

# Guidance on product selection for remote monitoring

This guidance has been developed by NHSX and Crown Commercial Services (CCS) to support CCGs that are using SPARK: The Technology Innovation Marketplace (RM6094) to procure remote monitoring solutions.

It provides information on how to use SPARK, including some requirements that are needed for remote monitoring solutions, that are not covered by the generic guidance on using SPARK on the CCS website.

Timelines and templates to support you in this activity are included as appendices within this pack.

We hope you find this useful and should any further support be needed do contact the Innovation Collaborative team at NHSX - [innovation.collaborative@nhsx.nhs.uk](mailto:innovation.collaborative@nhsx.nhs.uk)

## **Version Control**

***Version 2.0 - Friday 23 October***

This guidance document has been developed to specifically assist NHS organisations that are working directly with NHSX as part of the Innovation Collaborative programme. It will be updated on an ongoing basis and in line with feedback we receive from its use.

# Using the SPARK DPS to procure

The process to be used is outlined in the seven steps below.

## Step 1 - Registration

Register as a [Buyer on Spark](#) as soon as possible. You will need to read and agree to the SPARK DPS Customer Access Agreement. It can take up to **72 hours** to approve your registration if your organisation has not already been set up as a buyer on the SRS (CCS system). If your organisation has already been set up on SRS, the time needed to approve will be dependent on the user manager (the individual within your organisation who approves additional buyers' registrations).

## Step 2 - Supplier Shortlisting

In order to ensure that all suppliers are included, CCS recommends that all SPARK registered companies are invited to submit a Request for Information. You must send the Request for Information within 48 hours of producing the shortlist. If you do not do this within 48 hours you will need to start again.

The steps you need to follow to produce this export can be found [here](#).

## Step 3 - Request for Information (RFI)

Ensure that you have budgetary approval for your project and any other internal approvals required to run a further competition.

Send out your Request for Information document through an e-sourcing portal (either yours or CCSs). If you are using CCS' guidance can be found [here](#).

We have provided a template here that you can use [here](#). You should give 48 hours for suppliers to respond to the RFI.

Review the submissions against the criteria within your Request for Information template and identify those suppliers who meet this criteria. All suppliers who meet the criteria must be invited to participate in the further competition.

## Step 4 - Further Competition

Your further competition documents must include (but not be limited to):

- Final specification
- Further competition questions
- Evaluation criteria
- Procurement timescales (including clarification window)

### Final specification

Focus on the project objective and provide any relevant information that will help suppliers to understand your requirements and the outcome needed. It should include and clearly describe all relevant policies and standards the project is looking to meet or that the supplier needs to adhere to.

You will need to include the following stipulations in the final specification.

1. All *final specification* documents must include that suppliers need to meet the SPARK **Lot 1 - First screening** specification. (This assessment will be carried out by NHSX and supported by CCS).
2. For Remote Monitoring competitions only, all *final specification* documents must include that suppliers need to meet the SPARK **Lot 2 - Vital Signs** specification. (This assessment will be carried out by NHSX and supported by CCS).
3. For Outpatient competitions only, all *final specification* documents must include that suppliers need to meet the SPARK **Lot 3 - Outpatients** specification. (This assessment will be carried out by NHSX and supported by CCS).
4. All *final specification* documents must ensure that suppliers meet the Digital Technology Assessment Criteria for Health & Social Care (DTAC). (This assessment will be carried out by NHSX).
5. Any device classification requirements (as set out in Annex 1X of the Medical Devices Directive (MDD)) in consultation with the clinician who will sign off the DCB160 for this product.

Some suppliers may have already passed the criteria in points 1 to 4 above. NHSX will provide you a list (on request) of the suppliers that have passed. Please request this from [innovation.collaborative@nhsx.nhs.uk](mailto:innovation.collaborative@nhsx.nhs.uk) at the appropriate time. The questions are provided as an attachment.

We would also ask that you set up a call with the NHSX Innovation Collaborative team to run through your timetable so that we have our evaluation teams ready. Please email [innovation.collaborative@nhsx.nhs.uk](mailto:innovation.collaborative@nhsx.nhs.uk) to arrange your session.

## Further competition questions

These should be designed to ensure that you select a product that meets your needs and requirements. Technical / Clinical Support is available [innovation.collaborative@nhsx.nhs.uk](mailto:innovation.collaborative@nhsx.nhs.uk)

Your further competition questions must be assessed by you against your evaluation criteria.

## Evaluation criteria

This section relates to your local evaluation and not those outlined above in section 1-4 of the Final Specification.

You should ensure that you link the evaluation criteria to your requirements. CCS recommends an 80% quality / 20% price split but you can choose your own weightings and sub-criteria.

You do not need to hold presentations but can do so if you wish. If you are going to hold them, you must publish weightings for these at the time that you publish the further competition written stage evaluation criteria.

The quality weighting split between stage 1 (written proposal) and stage 2 (presentation) will vary according to requirements and you should ensure the weighting for both stages adds up to 100% of your quality score. You would generally expect to allocate a higher weighting to the first written stage because it includes both quality and price. You should set different criteria for each stage. Please also specify the maximum number of suppliers you will invite to the presentation and / or the minimum score required to be included in the next stage.

Suppliers on SPARK provided contract examples as part of the selection process therefore you should not assess this in the further competition process. You can request to see evidence as part of

your compliance checks (see Step 6).

A sample evaluation matrix can be found [here](#).

## Procurement timescales

You need to provide a deadline by which suppliers must submit their responses to the further competition (minimum 10 working days) as well as a deadline for suppliers to raise clarification questions and for you to respond to them in advance of the deadline for submission of supplier responses.

## Step 5 - Evaluation

Evaluators (recommended 3) should individually evaluate responses to the Further Competition, then hold a moderation of evaluation/ consensus meeting together to discuss and agree on one score.

Once this has been completed, provide feedback comments for each supplier against each response for both successful and unsuccessful suppliers.

It is important that those evaluating have been trained to evaluate to ensure that responses are reviewed in full and that robust evaluation comments and scores are linked to the evaluation criteria provided. Evaluation guidance is as [attached](#).

Within the CCS Supplier Registration Portal, navigate back to your supplier shortlist and click on "Request Evidence". This will enable you to conduct supplier assurance and ensure that the successful supplier has the required insurances (Employer's Liability, Public and Products Liability and Professional Indemnity) and Cyber Essentials certification in place.

You can also see a copy of the supplier's contract example with which they applied to Spark.

## Step 6 - Contract award and feedback

You must use and complete the Spark Order Form and Contract Terms available under the Documents tab of the [CCS Spark Webpage](#) before sending it to the supplier to sign. The document includes guidance to support you in completing the relevant sections. There are some sections of the contract that you can alter dependent on your requirements.

Using SPARK, the initial maximum call off contract term is 3 years and the maximum duration of any call off contract including any extensions is 5 years. There is no minimum or maximum value of a call off contract.

Once you have let your contract, confirm the award to CCS by emailing [info@crowcommercial.gov.uk](mailto:info@crowcommercial.gov.uk) including:

- Contract name
- Contract length (including any extension options)
- Contract total value
- Winning supplier name

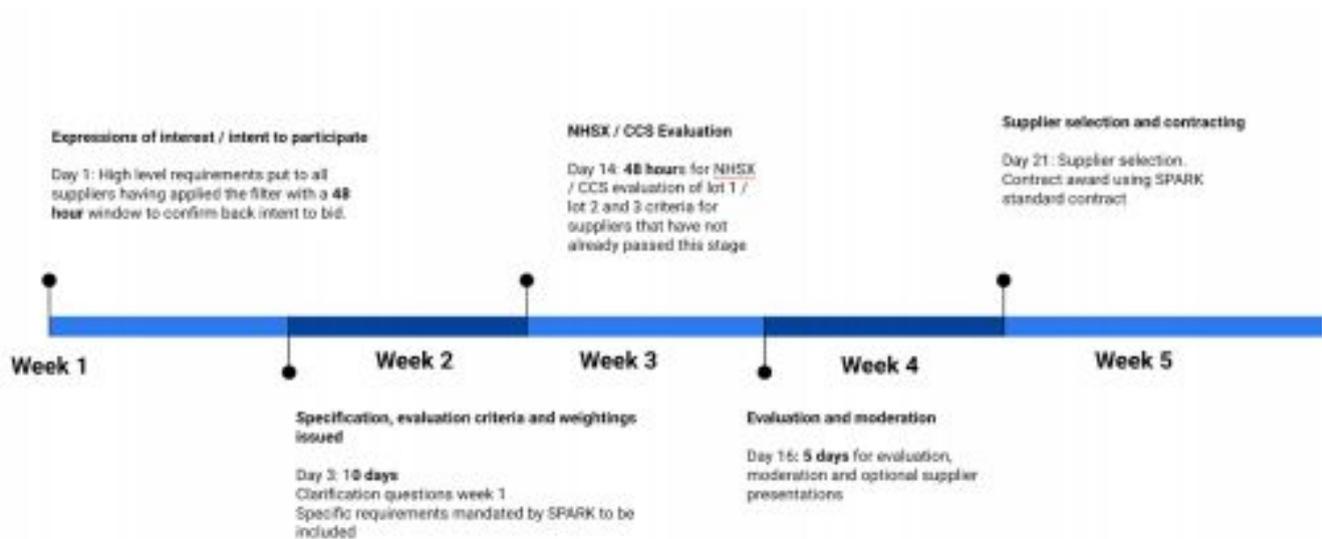
You should also publish the contract award details on Contracts Finder. Please also provide a link to the Contracts Finder award notice to the Spark Commercial Agreement Manager, using the same email address [info@crowcommercial.gov.uk](mailto:info@crowcommercial.gov.uk) and in the title state SPARK- Further competition contract award

You should provide constructive, written feedback to all participating suppliers and include a full breakdown of their scoring. Feedback should be objective and link back to the evaluation criteria.

## Step 7 - NHSX contract confirmation

Once you have entered into your contract, email contract confirmation to [innovation.collaborative@nhsx.nhs.uk](mailto:innovation.collaborative@nhsx.nhs.uk) to enable approval of the required funding which will be allocated to you in month 11.

## Example Timeline



## Appendix 1: How to export your RFI supplier list on SPARK

Please follow the following steps in order to view the product list.

Step	Process
Step 1	Register for <a href="#">SPARK</a>
Step 2	After Registration confirmation, scroll to SPARK DPS and click on the <a href="#">Access as Buyer</a> link
Step 3	Confirm <b>Customer Access Agreement</b>
Step 4	Under Options, select <a href="#">Create New Category Export</a> link
Step 5	In order to ensure that all suppliers are included, CCS recommends that all SPARK registered companies are invited to submit a response to your Request for Information.
Step 6	Select <b>Save Category</b>
Step 7	Name your Category Export report
Step 8	Select <b>Save Category</b>
Step 9	Select <b>Export</b> and then <b>Continue</b> to export your category export report as a csv file
Step 10	From this CSV file you will be able to email all selected suppliers your RFI

## Appendix 2 - Sample Request for Information

Your header

Our ref: XX

Date: XX

Dear Bidder

**Further competition for Solutions to Support Remote Monitoring to #insert customer organisation name#.**

**This procurement is being carried out through the Crown Commercial Services (CCS) Spark: The Technology Innovation Marketplace Dynamic Purchasing System (DPS) to provide Solutions which can support Remote Monitoring.**

This letter is to outline the process the # insert customer organisation name# is undertaking to procure solutions to support remote monitoring.

# insert customer organisation name# want to procure a Remote Monitoring solution that will deliver the following:

- Insert key critical success factor
- Insert key critical success factor
- Insert key critical success factor

### *#Option 1# (Delete as applicable)*

We invite suppliers to express interest under the CCS Spark: The Technology Innovation Marketplace DPS using the #insert name of e-procurement system # e-procurement System. The purpose of this stage is to identify bidders that have an interest in supporting Remote Monitoring to # insert customer organisation name#. Bidders that formally express an interest in this opportunity and complete the questionnaire will be issued an Invitation to Tender on #insert date#.

### *#Option 2# (Delete as applicable)*

We invite suppliers to express interest under the CCS Spark: The Technology Innovation Marketplace DPS and compete for a specific "Gateway" Capability Assessment requirement using the #insert name of e-procurement system # e-procurement System. The purpose of this stage is to assess and identify bidders that can meet the specific requirements of the Procurement. There is/are xxx question(s). Please note that this is a pass / fail scoring requirement (criteria below). Failure to meet this requirement for the Capability Assessment gateway question(s) will result in the bid being deemed non-compliant and disqualification of the bidder from the process.

### **Assessment Interpretation**

<b>Assessment</b>	<b>Interpretation</b>
Pass	Either confirms compliance / acceptance with the requirement or provides acceptable and appropriate evidence of capability and capacity
Fail	Does not confirm compliance / acceptance with the requirement, or does not provide acceptable and appropriate evidence of capability and capacity

Following the compliance review and passing of the Gateway question(s), bidders will be invited to provide a response to an Invitation to Tender (ITT). Bidders are to note the following timescales:

**Activity Timescales** xxx xxx

7

xxx xxx

xxx xxx

xxx xxx

xxx xxx

xxx xxx

The submission must be accompanied by a Form of Bid and the following signed declarations -  
Conflict of Interest / Collusive Tendering / Canvassing.

Yours sincerely

#Insert Signature#

#Insert Name#

#Insert Job Title#

#Insert Organisation#

## Candidate 'No Conflict of Interest' Statement

Project Name: [Please insert your Procurement Name here]

Project Leaders: [Please insert your Project Leaders name(s) here]

Candidate Panel Member: [Please insert your name here]

Confirmation Date: [Please insert date]

I confirm that neither I nor any close family member/related party (\*1) has any influence or interest(s) (\*2), material or otherwise, in respect of the suppliers listed in Appendix A or with any of their parent or associated companies

OR

I give details below of influence or interest(s) in respect of suppliers who are, or are likely to become (\*3), involved in bidding for a position on this Contract

### **Name: Relationship Type of Transaction**

\*1 Close family member/related party means:

- Individual's domestic partner and children,
- Children of the individual's domestic partner;

\*2 Influence or interests include:

- Directly, or indirectly through one or more intermediaries,:
  - Controls, is controlled by, or is under common control with, the supplier (parents, subsidiaries and fellow subsidiaries)
  - Has an interest in the supplier that gives it significant influence over the supplier; or
  - Has joint control over the entity;
- Employment by the supplier.
- A post-employment benefit plan for the benefit of employees of the supplier, or of any supplier that is a related party of the supplier
- Financial or pecuniary interest including shareholdings of any scale

\*3 If this Statement is being completed before expressions of interest have been received (i.e. prior to tender closing date), there is an opportunity to declare interests in suppliers with relevant business activities. Once Eols have been received, the Statement should be revised to reflect the correct position.

**Signature:**

**Name:**  
**(please print)**

**Date: //**

**Potential Provider Names**

**Potential Provider Name GEO Members**

TBC following Tender Submission Date

### Appendix 3: Sample evaluation matrix

Stage	Stage Weighting	Section	Section Weighting	Score awarded	Comments
Quality Stage 1 - Written tender	60%	Objectives	15%		
		Methodology and approach	30%		
		Implementation	30%		
		Scoring	25%		
Stage 1 Score					
Quality Stage 2 - Face to face presentation (optional)	20%		40%		
			10%		
			30%		
			20%		
Stage 2 Score					
Price	20%	Whole life cost	100%		
Price Score					
Mark	Comment				
0	Failed to provide confidence that the proposal will meet the requirements. An unacceptable response with serious reservations.				
25	A poor response with reservations. The response lacks convincing detail with risk that the proposal will not be successful in meeting all the requirements.				
50	Meets the requirements - the response generally meets the requirements, but lacks sufficient detail to warrant a higher mark.				
75	A good response that meets the requirements with good supporting evidence. Demonstrates good understanding.				
100	An excellent comprehensive response that meets the requirements. Indicates an excellent response with detailed supporting evidence and no weaknesses resulting in a high level of confidence.				