing the service will be triaged, based on informed choice (Maximum 20 marks)

In your response, please include:

- A clear triage process with minimal complexity to starting interventions
- How you will ensure all clients are given the options and are supported to make an informed choice and understand all interventions available.
- How you will assure that support is matched to need appropriately, considering in particular those smokers in priority groups and how they will be encouraged into Level 3 intervention where needed.
- How you might proactively support clients who self-triage to Level 1 to complete a clinical assessment and be routed to an alternative level of support better matched to level of need, priority group membership, and clients' informed choice (section 4.2.3).
- How you will effectively monitor and reduce loss to follow up, and triage and support returning clients who were lost to follow up or previously failed a quit attempt.

400 words

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5.4 Describe your model of delivery in line with the service specification (Level 2 and Level 3).
(Maximum 50 marks)

Please give a detailed description of the service offer in level 2 and level 3, this should include type of intervention and details of the behavioural support offered (including staff delivering), mode of delivery, the frequency and duration of the intervention, delivery settings, mode of access to pharmacotherapy (and both type, and duration, of pharmacotherapy offered at each level), use of CO monitoring, and assessment (including CO validation) of smoking status, and any sub-contractual relationships.

- Please give consideration how you will establish and support referral into these service interventions Level 2 and Level 3
- Clearly articulate the difference in behavioural support and approach offered at Level 2 and Level 3. What aspects of the NCSCCT Standard Treatment Programme would be provided at both.
- Show consideration to section 4.4, settings and location of service delivery across the three local authority, and days/hours of operation. In particular to meet the needs of the priority groups, using evidence where appropriate.
- Consideration of how the service will be flexible to enable clients to move between level 2 and 3 if required.

1000 words

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5.5 Describe your model of delivery in line with the service specification (Level 1) (Maximum 40 marks)

Please give a detailed description of the service offer in level 1, this should include the type of digital based information and support offered (section 4.3.1).

- If using a digital application(s) as part of this, how will you ensure the criteria for this as detailed in section 4.3.1 is met?
- How this is compliant with relevant guidance; NICE behaviour change and harm-reduction guidance (PH6, PH49 and PH45)
- The interface between Level 1, and Level 2 and 3.
- Processes for monitoring and reporting extensive number of indicators and real-time outcomes as in the service specification.

500 words

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- 5.6 Please detail how you will tailor the smoking cessation service to meet the needs of each one of the priority groups, as outlined in section 1.5 of the service specification. Please include details of how you plan to stimulate, establish and support referrals from each, address inequalities, and work with partners within each local authority area. Outline what pathway(s) you will put in place to ensure that the maximum number of clients from these groups successfully quit smoking. Please include a relevant case study where possible. (Maximum 70 marks)

800 (Case study to be attached separately and does not contribute to word count)

- 5.7 Explain your approach to the provision and management of smoking cessation pharmacotherapy (section 4.5) (Maximum 50 marks)

In your response, please include:

- The protocols and procedures for the prescribing of Varenicline, Bupropion and Nicotine Replacement Therapy (NRT), within the directly provided service, and any subcontracted service.
- Describe the mechanisms for management of the pharmacotherapy budget (FP10)
- Description and management of prescribing and dispensing protocols with evidence of prescriber competencies, including special arrangements for special groups
- How will you ensure combination NRT is offered to those that would benefit, and record a client's choice of pharmacotherapy and the reason for their choice, for service indicators for information.
- How will you support clients in the use of non-licensed nicotine containing products such as e-cigarettes.

800 words

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- 5.8 Please describe how you have responded (or plan to respond) to unexpected changes which have impacted on service delivery e.g. demographic changes or priorities within communities across the local authority areas or an unanticipated change in demand as a result of COVID-19 (or other similar unforeseen circumstances) (Maximum 20 marks).

250 words

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6. Quality & Performance

Please note there are two questions in this section, giving a maximum available mark of 42. There are a total of 600 marks available in this tender for quality, which gives this section a weighting of 4.2% of the total marks available for the tender.

Sections noted in the questions refer to sections in Document 2 – Smoking Cessation Service specification.

6.1 Explain your approach to maintaining quality standards for this service (Maximum 21 marks)

In your response, please include:

- Demonstration of your ability to identify and respond to safeguarding needs for Vulnerable Adults and Children, and how these are embedded within the service.
- The clinical governance mechanisms in place which include risk management, serious incidents, clinical audit
- The quality improvement mechanisms the service will have in place. Please include a plan showing your key quality aspirations for the duration of the contract, and how you will develop the capacity of your service.
- Establish and maintain positive and effective relationships with key stakeholders and sub-contractual relationships required to deliver the service.

400 words

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6.2 Please provide details of the data systems you intend to use in relation to case management, as well as how you will provide data reporting relating to performance management. In your answer, please outline how you plan to ensure accurate reporting for the service in relation to the KPIs listed in section 6.4 of the service specification (Maximum 21 marks)

In your response, please include:

- How you will keep track and record each client's journey through a quit attempt
- How you will ensure that only unique quits data is recorded and reported (including membership of more than one priority group section 1.6) and repeat service users
- Demonstrate how you will use data systems to enable simple referral and feedback to referrers, for example primary care clinical systems (section 4.2.2)
- How these data collection and reporting systems will enable reporting on data for national datasets and in relation to KPIs
- How you will safeguard client information and ensure information sharing complies with all relevant data protection legislation and regulations.

400 words

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7. Client engagement & involvement

Please note there are two questions in this section, giving a maximum available mark of 24. There are a total of 600 marks available in this tender for quality, which gives this section a weighting of 2.4% of the total marks available for the tender.

Sections noted in the questions refer to sections in Document 2 – Smoking Cessation Service specification.

7.1 Briefly describe how you plan to involve clients in continuous service development and improvement? (Maximum 12 marks)

In your response, please include:

- How you will use the principle of co-production (4.7.3)
- How you will capture, measure and continuously improve levels of client satisfaction to meet the relevant performance indicator.
- How you will follow up clients and minimise 'loss to follow up' (4.7)
- Please also include details of how any complaints and grievances will be managed

300 words

7.2 Please give two examples of where your organisation has used the results of client and stakeholder feedback or consultation to improve the service, including implementation or adaptations of any digital solutions. (Maximum 12 marks)

300 words