

Easthampstead House, Town Square, Bracknell,
Berkshire RG12 1AQ
Tel: (01344) 352000



Extended Request for Quotation (RFQ)

for

Adult Weight Management Service



COMPLETED BY

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

TO BE COMPLETED AND RETURNED TO THE COUNCIL

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

ORGANISATION NAME: _____

RESTRICTED

DATE: _____

**Adult Weight Management
Service**



EXTENDED RFQ

TABLE OF CONTENTS

For Information

- Appendix A - Terms and Conditions
- Appendix B - Service Specification
- Appendix C - Tender Evaluation Model

For Return

- Schedule 1 - Entry Level Questions
- Schedule 2 - Organisation Information
- Schedule 3 - Method Statement
- Schedule 4 - Relevant Experience
- Schedule 5 - Checklist
- Schedule 6 - Pricing
- Schedule 7 - Form of Quotation

1 Introduction

1.1 Background

- 1.2 Bracknell Forest Borough Council (BFBC or the Council) is located in central Berkshire, and was designated a New Town in 1949 but became a Unitary authority in April 1998. The Council's services are divided between four directorates, Corporate Services, Adult Social Care & Health, Environment, Culture & Communities and Children, Young People & Learning.
- 1.3 Bracknell Forest lies 28 miles west of London, at the heart of the Thames Valley. Our economy is of above average size and productivity compare to the county and nationally. Good access links, a well-educated labour force and the quality of the environment are key attractors to the companies that have and continue to locate here, including a number of multi-national organisations. The Borough has experienced pressures on housing, infrastructure services and environmental assets including sites designated as being important for nature conservation at an international, national and local level.
- 1.4 The most recent data from PHOF shown 61.4% of the Bracknell Forest population is in the excess weight category, slightly better than the England average. Prevalence of obesity (BMI obesity ($BMI > 30 \text{kg/m}^2$) is estimated at 23.8% of women and 23.6% of men – approaching 1 in 4 people. There is consistent evidence that obese people with no intervention will continue to gain weight over time.
- 1.5 There are well-documented medical complications arising from obesity, linked to both independent risk factors and worsening of at least 30 common health conditions. An estimated 14% of cancer deaths in men and 20% of deaths in women are due to obesity. People who are obese can also experience social isolation and discrimination and are at increased risk of depression.

The different levels or tiers of care within the Programme are shown in the Adult Obesity Care Pathway.

- Tier 1 - prevention and health promotion services
- Tier 2 - primary care and community interventions
- Tier 3 - Community Specialist Weight Management Services
- Tier 4 - supra-specialist interventions (surgical interventions)

1.6 Outline Requirement

Aim and objectives of the service:

- To improve the health and well-being of overweight and obese adults by supporting them to achieve and maintain a healthier weight and improve physical fitness through making appropriate and sustainable lifestyle changes to People eating and physical activity habits.
- The overriding objective is that those participating will achieve and sustain weight loss in the range of 1-5% and 5-10% in line with the Service performance requirements.
- Supplier will take an active role on working with relevant local stakeholders to promote local services to encourage lifestyle changes.

Key Service outcomes:

- To reduce weight in People with a BMI of 30 and above, and for people to achieve and sustain weight loss in the range of 1-5% and 5-10% according to the agreed performance indicators as detailed at Specification Appendix ii
- To improve diet and nutrition, promote healthy weight and levels of physical activity of people using appropriate validated tools
- To promote better weight management for people
- To improve excess to weight management services across Bracknell Forest
- To raise awareness among People of the health benefits of weight loss and the problems associated with obesity so that they can take more responsibility for their own health

1.7 The Supplier's requirements:

- The Supplier will commit to provide agreed places consisting of a 12 week community based weight management course using the payment by activation model.
- The Council will only pay on activation per person after initial screening per place.
- The Supplier shall be able to assign a dedicated phone number for the Bracknell Forest area and they will collect the information identified from each caller.
- The Supplier will create opportunities locally to engage with a wide range of stakeholders to promote the service

1.8 The Supplier's data requirements

The Supplier shall submit to the Council's Weight Management Programme Lead the information below together with the information at the Service Specification on a monthly/quarterly basis as specified, using the spreadsheet templates that have been agreed with the Council. This list is not exhaustive:-

Monthly - a report to show the numbers of referrals per GP practice and numbers of referrals from community suppliers e.g. community pharmacies

ORGANISATION NAME: _____

RESTRICTED

DATE: _____

Adult Weight Management Service



EXTENDED RFQ

Monthly - the following information relating to each person assessed for the Service:

- age
- Ethnicity
- GP surgery/Health and social care professionals
- Whether any referrals are as a result of a health check or standard GP consultation/other referral points.

Monthly - the details of any compliments received regarding the Service.

Monthly - number of refusals by the Supplier of Service, including the reason why

Monthly – details of any trends reported by Individual Consultants regarding reasons

People drop out of the Service

Monthly – feedback from People receiving the Service

Monthly - summary details of all complaints received about the Service and the resulting response/action taken

Quarterly - reporting from the supplier's local service lead, to demonstrate effective partnership work

The Supplier shall allow nominated Council staff reasonable access to all relevant records

The Supplier should work with the Council's Weight Management Programme Lead to explore innovative mechanisms to measure outputs, for example, eating and physical activity habits

- 1.9 The contract duration will be initially for 1 year, covering an initial period of 2016/17, plus optional extension of 1 year 2018/19 year subject to financial review for year 2

1.10 Project Schedule

The following is the proposed timetable for the procurement and implementation:

Publish advert on South East Business Portal and Contracts Finder		Tuesday	████████
Last Clarification Questions from Suppliers	17:00	Monday	████████
Issue Final Question & Answer Summary	17:00	Tuesday	████████
Receive Response from Suppliers	midday	Monday	████████
Supplier Presentations		Monday	████████
Notification to suppliers of outcome		Friday	████████
Issue Contract		Friday	████████
Start Date		Friday	████████

2 Instructions to Suppliers

2.1 Entry Level Questions

- 2.1.1 Please read through the documents included in this pack, in particular the Specification.
- 2.1.2 **Please complete Schedule 1 - Entry Level Questions.**
- 2.1.3 Please ensure that you include sufficient justification for any exception. If you do not pass the Entry Level Questions, we will not be able to consider your full quotation.

2.2 General Instructions

- 2.2.1 If, having completed the Entry Level Questions, you intend to quote for the Adult Weight Management Service, please read through the following instructions carefully and prepare your quotation.
- 2.2.2 Your organisation must bear all costs associated with the bidding process itself, including attendance at clarification meetings and any visit to your organisation's premises requested.
- 2.2.3 If the Council needs to issue any additions or clarification to these documents during the bidding period, we will only by email to all Suppliers.
- 2.2.4 Clarification questions of the Extended RFQ documents must be made in writing preferably by email, not later than [REDACTED] to the following:
Public.Health@bracknell-forest.gov.uk
Please indicate "**Adult Weight Management Service**" in the Subject Heading
- 2.2.5 All questions submitted to the Council in writing and answers, will be logged, summarised and issued to all Suppliers.
- 2.2.6 All information in this Extended RFQ document set shall be treated as confidential.

2.3 Quotation Response

- 2.3.1 Please submit your quotation by email to Tender.Box@Bracknell-Forest.gov.uk. Emails larger than 30Mb will be held by ICT pending manual release and emails above 50Mb will be rejected. For this reason, we recommended that you split into separate emails below 30Mb, clearly marked as 1 of 3, 2 of 3, etc., in the subject. Most business file types are acceptable; however any file containing code, password protection or seemingly inappropriate images will be automatically rejected. We are unable to accept quotations on USB stick.
- 2.3.2 The **technical** section must include:
- Entry Level Questions (Schedule 1)
 - Organisation Information (Schedule 2)
 - Method Statement (Schedule 3)
 - Relevant Experience and Contract Examples (Schedule 4)
 - Quotation Checklist (Schedule 5) must be completed and comments added if required.

No pricing to be included in the technical section.

ORGANISATION NAME: _____

RESTRICTED



DATE: _____

Adult Weight Management Service

EXTENDED RFQ

The **commercial** section must include:-

- Completed Schedule 6 - Pricing Schedule
- Complete Form of Quotation Schedule 7

2.3.3 You should complete your responses (in blue) into the Schedules and this document.

2.3.4 Alternatively, you may submit a separate document providing the quotation cross references the section and paragraph numbers of this Extended RFQ.

All sections must be responded to even if simply “Understood” or “Agreed”.

2.3.5 The Council has indicated a maximum number of words against some questions. The number indicated includes words in any charts, appendices and diagrams which are incorporated into the supplier's response unless otherwise clearly indicated. In the event that the number of words is exceeded, the Council will only consider the first part of the supplier's response up to the maximum allowed.

2.3.6 Where any external reference material, such as brochures, specifications and system descriptions, is used to support your quotation, any statements within the reference material which may allow change to obligations or reduce liability, such as "specifications subject to change without notice", or other disclaimers will be regarded as void and shall not form part of the purchase order or contract in the event that the quotation is accepted.

2.3.7 All pricing to be stated exclusive of VAT.

2.3.8 Quotations shall remain open for an initial acceptance for a minimum of 90 calendar days, although the Council may ask you to extend of the period of validity.

2.4 Submission of Quotations

██████████ The original, signed, quotation must be returned by no later than ██████████
██████████

2.4.2 Please address to:

By email to Tender.Box@Bracknell-Forest.gov.uk ; ensure that you include “Adult Weight Management Service” in the subject of the email.

2.5 Quotation Decline

If you decide not to respond to this Extended RFQ, please let the contact in Section 2.2.4 know in writing as soon as possible, giving a brief reason(s).

2.6 Evaluation of Quotation

2.6.1 Suppliers must pass the Entry Level Questions in Schedule 1.

2.6.2 Suppliers must be financially sound. We use an external credit reference agency and, in addition, may seek copies of accounts and annual reports for larger contracts. We expect suppliers to have been trading long enough to have published accounts and developed a client base.

2.6.3 The purchase order or contract will be awarded on the basis of the most economically advantageous offer having regard to:

ORGANISATION NAME: _____

RESTRICTED

DATE: _____

**Adult Weight Management
Service**



EXTENDED RFQ

- i. The **Total Cost** of the goods, services or works, incorporating price, running costs, disposal costs, and estimated effort required by the Council] (**50%** of the total score)
- ii. The **Quality** of the solution (**50%** of the total score) taking into account issues such as; quality, price, technical merit, aesthetic and functional characteristics, environmental characteristics, cost effectiveness, after sales service, technical assistance, delivery date and delivery period and period of completion.

The Council's evaluation will include supplier presentations. Evaluation of these elements will be used to review the initial scoring based on further understanding gained.

2.6.4 The headline **Quality** evaluation criteria are as follows:-

Criteria	Marks	Applicable Document(s) & Section(s)
Entry Level Questions	Pass/Fail	Schedule 1
Organisation Information	Pass/Fail	Schedule 2
Method Statement:		Schedule 3 See spreadsheet for breakdown
<i>1. Specification</i>	86	Schedule 3 Section 1
<i>2. Pricing</i>	8	Schedule 3 Section 2
<i>3. Terms and Insurance</i>	Pass/Fail	Schedule 3 Section 3
Relevant Experience	6	Schedule 4
Quotation Checklist	Not Scored	Schedule 5
Form of Quotation	Pass/Fail	Schedule 7
Financial Standing	Pass/Fail	See RFQ Section 2.6.2
Total	100	

2.6.5 Evaluation of **pricing** will be by using the evaluation spreadsheet, attached as Appendix C of this Extended RFQ. The evaluation spreadsheet details any **sub-criteria** and formulae used.

2.6.6 The Council shall be under no obligation to award a contract for all or any part of the requirement set out in this Request for Quotation, to any supplier or at all.

ORGANISATION NAME: _____

RESTRICTED

DATE: _____

**Adult Weight Management
Service**



EXTENDED RFQ

Appendix A- Terms and Conditions

Refer to embedded file:



Appendix A - Terms
and Conditions.docx

Appendix B – Specification

Refer to embedded file:



Appendix B - Service
Specification.doc

Appendix C – Evaluation Spreadsheet

Refer to embedded file:



Appendix C - Tender
Evaluation Model.xls

ORGANISATION NAME: _____

RESTRICTED

DATE: _____

**Adult Weight Management
Service**

EXTENDED RFQ

SCHEDULE 1 – Entry Level Questions

No.	Question	Answer
1.	Can you meet all the requirements set out in the Specification (summarised in the Outline Requirement)	Yes / No
2.	Please confirm that the required insurance cover (See Schedule 3, Section 3.1 and Section 3.2) will be in place by the start of the contract.	Yes / No
3.	Can you supply a copy of your latest Audited or Management Accounts?	Yes / No
4.	Do you agree to the Council's terms and conditions?	Yes / No
5.	Do you agree to our payment terms of Nett 30 days on receipt of acceptable invoice?	Yes / No
6.	Can you supply the following policies and demonstrate how they are implemented and maintained? <ul style="list-style-type: none"> • Recruitment and Selection • Equal Opportunities • Complaints • Code of Conduct 	Yes / No
	If you answered " No " to any of the questions 1 to 8 please provide any justification(s) why your organisation's quotation should still be considered by the Council below:	
7.	<i>Response</i>	
	With reference to The Public Contracts Regulations 2015 , Regulation 57, "Mandatory exclusions", has your organisation, or any of its directors or senior staff, been found guilty for any of the following offences?	
8.	<ul style="list-style-type: none"> • Conspiracy 	Yes / No
9.	<ul style="list-style-type: none"> • Corruption 	Yes / No
10.	<ul style="list-style-type: none"> • Bribery 	Yes / No
11.	<ul style="list-style-type: none"> • Fraud (including not paying taxes or social security contributions) 	Yes / No

ORGANISATION NAME: _____

RESTRICTED



DATE: _____

**Adult Weight Management
Service**

EXTENDED RFQ

12.	• Money laundering	Yes / No
13.	• Professional misconduct	Yes / No
14.	• Any other offence listed in the Regulation, paragraphs (1) to (3).	Yes / No
15.	Have your organisation, any of its directors, been previously declared insolvent or bankrupt?	Yes / No
	If you answered “ Yes ” to any of questions 10 to 17 please provide any justification(s) why your organisation’s quotation should still be considered by the Council below:	
16.	<i>Response</i>	

ORGANISATION NAME: _____

RESTRICTED

DATE: _____

**Adult Weight Management
Service**



EXTENDED RFQ

SCHEDULE 2 – Organisation Information

Notes for completion

1. The “authority” means the public sector contracting authority, or anyone acting on behalf of the contracting authority, that is seeking to invite suitable Suppliers to participate in this procurement process.
2. “You”/ “Your” or “Supplier” means the body completing these questions **i.e. the legal entity seeking to be invited to the next stage of the procurement process and responsible for the information provided.** The ‘Supplier’ is intended to cover any economic operator as defined by the Public Contracts Regulations 2015 and could be a registered company; charitable organisation; Voluntary, Community and Social Enterprise (VCSE); Special Purpose Vehicle; or other form of entity.
3. Please ensure that all questions are completed in full, and in the format requested. Failure to do so may result in your submission being disqualified. If the question does not apply to you, please state clearly ‘N/A’.
4. Should you need to provide additional Appendices in response to the questions, these should be numbered clearly and listed as part of your declaration.

Verification of Information Provided

5. Whilst reserving the right to request information at any time throughout the procurement process, the authority may enable the Supplier to self-certify that there are no mandatory grounds for excluding their organisation. When requesting evidence that the Supplier can meet the specified requirements the authority may only obtain such evidence after the final quotation evaluation decision i.e. from the winning Supplier only.

Sub-contracting arrangements

6. Where the Supplier proposes to use one or more sub-contractors to deliver some or all of the contract requirements, a separate Appendix should be used to provide details of the proposed bidding model that includes members of the supply chain, the percentage of work being delivered by each sub-contractor and the key contract deliverables each sub-contractor will be responsible for.
7. The authority recognises that arrangements in relation to sub-contracting may be subject to future change, and may not be finalised until a later date. However, Suppliers should be aware that where information provided to the authority indicates that sub-contractors are to play a significant role in delivering key contract requirements, any changes to those sub-contracting arrangements may affect the ability of the Supplier to proceed with the procurement process or to provide the supplies and/or services required. Suppliers should therefore notify the authority immediately of any change in the proposed sub-contractor arrangements. The authority reserves the right to deselect the Supplier prior to any award of contract, based on an assessment of the updated information.

ORGANISATION NAME: _____

RESTRICTED

DATE: _____

**Adult Weight Management
Service**



EXTENDED RFQ

Consortia arrangements

8. If the Supplier completing this Schedule 2 is doing so as part of a proposed consortium, the following information must be provided;
 - names of all consortium members;
 - the lead member of the consortium who will be contractually responsible for delivery of the contract (if a separate legal entity is not being created); and
 - if the consortium is not proposing to form a legal entity, full details of proposed arrangements within a separate Appendix.
9. Please note that the authority may require the consortium to assume a specific legal form if awarded the contract, to the extent that a specific legal form is deemed by the authority as being necessary for the satisfactory performance of the contract.
10. All members of the consortium will be required to provide the information required in all sections of the Schedule 2 as part of a single composite response to the authority i.e. each member of the consortium is required to complete the form.
11. Where you are proposing to create a separate legal entity, such as a Special Purpose Vehicle (SPV), you should provide details of the actual or proposed percentage shareholding of the constituent members within the new legal entity in a separate Appendix.
12. The authority recognises that arrangements in relation to a consortium bid may be subject to future change. Suppliers should therefore respond on the basis of the arrangements as currently envisaged. Suppliers are reminded that the authority must be immediately notified of any changes, or proposed changes, in relation to the bidding model so that a further assessment can be carried out by applying the selection criteria to the new information provided. The authority reserves the right to deselect the Supplier prior to any award of contract, based on an assessment of the updated information.

ORGANISATION NAME: _____

RESTRICTED

DATE: _____

**Adult Weight Management
Service**

EXTENDED RFQ

1 - Supplier information

1.1 Supplier details	Answer	
Full name of the Supplier completing the RFQ		
Registered company address		
Registered company number		
Registered charity number		
Registered VAT number		
Name of immediate parent company		
Name of ultimate parent company		
Please mark 'X' in the relevant box to indicate your trading status	i. a public limited company	<input type="checkbox"/> Yes
	ii. a limited company	<input type="checkbox"/> Yes
	iii. a limited liability partnership	<input type="checkbox"/> Yes
	iv. other partnership	<input type="checkbox"/> Yes
	v. sole trader	<input type="checkbox"/> Yes
	vi. other (please specify)	<input type="checkbox"/> Yes
Please mark 'X' in the relevant boxes to indicate whether any of the following classifications apply to you	i. Voluntary, Community and Social Enterprise (VCSE)	<input type="checkbox"/> Yes
	ii. Small or Medium Enterprise (SME) ¹	<input type="checkbox"/> Yes
	iii. Sheltered workshop	<input type="checkbox"/> Yes
	iv. Public service mutual	<input type="checkbox"/> Yes
1.2 Bidding model		
Please mark 'X' in the relevant box to indicate whether you are;		
a) Bidding as a Prime Contractor and will deliver 100% of the key contract deliverables yourself	<input type="checkbox"/> Yes	
b) Bidding as a Prime Contractor and will use third parties to deliver <u>some</u> of the services	<input type="checkbox"/> Yes	
If yes, please provide details of your proposed bidding model that includes members of the supply chain, the percentage of work being delivered by each sub-contractor and the key contract deliverables each sub-contractor will be responsible for.		

¹ See EU definition of SME: <http://ec.europa.eu/enterprise/policies/sme/facts-figures-analysis/sme-definition/>

ORGANISATION NAME: _____

RESTRICTED



DATE: _____

Adult Weight Management Service

EXTENDED RFQ

<p>c) Bidding as Prime Contractor but will operate as a Managing Agent and will use third parties to deliver all of the services</p> <p>If yes, please provide details of your proposed bidding model that includes members of the supply chain, the percentage of work being delivered by each sub-contractor and the key contract deliverables each sub-contractor will be responsible for.</p>	<p><input type="checkbox"/> Yes</p>
<p>d) Bidding as a consortium but not proposing to create a new legal entity.</p> <p>If yes, please include details of your consortium in the next column and use a separate Appendix to explain the alternative arrangements i.e. why a new legal entity is not being created.</p> <p>Please note that the authority may require the consortium to assume a specific legal form if awarded the contract, to the extent that it is necessary for the satisfactory performance of the contract.</p>	<p><input type="checkbox"/> Yes</p> <p><u>Consortium members:</u></p> <p><u>Lead member:</u></p>
<p>e) Bidding as a consortium and intend to create a Special Purpose Vehicle (SPV).</p> <p>If yes, please include details of your consortium, current lead member and intended SPV in the next column and provide full details of the bidding model using a separate Appendix.</p>	<p><input type="checkbox"/> Yes</p> <p><u>Consortium members:</u></p> <p><u>Current lead member</u></p> <p><u>Name of Special Purpose Vehicle:</u></p>

1.3 Contact details	
Supplier contact details for enquiries about this RFQ	
Name	
Title	
Postal address	
Country	
Phone	
Mobile	

ORGANISATION NAME:

RESTRICTED



DATE: _____

Adult Weight Management Service

EXTENDED RFQ

E-mail	
--------	--

Conflicts of interest

The authority may exclude the Supplier if there is a conflict of interest which cannot be effectively remedied. The concept of a conflict of interest includes any situation where relevant staff members have, directly or indirectly, a financial, economic or other personal interest which might be perceived to compromise their impartiality and independence in the context of the procurement procedure.

Where there is any indication that a conflict of interest exists or may arise then it is the responsibility of the Supplier to inform the authority, detailing the conflict in a separate Appendix. Provided that it has been carried out in a transparent manner, routine pre-market engagement carried out by the authority should not represent a conflict of interest for the Supplier.

Additional Guidance

Regulation 24 of the Public Contracts Regulations 2015 covers the distortion of competition and the authority considers quotations from two companies with the same parent company as, by default, such a conflict of interest.

Taking Account of Bidders' Past Performance

The authority may assess the past performance of a Supplier (through a Certificate of Performance provided by a Customer or other means of evidence). The authority may take into account any failure to discharge obligations under the previous principal relevant contracts of the Supplier completing this RFQ. The authority may also assess whether specified minimum standards for reliability for such contracts are met.

In addition, the authority may re-assess reliability based on past performance at key stages in the procurement process (i.e. Supplier selection, quotation evaluation, contract award stage etc.). Suppliers may also be asked to update the evidence they provide in this section to reflect more recent performance on new or existing contracts (or to confirm that nothing has changed).

2 - Economic and Financial Standing

Additional Guidance

The authority will seek more information from independent credit reference agencies as part of the evaluation and reserves the right to undertake credit checks at each stage of the procurement process and after contract award.

Question 5.1(d) - If, for some reason, your organisation is not required to produce Audited Accounts or an Annual Report then the authority will need to have visibility of your management accounts.

	FINANCIAL INFORMATION
2.1	Please provide one of the following to demonstrate your economic/financial standing; Please indicate your answer with an 'X' in the relevant box.

ORGANISATION NAME: _____

RESTRICTED



DATE: _____

Adult Weight Management Service

EXTENDED RFQ

	(a) A copy of the audited accounts for the most recent two years					
	(b) A statement of the turnover, profit & loss account, current liabilities and assets, and cash flow for the most recent year of trading for this organisation					
	(c) A statement of the cash flow forecast for the current year and a bank letter outlining the current cash and credit position					
	(d) Alternative means of demonstrating financial status if any of the above are not available (e.g. Forecast of turnover for the current year and a statement of funding provided by the owners and/or the bank, charity accruals accounts or an alternative means of demonstrating financial status).					
2.2	Where the authority has specified a minimum level of economic and financial standing and/or a minimum financial threshold within the evaluation criteria for this RFQ, please self-certify by answering 'Yes' or 'No' that you meet the requirements set out here.	<input type="checkbox"/> Yes <input type="checkbox"/> No				
2.3	<p>(a) Are you are part of a wider group (e.g. a subsidiary of a holding/parent company)?</p> <p>If yes, please provide the name below:</p> <table border="1" style="width: 100%;"> <tr> <td style="width: 70%;">Name of the organisation</td> <td></td> </tr> <tr> <td>Relationship to the Supplier completing the RFQ</td> <td></td> </tr> </table> <p>If yes, please provide Ultimate / parent company accounts if available.</p> <p>If yes, would the Ultimate / parent company be willing to provide a guarantee if necessary?</p> <p>If no, would you be able to obtain a guarantee elsewhere (e.g. from a bank?)</p>	Name of the organisation		Relationship to the Supplier completing the RFQ		<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No
Name of the organisation						
Relationship to the Supplier completing the RFQ						

Additional Guidance

For all self-certifying questions in this section, where you have selected "No" please insert further details and any mitigating circumstances underneath the relevant questions if there is no obvious space. Please ensure any comments are highlighted.

SCHEDULE 3 – Method Statement

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 [Maximum 300 words]

1.2 General

1.2.1 Please provide an overview of your organisation including brand establishment and performance history and how it could best provide the Adult Weight Management Service required by the Council, as detailed in the Specification.

Include details on how many staff your organisation (including consortia members or named sub-contractors, where appropriate) employ, and related turnover (GBP £), that are relevant to the provision of the goods/services similar to those set out in the Specification.

Response [Maximum 1000 words]

1.2.2 Please provide evidences that your organisation is meeting the most recent **NICE guidance (PH53) recommendations May 2014**: - Weight Management Lifestyle services for overweight or obese adults. Please explain how you would build NICE guidance into this particular service and how it would be delivered in Bracknell Forest.

Response [Maximum 1500 words]

1.2.3 Please indicate how your organisation would intend to engage with the stakeholders to promote the service.

Response [Maximum 500 words]

1.2.4 Please detail any special measures or benefits your organisation uses to engage with male participants on the programme

Response [Maximum 500 words]

ORGANISATION NAME: _____

RESTRICTED



DATE: _____

Adult Weight Management Service

EXTENDED RFQ

1.3 Equal Opportunities

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 employees.

Response [Maximum 200 words]

1.3.2 If No, please refer to the Council's equal guidance document at:

<http://www.bracknell-forest.gov.uk/sellingtothecouncil> then then download from "Documents" on the right-hand side.

In the absence of your own policy, please download document and confirm acceptance of the Equality Policy by signing and returning instead.

Attached / Not applicable

1.3.3 Briefly describe how your organisation ensures that it remains compliant and up to date with the Equality Act 2010?

Response [Maximum 300 words]

1.3.4 Have any Industrial 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

Response [Maximum 300 words]

1.4 Other Policies and Procedures

1.4.1 Please provide details of your organisational safeguarding, ICT Security Policy, enclose a copy of the policies

Response [Maximum 400 words]

1.5 Technical Ability - Staff

1.5.1 Please provide details of team who would provide the service including how many other clients they would be handling and CVs of key personnel

Response [Maximum 300 words per person]

1.6 Training

1.6.1 Briefly describe your organisation's approach to staff training, including Equalities, Health and Safety

Response [Maximum 300 words]

ORGANISATION NAME: _____

RESTRICTED

DATE: _____

**Adult Weight Management
Service**



EXTENDED RFQ

1.6.2 For the Weight Management Consultants/Advisors, indicate how many hours training, on average, is received by each member of staff within a 12 month period. List by subject.

Response [Maximum 200 words]

1.7 Case Studies

1.7.1 List other current contracts you have with Local Authorities or other Public Sector bodies.

Response

1.7.2 **Complete Schedule 4**, providing full contact details for three contract examples that the Council may approach.

1.7.3 If you cannot provide three case studies, please advise why

Response

1.7.4 In the last three years, have you had any contracts:

- i. That have incurred contract penalties, default notices or payment of liquidated damages?
- ii. Terminated by the client earlier than originally intended due to poor performance?
- iii. Where you have withdrawn from the contract either before or after the award of contract?

If Yes to any of the above, please give details and explain what has been rectified in order to avoid this situation arising in the future.

Response [Maximum 300 words]

1.8 Contract Management & Reports

1.8.1 Please confirm that, if awarded the purchase order or contract, you would be able to attend quarterly review meetings with the Council and provide an overview of your escalation procedure.

Response [Maximum 300 words]

1.8.2 Performance How would you ensure performance targets are met, please explain remedial action if targets are not met.

Response [Maximum 300 words]

1.8.3 Please confirm you will comply with the information provision as stated in the specification

Response [Maximum 300 words]

ORGANISATION NAME: _____

RESTRICTED



DATE: _____

Adult Weight Management Service

EXTENDED RFQ

1.9 Business Continuity

1.9.1 Does your organisation have a Business Continuity, Disaster Recovery or Risk Management plan? 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 or a pandemic flu which results in loss of staff, or a fire or utility failure resulting in loss of your building.

Response [Maximum 300 words]

1.10 Quality Assurance

1.10.1 Does the relevant section of your organisation hold a recognised quality management certificate, for example ISO 9001 or equivalent?

If "Yes", please enclose a copy of the certificate

If "No", please describe any actions taken to ensure quality is consistently monitored and maintained throughout your organisation.

Response [Maximum 300 words]

1.10.2 Is your organisation a member of any relevant professional / trade associations? If "Yes", please state.

Response [Maximum 300 words]

1.11 Health and Safety

1.11.1 Does the relevant section of your organisation hold a recognised health and safety management systems certificate, for example OHSAS 18001 or equivalent?

If "Yes", enclose a copy of the certificate.

If "No", please briefly describe what arrangements you have made to manage Health and Safety within your organisation.

Response [Maximum 300 words]

1.11.2 Have you been the subject of any Improvement or Prohibition Notice or prosecution or been a defendant in any case brought under Health and Safety legislation within the last three years? If "Yes", please provide details

Response [Maximum 300 words]

1.12 Customer Satisfaction

1.12.1 Briefly describe how customer satisfaction of clients is measured and continuously improved. Include details of how complaints are managed.

Response [Maximum 200 words]

ORGANISATION NAME: _____

RESTRICTED

DATE: _____

Adult Weight Management Service



EXTENDED RFQ

1.12.2 How does your organisation use the results to achieve continuous service improvement? (Give two actual examples)

Response [Maximum 300 words]

2 Pricing

2.1 Please complete the Pricing Schedule attached to this Extended RFQ as Schedule 6.

2.2 Pricing Basis

2.2.1 Please provide details of your pricing structures for your Adult weight management services

Response [Maximum 400 words]

2.2.2 Please confirm in accordance with the pricing Schedule 6 that how many places/activations that your organisation are able to provide within the maximum contract budget £40,000 per annum

Response [Maximum 300 words]

2.2.3 Please explain how your organisation will manage the demands for the service, particularly seasonal demands e.g. in the new year to ensure that people are able to engage with the programme at the time they are ready to do so

Response [Maximum 400 words]

2.3 Payment

2.3.1 The Council standard terms of payment are Nett 30 days from receipt of acceptable invoice. Please advise any discount available for early payment i.e. 7 or 14 days.

Response

ORGANISATION NAME: _____

RESTRICTED



DATE: _____

**Adult Weight Management
Service**

EXTENDED RFQ

3 Terms and Insurance

3.1 Purchase Order / Contract Conditions

3.1.1 Refer to Appendix 1 , Terms and Conditions, for the terms and conditions of the purchase order or contract. Please confirm acceptance of all these terms or detail exceptions and any proposed alternatives below, or in a separate document.

Response

3.2 Insurance

3.2.1 Provide details of your Public Liability Insurance policy. The Council requires a minimum of £5 million public liability cover. Please enclose a copy of your insurance certificate. *Response*

3.2.2 Please provide a copy of your Professional indemnity Insurance certificate. The Council requires a minimum of £1m cover. Please also provide a copy of employers liability Insurance certificate.

Response

ORGANISATION NAME: _____

RESTRICTED

DATE: _____

**Adult Weight Management
Service**

EXTENDED RFQ

SCHEDULE 4 – Relevant Experience and Contract Examples

Relevant experience and contract examples				
<p>Please provide details of up to <u>three</u> contracts, in any combination from either the public or private sector, that are relevant to the authority's requirement. Contracts for supplies or services should have been performed during the past <u>three</u> years. Works contracts may be from the past <u>five</u> years, and Voluntary, Community and Social Enterprises (VCSEs) may include samples of grant funded work.</p> <p>The named customer contact provided should be prepared to provide written evidence to the authority to confirm the accuracy of the information provided below.</p> <p>Consortia bids should provide relevant examples of where the consortium has delivered similar requirements; if this is not possible (e.g. the consortium is newly formed or a Special Purpose Vehicle will be created for this contract) then three separate examples should be provided between the principal member(s) of the proposed consortium or Special Purpose Vehicle (three examples are not required from each member).</p> <p>Where the Supplier is a Special Purpose Vehicle, or a managing agent not intending to be the main supplier of the supplies or services, the information requested should be provided in respect of the principal intended supplier(s) or sub-contractor(s) who will deliver the supplies and services.</p>				
		Contract 1	Contract 2	Contract 3
1.1	Name of customer organisation			
1.2	Point of contact in customer organisation Position in the organisation E-mail address			
1.3	Contract start date Contract completion date Estimated Contract Value			
1.4	In no more than [500] words, please provide a brief description of the contract delivered including evidence as to your technical capability in this market.			
1.5 If you cannot provide at least one example for questions 1.1 to 1.4, in no more than [500] words please provide an explanation for this e.g. your organisation is a new start-up.				

ORGANISATION NAME: _____

RESTRICTED



DATE: _____

**Adult Weight Management
Service**

EXTENDED RFQ

Confidentiality

1. When providing details of contracts in answering **Schedule 4**, the Supplier agrees to waive any contractual or other confidentiality rights and obligations associated with these contracts.
2. The authority reserves the right to contact the named customer contact in **Schedule 4** regarding the contracts included in **Schedule 4**. The named customer contact does not owe the authority any duty of care or have any legal liability, except for any deceitful or maliciously false statements of fact.
3. The authority confirms that it will keep confidential and will not disclose to any third parties any information obtained from a named customer contact, other than to the Cabinet Office and/or contracting authorities defined by the Public

ORGANISATION NAME: _____

RESTRICTED



Adult Weight Management Service

DATE: _____

EXTENDED RFQ

SCHEDULE 5 – Quotation Checklist

Please tick checklist to indicate that copies of all relevant documents are enclosed.

<i>Section</i>	<i>Required Documents</i>	<i>Document enclosed Yes/No</i>	<i>Comments</i>
1.	Specification Questions		
1.3.1	Equal Opportunities policy		
1.4.1	Safeguarding, ICT Security policy		
1.5.1	CVs of key personnel		
1.10.1	Quality Assurance certificate		
1.11.1	Health & Safety certificate		
2.	Pricing		
2.1	Pricing Schedule		
3.	Terms and Insurance		
3.2.1	Copy of Public Liability Insurance certificate		
3.2.2	Copy of Professional Indemnity Insurance certificate		
3.2.2	Copy of Employers liability Insurance certificate		

ORGANISATION NAME: _____

RESTRICTED



DATE: _____

**Adult Weight Management
Service**

EXTENDED RFQ

	Schedules		
1	Entry Level Questions		
2	Organisation Information		
3	Method Statement		
4	Experience and Contract Examples		
5	Quotation Checklist (this document)		
6	Pricing Schedule		
7	Form of Quotation		
	Other – Please List		

ORGANISATION NAME:

RESTRICTED

DATE: _____

**Adult Weight Management
Service**



EXTENDED RFQ

SCHEDULE 6 – Pricing Schedule

Refer to embedded file:



Schedule 6 -
Pricing.xls

ORGANISATION NAME: _____

RESTRICTED



DATE: _____

Adult Weight Management Service

EXTENDED RFQ

SCHEDULE 7 – Form of Quotation

I/We, the undersigned, having examined the Conditions of Contract, Specification and all other Request for Quotation documents, hereby offer to supply the goods/undertake the services required, in accordance with the Request for Quotation documents for prices detailed in the Pricing Schedule.

I/We understand that the Council is not bound to accept the lowest or any quotation received.

This quotation remains open for acceptance for 90 days from the date fixed for the submission of quotations in the Request for quotation.

I/We agree that the essence of selective tendering is that the Council shall receive bona fide competitive quotations from all suppliers submitting quotations. In recognition of this principle, I/we warrant that this is a bona fide quotation, intended to be competitive, and that I/we have not fixed or adjusted the price submitted by, or under or in accordance with any agreement or arrangement with any other supplier. I/We furthermore warrant that no approaches have been made to any other suppliers for the purpose of obtaining or influencing their quotation prices or any other details of their bid. I/We also warrant that I/we have not and will not before the award of any contract for the work:

- (i)(a) communicate to any person other than the Council the amount or approximate amount of the quotation or proposed quotation, except where the disclosure, in confidence, of the approximate amount of the quotation was necessary to obtain insurance premium quotations required for the preparation of the quotation;
- (b) enter into any agreement or arrangement with any person that they shall refrain from submitting a quotation, or that they shall withdraw any quotation once offered or vary the amount of any quotation to be submitted;
- (ii) pay, give or offer to pay or give any sum of money or other valuable consideration directly or indirectly to any person for doing or having done or causing or having caused to be done in relation to any other quotation or proposed quotation for the work, any act or thing of the sort described at (i)(a) or (b) above.

I/We understand that should we directly or indirectly canvass any member or official of the Council concerning the award of the contract for the provision of the Services, or directly or indirectly obtain or attempt to obtain information from any such member or official concerning any other quotation for Goods/Services, I/We will be disqualified. I/We further understand that if discovery occurs after the award of the contract, the Council shall then be entitled to summarily terminate the contract.

Signature

(please use non black ink)

Name

Job Title

Organisation

Address

☎ Telephone No.(s)

Email

Date

Appendix B

**Bracknell Forest Adult Weight
Management Service
Specification [REDACTED]**

SERVICE SPECIFICATION

Service Specification No.	
Service	Tier 2 Bracknell Forest Adult Weight Management Service
Commissioner Lead	██████████
Period	████████████████████
Date of Review	

1. Population Needs

1.1 Introduction

The most recent data from PHOF (Public Health outcomes Framework) shown 61.4% of the Bracknell Forest population is in the excess weight category, slightly better than the England average. Prevalence of obesity (BMI obesity (BMI>30kg/m²) is estimated at 23.8% of women and 23.6% of men – approaching 1 in 4 people. There is consistent evidence that obese people with no intervention will continue to gain weight over time.

There are well-documented medical complications arising from obesity, linked to both independent risk factors and worsening of at least 30 common health conditions. An estimated 14% of cancer deaths in men and 20% of deaths in women are due to obesity. People who are obese can also experience social isolation and discrimination and are at increased risk of depression.

1.1.1 The Service will provide the following benefits to eligible population

1.1.2 :

- Access to consistent, evidence based weight management information and support leading to positive patient experience and weight reduction
- High quality information and support
- Robust assessment and treatment protocols
- Behaviour change facilitation to promote long-term lifestyle change that leads to improved health and well-being.

1.2 National context and evidence base

Obesity is a growing problem in all regions of England. Healthy Weight, Healthy Lives (DH, 2008) set out the cross-government ambition to reverse the rise of overweight and obesity and support all in achieving and maintaining a Healthy Weight. NICE clinical guidance (2006) outlines the evidence base on the prevention, identification, assessment and management of overweight and obesity in adults and children.

In 2007, Foresight published its review of the evidence base providing a long-term vision of delivering a sustainable response to obesity over the next 40 years. Foresight estimated that if we do nothing, by 2050, 60% of adult men, 50% of adult women and approximately 25% of all children under 16 could be

obese. This will result in considerable financial costs to the NHS, increasing the risk of a number of long-term chronic conditions such as type 2 diabetes, stroke, coronary heart disease, cancer and arthritis.

NICE guidance recommends that people should have access to a comprehensive care pathway. In line with NICE guidance, the new Service model will offer multi-disciplinary support to people who have failed to achieve their weight loss goals through primary care intervention. The Service will include provision of dietary and lifestyle information/intervention, and access to emotional and psychological support where appropriate.

The NICE guidance aims to:-

- stem the rising prevalence of obesity and diseases associated with it
- increase the effectiveness of interventions to prevent overweight and obesity
- improve the care provided to adults and children with obesity, particularly in primary care

NICE guidance recommends that local care pathways should be in place and accessible to people in order to help individuals manage their weight problem. NICE guidance (PH53) recommendations: - Weight Management Lifestyle Services for overweight or obese adults include effective and integrated approaches that meet current best practices.

2. Scope

2.1 Aims and objectives of Service

To improve the health and well-being of overweight and obese adults by supporting them to achieve and maintain a healthier weight and improve physical fitness through making appropriate and sustainable lifestyle changes to their eating and physical activity habits.

The overriding objective is that those participating will achieve and sustain weight loss in the range of 1-5% and 5-10% in line with the Service performance requirements.

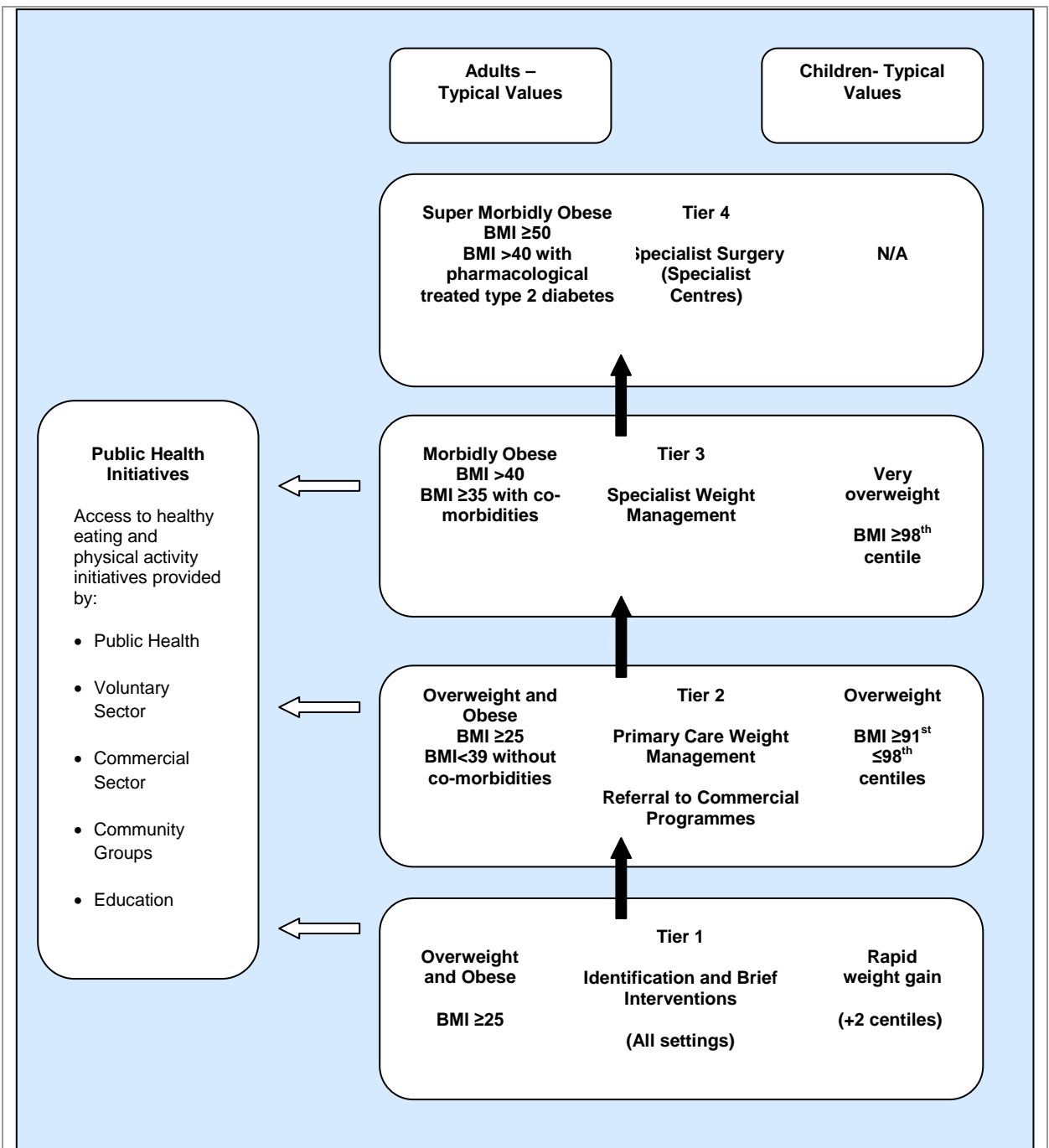
Supplier will take an active role on working with relevant local stakeholders to promote local Services to encourage lifestyle changes

2.2 Service description/care pathway

The Adult Weight Management Service pathway is divided into four levels or tiers of care (see diagram below). The different levels/tiers of care articulate the progression of Services a patient would access with increasing levels and complexity of obesity and any related co-morbidities.

The different levels or tiers of care within the Programme are shown in the Adult Obesity Care Pathway. They can be thought of as:

- Tier 1 - prevention and health promotion Services
- Tier 2 - primary care and community interventions
- Tier 3 - Community Specialist Weight Management Services
- Tier 4 - supra-specialist interventions



The Tier 2 Service will take the form of a 12 week weight management course provided by an established national weight management organisation offering to People through the GP and Health & Social Care professional referral process.

The course will be offered at no cost to the patient. The courses will be delivered in local community settings. The supplier will have their own content of evidence based deliveries/methods which must be approved by the council. The supplier will undertake an initial assessment prior to the patient beginning the course in order to establish suitability for the intervention.

2.3 Referral Process

- People will be referred by GPs or designated Health & Social Care referrers who would screen their eligibility and issue referral letters to them accordingly.

- People will retain the letter and undertake an initial assessment with the supplier by phoning a designated telephone number.

2.4 Population covered

- a) This Tier 2 weight management is intended for adults (18+) that are eligible population in Bracknell Forest and have a Body Mass Index BMI 30 for (BMI) of 27 or above (if of Asian Origin or with co-morbidities).

2.5 Inclusion and exclusion criteria

- 2) All adults aged over 18 years are eligible, if they haven't used any commercial weight loss programme in the last 3 months. For the avoidance of doubt this would include programmes operated by other weight management organisations
- 3) NHS Health checks led intervention-
 - a) Based on clinical decision of health check practitioners
 - b) Those with lower cardiac risk but with a BMI>30 or pre-diabetes or Impaired glucose tolerance/Impaired fasting glucose or simple obesity
- 4) Weight management programme:
 - a) BMI >27kg/m² if of Asian Origin or with co-morbidities (Patient on Risk register Diabetes, CHD, Cancer)
 - b) BMI >30kg/m² for all other People

Acceptance into this Service is through GP assessment and other designated Health or Social Care professionals for adults who are residents of Bracknell Forest Council with a BMI of 27 or above.

People will undertake an initial assessment by the Supplier prior to being accepted onto the programme. Should this screening result in the Patient being unsuitable for the intervention they will be referred back to their GP.

Exclusion criteria are:

- A diagnosis of eating disorder
- Pregnancy (except in special circumstances if referral is via directly from patient's general practitioner with clinical approval)
- Children below 18 years of age
- Those who have attended a commercial weight loss programme more than twice and failed to achieve any significant weight loss.
- No repeat referral unless an exception has been made based on a clinical decision.

- c) Acceptance into this Service is through GP or health and social care professional

assessment and referral for adults who are residents of Bracknell Forest with a BMI of 30 or above. BMI $>27\text{kg/m}^2$ if of Asian Origin or with co-morbidities (People on Risk register Diabetes, CHD, Cancer)

People will undertake an initial assessment by the supplier prior to being accepted onto the course. Should this screening result in the patient being unsuitable for the intervention they will be referred back to their GP.

2.6 Interdependencies with other Services

The key Service interdependency of this programme is that between the GP/Health and social care professional as referrer and the Service supplier.

The Service supplier should be aware of other related Services that benefit overweight people and signpost clients accordingly or refer the patient back to their GP as appropriate. Especially pay attention to sign posting to local physical activities.

3. Applicable Service Standards

NICE Guidance (CG43) Obesity guidance on the prevention, identification, assessment and management of overweight and obesity in adults and children set the context and expectation for the Berkshire Obesity strategy on weight management, commissioning and Service delivery.

The supplier shall assign to the Service at all times sufficient adequately qualified and trained staff to provide the Service. Staff shall have the skills, competence and expertise necessary and appropriate for the proper performance of the Service.

The supplier shall ensure through their Safeguarding and Health and Safety Policies that both staff and their clients are properly protected from harm.

National Obesity Observatory Standard Evaluation Framework for Weight Management Interventions. These standards shall be used by the supplier and Council to ensure that Service delivery, record keeping and monitoring are appropriately managed.

Suppliers will adhere to the legislative framework for ensuring that all aspects of diversity are considered including disability, sexual diversity and ethnicity.

4. Key Service Outcomes

To reduce weight in people with a BMI of 30 and above
(and BMI $>27\text{kg/m}^2$ if of Asian Origin or with co-morbidities , People on Risk register Diabetes, CHD, Cancer)

To improve diet and nutrition, promote healthy weight and promote increased levels of physical activity

To promote better weight management

To provide a high quality weight management Service to eligible adults in Bracknell forest

To raise awareness of the health benefits of weight loss and the problems associated with obesity so that they can take more responsibility for their own health

For People to achieve and sustain weight loss in the range of 1-5% and 5-10% according to the agreed performance indicators below

5. Location of Supplier Premises

The supplier should be mindful that this is an area wide Service and that clients should not be disadvantaged from taking up this intervention due to location or timetabling. Premises used should be risk assessed and the supplier should provide sufficient venues suitable for people with disabilities.

6. Individual Patient Placement

Not applicable

APPENDIX i - ESSENTIAL SERVICES

Supplier Responsibilities:

- To ensure that the Service provided by each Individual Consultant/Advisor is in full accordance with this Contract
- The Supplier will commit to provide agreed places consisting of a 12 week community based weight management course using the payment by activation model. Council will only pay on activation per patient after initial screening per place
- The Supplier shall provide a dedicated phone number for the Bracknell Forest area and they will collect the required information as specified below
- To engage with wide range of local stakeholders to promote the Service
- Invoice will be sent monthly for activated places with backing data

The Supplier's data requirements

The Supplier shall submit to the Council's Weight Management Programme Lead the information below together with the information at Appendix ii on a monthly/quarterly basis as specified, using the spreadsheet templates that have been agreed with the Council. This list is not exhaustive:-

Monthly - a report to show the numbers of referrals per GP practice and numbers of referrals from community suppliers e.g. community pharmacies

Monthly - the following information relating to each person assessed for the Service:

- age
 - Ethnicity
 - GP surgery/referral point
 - Whether any referrals are as a result of a health check or standard GP consultation
- Monthly - the details of any compliments received regarding the Service.

Monthly - number of refusals by the Supplier of Service, including the reason why

Monthly – details of any trends reported by Individual Consultants/Advisors regarding reasons People drop out of the Service

Monthly – feedback from People receiving the Service

Monthly - summary details of all complaints received about the Service and the resulting response/action taken

Quarterly meeting from the supplier's local Service lead to demonstrate effective local partnership work

The Supplier shall allow nominated Council staff reasonable access to all relevant records

The Supplier should work with the Council's Weight Management Programme Lead to explore innovative mechanisms to measure outputs, for example, eating and physical activity habits

Transfer to new Service from existing Service

A person who has been referred to the current Weight Management Service and is unable to activate the Weight Management Service before the termination of the current contract will be signposted to the new Service Provider. Further assessment may be necessary to ensure that individuals meet the needs of the new Service.

APPENDIX ii – PERFORMANCE INDICATORS

<i>Performance Indicator</i>	<i>Indicator</i>	<i>Threshold</i>	<i>Method of Measurement</i>	<i>Frequency of Monitoring</i>
<i>Quality</i>				
1. Improved experience	On a satisfaction scale of 1-10 (10 being very satisfied) 95% of People rate the Service 6 or above	95%	The Supplier will undertake user satisfaction data collection using their own preferred tools	Quarterly
2. Satisfaction - Rate of People/carers complaints	Number of complaints received as a percentage of all People referred to the Service. Complaints may be oral or written and must be recorded for the purposes of this KPI.	<5% Over 5%, a remedial action plan will be required.	Included in monthly monitoring. A report will be required regarding any actions taken as a result of complaints made.	Monthly
3. Complaints handling	Complaints not handled within relevant timescales set out in the Suppliers complaints policy	<5% Over 5%, a remedial action plan will be required	Total number of recorded complaints from or on behalf of People not handled within agreed timescales according to the Suppliers Complaints Procedure as amended from time to time. A report will be required regarding any actions taken as a result of complaints made. Action plan for future complaint handling	Monthly
4. Weight maintenance	Of the People who enter the Service, proportion who have maintained original body weight 12 weeks after treatment	<5%		monthly

	commences			
5. Weight loss <5% of body weight	Of the People who enter the Service, proportion who have lost <5% total body weight 12 weeks after treatment commences	The threshold is > 45% should have achieved loss Under 45% - commissioners would expect a plan to improve situation		monthly
6. Weight loss of 5% or more of body weight	Of the People who enter the Service, proportion who have lost 5% or more total body weight 12 weeks after treatment commences	50%		monthly
7. Behaviour change made as result of the Service	Of the People who enter the Service, proportion who have made behaviour changes 12 weeks after treatment commences	The threshold is > 75% should have achieved behaviour change –	measured by the Supplier's own preferred tools, if not commissioner will provide appropriate tools	monthly
9. Increase in Physical Activity	Of the People who enter the Service, proportion who have increased physical activity levels 12 weeks after treatment commences	The threshold is > 75% should have achieved increased physical activity levels	As measured by the Supplier's own preferred tools, , if not commissioner will provide appropriate tools	monthly
10. People not appropriate for the Service will be identified and referred back to the GP.	People not suitable for the treatment programme after initial assessment will be referred back to GP	100%		monthly
11. Weight loss measurements reported back to GP	People weight loss, change summary reported to referring GP	100%		quarterly

