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Tender

Culture of Care: Staff Training and Support Offer & Ward Manager Leadership Development

NHS England

F02: Contract notice

Notice identifier: 2024/S 000-001009

Procurement identifier (OCID): ocds-h6vhtk-04288d

Published 11 January 2024, 4:13pm

Section I: Contracting authority

I.1) Name and addresses

NHS England

1st Floor, Quarry House, Quarry Hill

Leeds

LS2 7UE

Contact

Alex McLoughlin

Email

alex.mcloughlin@nhs.net

Country

United Kingdom

Region code

UKE - Yorkshire and the Humber

Internet address(es)

Main address

<https://www.england.nhs.uk//>

Buyer's address

<https://www.england.nhs.uk//>

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://health-family.force.com/s/Welcome>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://health-family.force.com/s/Welcome>

Tenders or requests to participate must be submitted to the above-mentioned address

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

<https://health-family.force.com/s/Welcome>

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Health

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Culture of Care: Staff Training and Support Offer & Ward Manager Leadership Development

II.1.2) Main CPV code

- 85100000 - Health services

II.1.3) Type of contract

Services

II.1.4) Short description

This Invitation to Tender (ITT) to procure a supplier for each Lot, or consortium of suppliers for each Lot, to deliver training and support to ward leaders and staff teams, focused on supporting leaders to improve culture and promoting relational ways of working within ward teams. This forms part of a wider national culture change programme to enable up to 60 providers of NHS-commissioned inpatient mental health services to implement and embed the Culture of Care Standards for Mental Health Inpatient Services. The interventions within this programme will run for 2 years from April 2024 to end of March 2026.

The work forms a significant part of Theme 2: Improving culture and supporting staff of the Mental Health, Learning Disability and Autism Quality Transformation Programme.

This procurement is split into Lots and is intended to secure delivery on the following two interventions over the two year terms:

- Staff Team Training and Support Offer (£2,800,000 ex VAT)
- Ward Manager Leadership Development Programme (£1,500,000 ex VAT)

Tenderers will have the option to bid for one, or both, of the specified Lots.

Further detail about the Culture of Care Standards for Mental Health Inpatient Services will be available in the specification and ITT documentation. 12 key areas of focus (core commitments) underpin the work, as follows:

1. Lived Experience integration at all levels
2. Safety
3. Relationships

4. Staff Support
5. Equality
6. Avoiding Harm
7. Needs-Based Care
8. Empowering Choice
9. Nurturing Environment
10. Activities and Initiatives on the Ward
11. Therapeutic Support
12. Transparency

II.1.5) Estimated total value

Value excluding VAT: £4,300,000

II.1.6) Information about lots

This contract is divided into lots: Yes

Tenders may be submitted for all lots

II.2) Description

II.2.1) Title

Lot 1 Staff Training and Support Offer

Lot No

1

II.2.2) Additional CPV code(s)

- 85100000 - Health services
- 80561000 - Health training services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Only complete if you bidding for this Lot

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £2,800,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Start date

1 April 2024

End date

31 March 2026

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2) Description

II.2.1) Title

Lot 2 Ward Manager Leadership Development

Lot No

2

II.2.2) Additional CPV code(s)

- 85100000 - Health services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Only complete if you are bidding for Lot 2

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £1,500,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Start date

1 April 2024

End date

31 March 2026

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-037427](#)

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

12 February 2024

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 3 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

12 February 2024

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.4) Procedures for review

VI.4.1) Review body

High Court and Court of Appeal of England and Wales

Strand

London

WC2A 2LL

Email

InternationalRelationsJudicialOffice@judiciary.uk

Country

United Kingdom

Internet address

<https://www.judiciary.uk/>

VI.4.2) Body responsible for mediation procedures

High Court and Court of Appeal of England and Wales

Strand

London

WC2A 2LL

Email

InternationalRelationsJudicialOffice@judiciary.uk

Country

United Kingdom

Internet address

<https://www.judiciary.uk/>