

General Service Specification

Provision of Anti-dementia Medicines & Pharmaceutical Supplies to outpatients of Leicestershire Partnership NHS Trust

This specification describes the requirements and expectations in order to provide anti-dementia medicines and pharmaceutical supplies to out-patients of Leicestershire Partnership NHS Trust (LPT).

1. Purpose

1.1 Aims

The aims of this contract are:

- 1.1.1 To provide a legally robust and efficient supply of dementia medicines and pharmaceutical supplies to out-patients of LPT.
- 1.1.2 To have robust medicines-management systems in the supply of medicines, ensuring that it is safe and delivered within national and local policy, legislation and professional codes of good practice.
- 1.1.3 For the provider to provide evidence of indemnity against wrong / erroneous information, faulty material or poor practice.

1.2 Evidence Base

Bidders must comply with the following:

- 1.2.1 Medicines related legislation
- 1.2.2 The Safe and Secure Handling of Medicines 2005 (revision to the Duthie Report)
- 1.2.3 The Code of Ethics of RPSGB relating to pharmacists, pharmacy technicians and pharmacies.

1.3 General Overview

- 1.3.1 LPT covers a geographical area which is co-terminus with the boundaries of a Leicester City Council, Leicestershire County Council and Rutland County Council.

The Trust covers a population base of approximately 1 million spread over several diverse localities including market towns, rural villages and city suburbs.

There are currently:

- 84 GP practices
- 408 GPs
- 7 Practice Based Commissioning localities

The service specification identifies the following key areas:

- Procurement and stock control of drugs and devices to aid compliance and concordance
- Relevant information systems
- Storage of drugs
- Supply and distribution of medicines

- Management of drug alerts and drug recalls

1.4 Objectives

The Trust wishes to ensure that they have the provision of a safe and effective clinical pharmacy service to out-patients receiving anti-dementia medication by:

- working within the Trust's Medicines Policy and the Leicestershire Medicines Code
- identifying and contributing towards cost improvement programmes and initiatives
- meeting required legislation, local and national policy
- identifying efficiencies in medicine management and procurement
- ensuring NICE compliance
- working closely and in line with LPT Head of Pharmacy
- ensuring that medicines assurance is given and maintained with the Trust's Head of Pharmacy
- providing agreed and ad-hoc, formal and informal reports and data as required
- providing monthly expenditure reports to hospital managers and assisting with management of cost pressures and budget setting
- contributing to investigations into incidents involving the supply of medicines where appropriate
- ensuring correct legal records are kept and maintained within legal requirements
- working in line with Trust Policies and Procedures
- providing prompt responses to medicine requests
- complying with standing financial instructions and standing orders of the Trust
- ensuring that dispensing staff are trained in accordance with the minimum recommendations of the RPSGB
- ensuring the service is audited and assessed to monitor achievement of relevant standards
- ensuring staff are appropriately registered, and have required levels of professional indemnity.

1.5 Expected Outcomes

The expected outcomes of this contract are:

- 1.5.1 Drug supply errors to be no higher than the NPSA published rate
- 1.5.2 Reduction in pharmacy costs through identified efficiencies
- 1.5.3 Delivery of service within the budget
- 1.5.4 Management of relevant alerts – MHRA, NPSA, etc.
- 1.5.5 Adherence to Clinical Governance processes
- 1.5.6 Delivery of agreed Service Level Quality Indicators and Standards
- 1.5.7 Monthly contact with Head of Pharmacy
- 1.5.8 Appropriately set drug budgets based on full expenditure information
- 1.5.9 Robust monthly communication on the expenditure of drugs

2. Scope

2.1 Service Description

The Trust is looking for a Provider:

- 2.1.1 To provide a robust service in the supply of anti-dementia medicines to LPT out-patients whilst ensuring that practice is within national and local legislation, policy and guidelines.
- 2.1.2 To ensure adherence to relevant formularies
- 2.1.3 To have indemnity for the Trust against the provision of faulty material or advice
- 2.1.4 To participate in investigations regarding medication supply errors
- 2.1.5 To ensure the drugs purchased meet relevant quality standards for the product and are purchased from licensed wholesalers or directly from the manufacturer
- 2.1.6 Medicines will be delivered to the designated address of the patient within 4 working days of receipt of a routine request or within 2 working days of a faxed urgent request
- 2.1.7 The process for ordering medicines and pharmaceutical supplies will be agreed with the provider on implementation
- 2.1.8 To ensure compliance with standing financial instructions and standing orders of the Trust. The Provider will comply with all standing orders and policies of the Trust.
- 2.1.9 The Provider will assist in channelling the reporting of suspected product defects to the appropriate authorities within the timescale appropriate to the defect, seven days – whichever is the least, or in compliance with HSG (93)13.
- 2.1.10 The Provider will ensure that Hazard / SABs, NPSA, MHRA warning reports are responded to within the timescale according to the class of drug alert
- 2.1.11 The Provider will ensure that patient and staff information be provided in a comprehensible form and within a reasonable time, depending on the urgency of the situation, and the complexity of the enquiry
- 2.1.12 To provide formal reports on drug usage, expenditure and cost pressures
- 2.1.13 The Provider will provide formal reports on workload information
- 2.1.14 The Provider will comply with agreed quality schedules and standards, providing evidence of achievement
- 2.1.15 The Provider will contribute to service redesign where appropriate, providing specialist knowledge and skill
- 2.1.16 The Provider will ensure that the drugs have met required storage conditions. The Provider will take full responsibility for immediately informing LPT where there has been any circumstance that may affect the safety of medicines supplies.
- 2.1.17 The Provider must assure the integrity of products during transportation
- 2.1.18 All products supplied must be packaged and labelled with due regard to the relevant regulations and Pharmaceutical Society guidelines, including relevant patient information leaflet.

The Provider may be required, on occasion, to break bulk packaging into smaller quantities for dispensing and to dispense medication into compliance aid devices.
- 2.1.19 The Provider will provide guidance to staff in the maintenance of adequate stock levels and will work with relevant managers to agree stock levels.
- 2.1.20 The Provider will ensure that all medicines are supplied in accordance with legal requirements, with particular reference to the legality of prescriptions and requisitions

- 2.1.21 The Provider must be available for advice regarding medicine supply and availability Mon – Fri, 8:30am – 4:30pm
- 2.1.22 The Provider must work in line with LPT clinical governance systems and processes
- 2.1.23 The Provider will be expected to work in line with key policies and procedures
- 2.1.24 The Provider will ensure observance of any policies relating to medicines, reporting any deviation from the policies to the LPT Head of Pharmacy
- 2.1.25 The Provider must maintain necessary records for legal and statutory requirements e.g. CDs, Product Liability Act, COSHH.

2.2 Accessibility / Acceptability

- 2.2.1 The Provider will ensure that any identified breaches in professional conduct and performance will be addressed by the Provider in a timely manner
- 2.2.2 The Provider will inform LPT with regard to any investigation or disciplinary matter up to and including referral to the relevant authority.

2.3 Whole System Relationships

The Provider will be expected to work closely with:

- LPT Mental Health Services for Older People (MHSOP) Management Team
- LPT Head of Pharmacy
- MHSOP clinical staff
- MHSOP Medical and Team Secretaries
- LPT Pharmacy Staff
- Clients and Carers

2.4 Sub-contractors

Bidders must provide full details of sub-contractors if they intend to sub-contract part of this service. Proposals must provide information of which part of the service will be sub-contracted and how this will be managed.

The Provider must not sub-contract following award of the contract, unless stated in their tender submission, or otherwise agreed in writing by the Trust following award.

3. Service Delivery

3.1 Care Pathways

The Provider will be expected to contribute to the development of protocols and care pathways as required. This may be achieved by submitting comments or attendance at relevant meetings.

4. Referral , Access and Acceptance Criteria

4.1 Availability of Service

This service must be available Monday to Friday, 8:30am to 4:30pm. This excludes bank holidays.

4.2 Referral Route

Orders will be placed by MHSOP medical and nursing staff within the Trust.

4.3 Response Time and Prioritisation

- 4.3.1 The Provider will be expected to have satisfactory staffing arrangements in place to ensure the timely provision of medicines and pharmaceutical supplies.
- 4.3.2 Telephone calls must be answered within an agreed timescale or an automated message indicating waiting time (to be agreed on implementation).

4.4 Contracting Arrangements

- 4.4.1 The Provider will have in place satisfactory and efficient arrangements for the purchase of medicines and pharmaceutical supplies.

5. Quality and Performance Standards

Key Quality and Performance Standards, including a list of the required reports and data to allow contract monitoring, will be agreed on implementation of the contract and will include as a minimum:

Quality Performance Indicator	Threshold	Method of Measurement	Consequence of Breach	Report Due
Patient Safety	100% of correct medication will be correctly supplied	1) Detailed report on all near misses where the item has been presented for final checking before issue by the provider 2) Immediate report on each occurrence of incorrectly labelled medication issues delivered to the client. 3) Random audit by LPT	Action plan in place to rectify non-compliance, in accordance with the escalation procedure detailed in the conditions of contract	1) Monthly 2) Immediate notification
Patient Safety	Timely notification of MHRA alerts in accordance with the specified timeframe	1) Immediate exception report where timeframe breached 2) Monthly summary report of MHRA alerts received and actioned, with action taken to comply with report		1) Immediate 2) Monthly
Delivery and	100% of all	The Provider	Action plan in	Quarterly

Workload Information	supplies will be within the agreed timescale	will supply workload information. LPT will monitor reports from the Provider	place to rectify non-compliance. Potential contract termination if escalation process does not resolve	
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Please provide details of how quality management will be applied to this contract internally in your organisation.

Contract review meetings will be held with the Trust and the Provider on a quarterly basis, unless agreed otherwise following award of contract.

6. Continual Service Improvement Plan

The Provider must assist in the identification and implementation of efficiencies and cost improvements in all areas.

7. Details of Drugs Required

The specific items that will need to be supplied under the dementia drugs contract including pack sizes are:

- Donepezil 10mg Orodispersible Tablets 28s
- Donepezil 10mg Tablets 28s
- Donepezil 5mg Orodispersible Tablets 28s
- Donepezil 5mg Tablets 28s
- Galantamine 12mg Tablets 56s
- Galantamine 16mg MR Capsules 28s
- Galantamine 24mg MR Capsules 28s
- Galantamine 8mg MR Capsules 28s
- Galantamine 8mg Tablets 56s
- Galantamine 4mg in 1ml Oral Solution 100mls
- Memantine 10mg Tablets 28s and 56s
- Memantine 10mg in 1ml Oral Solution 200 plunge pack
- Memantine 20mg Tablets 28s
- Memantine Initiation Pack 28s
- Rivastigmine 1.5mg Capsules 28s
- Rivastigmine 3mg Capsules 28s
- Rivastigmine 4.5mg Capsules 28s
- Rivastigmine 6mg Capsules 28s
- Rivastigmine Transdermal Patch 4.6mg 30s
- Rivastigmine Transdermal Patch 9.5mg 30s
- Rivastigmine 2mg in 1ml Oral Solution 120mls

Bidders are required to have access to hospital contract prices for these.

8. Pricing

8.1 Bidders are required to submit their prices as requested in the questionnaire. The pricing is split into two sections: The cost of the drugs and the cost of the service. The cost of purchasing the drugs **must be in accordance with hospital contract prices**. Bidders must confirm that they have access to these.

The cost for the service (excluding the cost of the drugs) must be submitted in accordance with two options:

- Option 1 – A fixed annual cost for providing this service

- Option 2 – Cost per dispensed item (i.e. a- a cost for standard dispensing cost; and b – a cost for dispensing into a compliance aid)

Bids will be evaluated separately for each option to allow the Trust to decide which option is most appropriate.

No additional costs are applicable.

Any changes to the rate of value added tax (VAT) or to the VAT exempt status of either LPT or the contractor will prompt an immediate review of the contract with potential cessation of the contract by LPT with no penalty fees chargeable.

9. Health and Safety

- 9.1 Bidders are required to give details on how they consider and deal with health and safety issues relating to this service.

10. Sustainability

- 10.1 Sustainable procurement is an integral part of Government policy. It not only contributes to a number of environmental goals, but also helps reduce costs and make Government more efficient.

The Government's sustainable procurement policy aims to:

- Reduce waste, carbon emissions, energy and water consumption, waste generation and recycling in line with targets for the Central Government Estate
- Protect biodiversity
- Stop the buying of unsustainable products, such as timber and timber products from unsustainable or illegal sources
- Support fair and sustainable economic growth

By achieving these four things, we will not only protect natural resources and tackle climate change, but also reduce our operating costs as we do so.

- 10.2 Bidders must submit their environmental and transport policies, along with suggestions on sustainability and environmental improvements that you propose in carrying out this service. Bidders are required to provide information on how travel would be considered and how this would be minimised.

11. Variation of Contract

- 11.1 The Trust may, from time to time, by giving notice in writing to the Provider(s), vary the contract by adding or deleting services or sites. There will be no penalty for services or sites removed. Charges for services or sites added to the schedule will be based on the tendered price for the same or similar services or sites, or agreed separately between the Trust and the Provider.

12. Business Continuity and Contingency Planning

- 12.1 Bidders are expected to have in place a Business Continuity Plan which addresses all aspects of business continuity, and approach or response to activities or occurrences which may affect that continuity.

The plan will cover foreseen and unforeseen eventualities, and include, for example, utilities and power; flood, fire or other disasters; staff shortage and transport.

- 12.2 Bidders are required to provide details on their business continuity plan and how they would apply this in providing this service.

13. Risk Management

13.1 Bidders must provide details of how risk management will be applied and also give an example of a risk management assessment for a similar service.

14. Implementation Plan and Service Delivery

14.1 Bidders must submit details of how they would deliver this service, along with their approach to implementing this service.

This must also include a method statement, any relevant timescales, details of reporting and also any details of sub-contractors, if applicable.

14.2 Bidders must provide detailed information to explain how their previous experience relates to this contract.

15. Resource

15.1 Bidders must provide details on resource that would carry out this service including relevant qualifications / experience or specific requirements (e.g. driving licence, etc).

15.2 Bidders are required to give details on which of their staff carrying out this service are CRB checked and how this will be carried out and maintained throughout this contract.

16. Insurance

The NHS conditions of contract for this service require the Contractor to have professional indemnity insurance of £5 million. Please confirm that you have this, or if not, you will obtain this on award of contract.

Employment liability must be of the value of £5 million, unless you are exempt. Please confirm that you have this insurance.

Please confirm that you insurance policies will be renewed throughout the duration of this contract if you are successful with this tender exercise.

17. Evaluation Criteria

The evaluation for tender submissions will consist of two stages, as below:

Stage 1 of the evaluation stage will be a compliance check to ensure bids are valid and compliant for all information requested in this Invitation to Tender. Bids that are not compliant will not go to stage 2 of the evaluation.

Stage 2

Tenders will be scored in accordance with the following ratings:

Rating of Response	Score
Very good – which meets all requirements and is fully explained in comprehensive detail	9-10 points
Good – which meets all the requirements and is explained in reasonable detail	7-8 points
Satisfactory – which meets the essential requirements and is explained in adequate detail	5-6 points
Weak (minor areas of concern) – which in some areas falls short of requirements and is poorly explained	3-4 points
Poor (major areas of concern) which fails to meet requirements and is not explained	1-2 points
No information supplied	0 points

The procurement process to be applied will be a fair, open and transparent process following DH principles

and best practice. Bidders must clarify any questions by contacting Carey Bovington from the Procurement Department via the EU Supply system, within reasonable time in order for responses to be agreed and distributed to all tenderers.

Tenderers will be eliminated if they fail to achieve specified thresholds against criteria as stated below during the tender evaluation or if their proposed cost significantly exceeds the budget for this service.

Presentations / interviews may be required as part of the evaluation for clarification with shortlisted bidders.

Weightings and thresholds are stated respectively next to each criterion below. The overall weightings of the evaluation are as follows:

Quality	50%
Cost	50%

The quality and deliverability components will be evaluated against the following criteria:

- detailed information to explain how previous experience relates to this contract (8%, 5)
- details of how you would deliver this service, along with an implementation plan (8%, 5)
- details on resource that would carry out this service (8%, 5)
- details on CRB checks (6%, n/a)
- details on business continuity plan and how you would apply this to this service (6%, 5)
- risk management and health and safety approach for this service (3%, n/a)
- environmental and transport policies, along with details on how you consider these in carrying out this service, including any suggestions on sustainability and environmental improvements that you propose (3%, n/a)
- approach to quality management this service (8%, 5)

Cost

Cost will be evaluated based on the cost for the service. Option 1 and option 2 will be evaluated separately.

Option 1 - Total fixed annual cost for the provision of this service (50%)

Option 2 – Cost per dispensed item

- a) standard dispensing cost (25%)
- b) cost for dispensing into a compliance aid (25%)

For each of the above individually, the lowest priced bid will score 100 and other submissions will be evaluated proportionally.