
Formal Tender
Occupational Health Services for Lime Trust

July 2020

Invitation to Tender

Lime Trust is a Multi Academy Trust consisting of 8 Schools located within 3 different Local Authorities London Borough of Havering, London Borough of Waltham Forest and Peterborough. Therefore we require a Service Provider than can service this 3 defined areas.

The Occupational Health service is required to assist Senior Leaders in reducing absence and assist employees back to work following long term absence. The Trust already has a separate Employee Assistance programme for counselling; however, we would be looking for pre-employment services as part of this tender exercise.

This document sets out how your organisation can tender for the provision of Occupational Health Services for our Trust.

The following appendices accompany this tender:

- Appendix A Specification
- Appendix B Tender questionnaires

Statement of requirements

The core functions of the Occupational Health Service will cover the following:

- pre-employment screening/medicals
- sickness referrals/medical assessments
- adhoc immunisations/vaccinations

Please review appendix A for the detailed specification breakdown of the highlighted core functions.

The contract duration will be for a maximum of 5 years, covering an initial period of 3 years plus 1 optional extension of 2 years (i.e. 3 + 2) or 2 extensions of 1 year (3 + 1 + 1).

Implementation of the Project

Service Providers must satisfy the Trust of their ability to provide the service set out and must make their costings clear to the Trust. The Trust are looking for a contract term of 3 year with 3 months' notice thereafter.

Submission of the tender/ offer

The deadline for the submission of Tenders is 11 September 2020.

Tenders shall be submitted by emailing the tender bid to lisa.collison@limetrust.org with the subject line Lime Trust Occupational Health Services. Please ensure that the is emailed to the address above by 12 noon Friday 11 September 2020. The receipt time on the inbox will be used as the receipt time for the purposes of ensuring a tender is within the time limits.

Timetable for Tender

Date	Activity	Further information
Friday 17 July 2020	Tender documents published	Questions to be sent to Lisa Collison Head of HR lisa.collison@limetrust.org
Monday 23 July to 21 August 2020	Question and clarification window	Questions to be sent to Lisa Collison Head of HR lisa.collison@limetrust.org

Midday Friday 11 September 2020	Submission of Tender	Questions to be sent to Lisa Collison Head of HR lisa.collison@limetrust.org
Monday 14 September- Friday 18 September 2020	Tender evaluation period	
Monday 21 September 2020	Selection of your supplier	
Monday 28 September 2020	Notification of the outcome of the tender process	

*Please be aware that late tenders will not be considered

Notification of Acceptance

Tenders shall remain open for acceptance and shall not be withdrawn for a period of sixty (60) days from the Closing Date of the tender. Unsuccessful tenderers shall be notified in writing by the Head of HR or their representative within 10 working days of acceptance of the successful tender.

The Trust shall treat all Tenderers' responses as confidential during the procurement process.

Selection of Tender

The submitted tenders be reviewed and scored by a panel. Scoring will be based upon the cost of the service and the deliverable timescales. Your proposal should include a response to each individual question as set out in Appendix B- Tender Questionnaire

Lime Trust may contact Potential Providers with clarification questions regarding their proposals. This will take place during the tender evaluation period (as referenced in the timetable).

Potential Suppliers should note that the purpose of the Tender clarifications is purely to allow evaluators to further understand Tenders submitted. It is not an opportunity for Potential Suppliers to alter or improve their Tenders.

Lime Trust retains the right to seek clarifications to Tenders which are deemed abnormally low.

Successful service provider

The successful Service Provider will be informed in writing and the Trusts written acceptance will form a binding agreement between the Trust and the successful Service Provider. The decision of the Trust will be final.

Terms and Conditions of Tender

The Tender documents submitted by the supplier are, and shall remain, the property of the Trust. It is the responsibility of Suppliers to obtain for themselves at their own expense, all information necessary for the preparation of their Tenders. Information supplied by the Trust (whether in these Tender Documents or otherwise) is supplied for general guidance in the preparation of the Tenders.

Suppliers must satisfy themselves by their own investigations about the accuracy of any such information and no responsibility is accepted by the Trust for any inaccurate information obtained by Suppliers. This exclusion does not extend to any fraudulent misrepresentation made by or on behalf of the Trust.

Tenders must be submitted for the supply of all the requirements specified. All information supplied by the Trust in connection with this Invitation to Tender shall be regarded as confidential by the Supplier, except

that such information may be disclosed for the purpose of obtaining quotations necessary for the preparation of the Tender.

Tenderers are responsible for ensuring that no conflicts of interest exist between the Tenderer, its advisers and the Trust. Any Tenderer who fails to comply with this requirement may be disqualified from the procurement process at the discretion of the Trust.

Requests for information received following the procurement process shall be considered on a case-by-case basis.

Appendix A- Specification

The service requirements are as follows:

- Pre-employment health screening
- Health/Sickness Referrals
- Adhoc Immunisation Programmes
- Other requirements

Pre-employment health screening

The Service Provider shall:

- Provide an electronic on-line process for the submission of pre-employment questionnaires (PEQ).

The format and content of the questionnaire shall be as proposed by the Service Provider but must be agreed by the Trust and tailored to a set of job categorisations, as fitness for employment will relate to the nature of work to be undertaken.

- Carry out pre-employment screening if indicated by the health questionnaire or management, including telephone or face to face assessments where necessary. This includes all necessary medical enquiries and other inputs.
- Provide appropriate advice on fitness for the job to the Trust, in writing, at the end of the screening process. Fit to employ reports must be returned to the Trust or the individual school within one working day of receipt of the questionnaire except where other actions are necessary such as where the Employee or prospective Employee exercises their right to the 21 day rule as defined in the Access to Medical Records Act.

Fit to employ reports should include:

- What the assessment is based on (e.g. PEQ plus further info, PEQ plus telephone or face to face consultation)
- Whether the applicant is fit; unfit with supporting reasons; fit subject to certain restrictions; AND
- Whether the applicant qualifies for reasonable adjustments under the Equality Act 2010.

Health/Sickness Referrals

Health/sickness referrals should be able to be made via an online portal and will primarily be made for the following reasons:

- long term sickness
- repeated short term absences attributed to sickness
- to provide advice, where an employee has a disability, on redeployment/reasonable adjustments to the job/workplace
- to exclude health reasons for poor work performance
- fitness to perform particular tasks

- to provide advice on the fitness of an employee to attend formal meetings
- ill health medical retirements
- ill health capability issues
- to carry out a workstation or workplace assessment
- where there are concerns about an employee's health
- stress risk assessments

The Service Provider shall:

- Provide an appointment within three days of the referral being placed
- Communicate with the Employee and HR/Referring Officer to confirm the appointment and any subsequent re-scheduling of the appointment within 5 working days of the appointment or three working days of the booking whichever is the sooner.
- Communicate with HR regarding cancellations and non-attendance.
- Give advice to the Employee as appropriate to the referral
- Undertake appointments either face to face (at a clinic within reasonable traveling distance of the employees home) or by telephone in the employees home or place of work
- Supply a full opinion to the Referring Officer as soon as is practicable and in any event within three working days of the assessment. In the cases where other inputs are required there may be a delay, and in such cases the Service Provider shall inform the Referring Officer immediately in the form of an electronic report by email of the outcome or action(s) being taken by OH.
- Participate in a case conference with a Head of HR and/or the Referring Officer before the appointment, or after the appointment, as requested by the Referring Officer.
- Provide all necessary inputs (e.g. GP, specialist opinion/reports) to provide the Services described.
- For referrals related to ill health medical retirements, which must be signed by two OH physicians, provide the services of a second OH physician who has not yet been involved in the case.
- Invoices will be submitted monthly including any necessary back up information to enable the prompt processing of invoices e.g. list of employees who have had a PEQ, number of referrals, vaccination details.
- Undertake a medical assessment of a Trust Employee, give a written opinion on capability for work, a prognosis of return to work, or an update on an on-going situation.

Immunisation Programmes

Adhoc immunisation programmes such as Hepatitis B or flu and occasionally tetanus etc may be required.

Other requirements

The Service Provider shall:

- Make recommendations for workplace alterations to accommodate Employees with disabilities and recommendations for working practices and care of Employees with disabilities in the workplace.
- Provide other OH services that may be requested by the Trust from time to time.

Conditions under which the service will be provided

The Service Provider shall :

- Provide services as required to all Employees and prospective Employees including any new schools that join the Trust.
- The individuals used by the Service Provider shall develop and sustain a good understanding of the Trust, including the variety of roles and their varying job requirements and competencies. These individuals shall have experience of working in a Local Government/Education environment.

- Shall ensure that its staff are appropriately professionally experienced and qualified. For the OH Physician, this means Membership of the Faculty of Occupational Medicine or equivalent and they must hold a Diploma in Occupational Medicine and have at least three years' experience of advising on occupational health issues.
- For the OH Advisor, this means a diploma or degree in OH Nursing or equivalent. Where an Occupational Health Nursing Diploma is held at least two years relevant experience is required. Where no specific Occupational Health qualification is held at least three years relevant experience is required.
- Medical assessments shall always be performed by a qualified OH Physician or Advisor who is able to demonstrate a high level of clinical competence in the OH field.
- For each specific case a Referring Officer will be identified, and the Service Provider shall be instructed by the Referring Officer or a designated substitute. For non-case work the Service Provider shall be instructed by the Head of HR.
- Shall provide medical information, opinion and advice, but not provide opinion or advice on employment law or the management decisions of the Trust.
- Shall allow for the attendance of support workers or signers at meetings with people with hearing or learning difficulties, when requested by the individual and agreed by the Trust. Normally an employee will not be accompanied by other third parties e.g. family members, but some exceptions could be agreed by the OH Physician when necessary.

Systems Requirements

The Service Provider shall:

Be expected to offer a systems platform with the following characteristics:

- A secure web-based solution hosted by the Service Provider but accessible to the designated Trust employees. The Trust will not host these systems.
- An online Pre-Employment Questionnaire
- Management reporting – both routine and on request
- A process for creating, reviewing and updating referrals
- Workflow to manage alerts e.g. by email for key processes
- A secure and effective method to keep Trust Employees' non-medical information updated e.g. job title, department, and addresses. The Trust will be responsible for providing this information. Alternatively, and if agreed by the Trust a secure and effective method of extracting this information from the Trust's HR records.
- All processes to be accessible to specified HR Officers All processes to be user friendly
- All processes to be secure
- Training of HR/Referring Officers in the use of the system at no additional cost

The Service Provider shall:

- be suitable for use by Trust Employees, specifically from within the Trust systems infrastructure
- provide secure storage of data and secure access to data to the Trust's satisfaction
- be available for sufficient hours and provide suitable help facilities to allow the Trust to use the Services described in an efficient and effective manner.
- Comply with all legislation both current and future relevant to occupational health practice including:
 - The Data Protection Act 2018
 - The Access to Medical Records Act 1988
 - The Access to Health Records Act 1990
 - The Equality Act 2010

Administration

The Service Provider shall:

- Provide forms, for example pre-employment, referral and all other documentation required to fulfil the Contract. Such forms shall comply with the needs of the Trust and all statutory requirements.
- Use effective administrative procedures which ensure a timely response which meets performance criteria to the satisfaction of the Trust. This includes having administrative support available during normal office hours.
- Monitor and maintain an accurate database of the Trust’s cases and operational details and ensure that actions are completed in a timely and effective way.
- Provide access for frequent use to this database for HR/Referring Officers.
- Provide quarterly reports on the number of referrals made, appointments undertaken, appointments not attended, pre-employments completed, reasons for referral complaints etc. to provide information to analyse trends by service/school; in a form to be agreed by the Trust.

In Addition

- Give assurances about their qualifications to carry out the service.
- Outline their quality control procedures.

Appendix B- Tender Questionnaire

Appendix B- Tender Questionnaire sets out the questions that will be evaluated as part of this Tender.

Response template

Organisation Name:

1 Specification
1.1 Specification Compliance
1.1.1 Please confirm your acceptance of the attached Specification. If there are any exceptions, please detail below or attach a separate sheet if necessary.
Response

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1.2 General

<p>1.2.1 Please provide a brief overview of your organisation and how it could best provide the Occupational Health Services required by Lime Trust, as detailed in the Specification.</p> <p>Include details on how many staff your organisation (including consortia members or named sub-contractors, where appropriate) employs, and related turnover (GBP £), that are relevant to the provision of the goods/services similar to those set out in the Specification.</p> <p>For any face to face appointments please explain where these will take place as per appendix a specification.</p>

Response [Maximum 200 words]

<p>1.2.2 Please give an indication of how you will assist Lime Trust in its objective of reducing absence and assisting people back into and to remain in the workplace. What will you do that helps the Trust reduce the financial costs of work-related ill health?</p>

Response [Maximum 200 words]

<p>1.2.3 Please describe how you ensure that changes in health legislation are communicated to the Trust</p>
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Response [Maximum 200 words]

1.3 Equal Opportunities

<p>1.3.1 Does your organisation have an Equal Opportunities policy? If Yes, enclose a copy of the policy within your response and indicate how it is communicated to staff.</p>

Response [Maximum 100 words]

<p>1.3.2 If No, please refer to the Trust's equal opportunities policy attached.</p> <p>In the absence of your own policy, please read the documents and state your acceptance of both below.</p>

Attached / Not applicable

<p>1.3.3 Briefly describe how your organisation ensures that it remains compliant and up to date with the Equality Act 2010.</p>
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Response [Maximum 200 words]

<p>1.3.4 Have any Employment Tribunal or other Legal cases (pending or otherwise) relating to equality issues been brought against your organisation within the last three years? If Yes, please provide details</p>
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Response [Maximum 200 words]

1.4 Ability – Staff
1.4.1 Please provide details (including CVs) of the OH Advisor and OH Physician who would provide the service and indicate the number of other organisations they will be supporting.
Response [Maximum 200 words per person plus CVs]
1.4.2 What are the minimum professional qualifications that your OH Advisor and OH Physician must have?
Response [Maximum 200 words]
1.4.3 Describe how you ensure the medical professionals' (Advisor/Physician) understanding of the Trust and the work of Trust Employees? How will they ensure suggested changes to work such as phased returns and reduced duties are specific and relevant to the job role?
Response [Maximum 200 words]

1.5 Staff Performance
1.5.1 How would you deal with a member of your staff that either Trust has concerns about in terms of their performance?
Response [Maximum 200 words]

1.6 Operations
1.6.1 Communication
Please describe how communication about individual cases will take place. Your answer should include: Methods of communication and circumstances under which these are used. What provision is there for contact with the medical professionals between appointment days, in the occasional situations where a manager/HR Officer urgently needs to question/clarify the advice provided?
Response [Maximum 200 words]
1.6.2 Case Management
How do you ensure that security and confidentiality are observed at all time when communicating about individual cases? How do you ensure that cases in your system are not forgotten/actions not missed out? How do you maintain records of Trust Employees who require and have had vaccinations/annual health surveillance?
Response [Maximum 200 words]
1.6.3 Case Reports

<p>Please describe your approach to Trust Employee case reports including: How do you ensure the quality and timeliness of case reports? How do you deal with delays in relation to third parties e.g. Consultants/GPs?</p>
<p>Response [Maximum 200 words]</p>
<p>1.6.4 Pre-Employment Questionnaires (PEQs) Please describe how the on-line PEQ process works?</p>
<p>Response [Maximum 200 words]</p>
<p>1.6.5 Documents and Materials Please provide samples of the following forms and reports. Actual anonymised reports, Pre-employment questionnaire, Management Referral Form, Invite to Appointment, Example Management Advice Report.</p>
<p>Response [Maximum 200 words plus reports]</p>

<p>1.7 Systems You will be required to attend to provide a system demonstration if you are shortlisted for interview.</p>
<p>1.7.1 Please give a brief overview of how the system you provide works, and particularly how it provides the functionality for our requirements.</p>
<p>Response [Maximum 200 words]</p>
<p>1.7.2 What training will you provide in the use of your systems to new and continuing users at the Trust?</p>
<p>Response [Maximum 200 words]</p>
<p>1.7.3 How does the OH Advisor undertake appointments with Trust Employees if the systems are not available?</p>
<p>Response [Maximum 200 words]</p>
<p>1.7.4 Briefly explain how you control the access rights for different users.</p>
<p>Response [Maximum 200 words]</p>
<p>1.7.5 Please describe the reports that your IT system is able to provide. Actual reports are preferable, but otherwise blank templates. Your answer should focus on the following: Contract monitoring reports – standard quarterly and annual. Operational reports a) open cases - detail of all open cases per Referring HR Officer and other service i.e. immunisations? If you feel reports covering other areas are significant, please provide a few additional examples.</p>

Response [Maximum 100 words plus reports]

1.8 References

1.8.1 Please complete attached pro-forma for references

Please provide details of two contracts preferably from the public sector, that are relevant to the Trust’s requirement. Contracts should have been performed during the past three years and be of a similar size and scope to the requirements set out in Appendix A. (The customer contact should be prepared to speak to the purchasing organisation to confirm the accuracy of the information provided below if we wish to contact them).

		Contract 1	Contract 2
1	Customer Organisation (name):		
2	Customer contact name, phone number and email		
3	Contract start date Contract completion date Contract value		
4	Brief description of contract (max 150 words) including evidence as to your technical capability in this market.		

If you cannot provide at two examples, please briefly explain why (100 words max)

Response:

1.9 Service Performance Measurement

1.9.1 Please provide a draft proposed Service Level Agreement with Key Performance Indicators. Key Performance Indicators must include the following, or equivalents.

The normal time for producing management advice reports and fit to employ letters.

The case management process for getting GP/consultant reports back following a request including employee consent

Case management process for obtaining employee consent

The target time within which an appointment slot can be offered.

The criteria and targets you have to measure the quality of your reports.

Response [Maximum 200 words]

1.9.2 What is your process for dealing with complaints, and who and what level of management deals with them? Please provide an overview of your escalation procedure and explain how you report back on the resolution of the complaint.
Response [Maximum 200 words]

1.10 Contract Management and Transition
1.10.1 Who will be responsible for contract/account management? How will this process work? How are communications with the Trust representative Head of HR managed?
Response [Maximum 200 words]

1.11 Business Continuity
1.11.1 Does your organisation have a Business Continuity, Disaster Recovery or Risk Management plan? Please provide a copy. If “No”, briefly describe what key actions your organisation will take to ensure continued provision to customers should there be a major event; for example, should there be adverse weather, pandemic flu or a fire or utility failure resulting in loss of your building
Response [Maximum 200 words]

1.12 Health and Safety
1.12.1 Please self-certify that your organisation has a Health and Safety Policy that complies with current legislative requirements. We may request a copy of this at a later date.
Response [Maximum 50 words]

2 Pricing and Payment.
2.0 Please provide a Schedule of Prices for the services detailed above in the specification
Response
2.1 Payment
2.1.1 The Trust standard terms of payment are Net 30 days from receipt of acceptable invoice. Please advise any discount available for early payment i.e. 7 or 14 days.
Response [Maximum 50 words]

2.1.2 The Trust standard payment method is by BACS, please confirm acceptance
Response [Maximum 50 words]
2.1.3 Please provide an example of a monthly invoice with any supporting information.
Response [Maximum 50 words].

3.1 Insurance
3.1.1 Provide details of your Public Liability Insurance policy. The Trust requires a minimum of £5 million public liability cover. Please enclose a copy of your insurance certificate.
Response [Maximum 100 words]
3.1.2 Please provide a copy of your Employer's Liability Insurance certificate to confirm that you meet the current legal requirement of £5 million
Response
3.1.3 Please provide a copy of your Professional Indemnity Insurance certificate. The Trust requires a minimum of £2m cover.
Response
3.3.4 Please provide full details of any claims in excess of £50,000 made under your company/organisation's insurance policies within the last three years
Response