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Contract

Compassionate conversations training

NHS England

F03: Contract award notice

Notice identifier: 2022/S 000-002959

Procurement identifier (OCID): ocds-h6vhtk-02e8f0

Published 2 February 2022, 11:52am

Section I: Contracting authority

I.1) Name and addresses

NHS England

Quarry House

Leeds

LS2 7UE

Contact

Russell Greenwood

Email

russell.greenwood@nhs.net

Country

United Kingdom

NUTS 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.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

Compassionate conversations training

II.1.2) Main CPV code

- 800000000 - Education and training services

II.1.3) Type of contract

Services

II.1.4) Short description

Our intention is to commission a training course that will be offered to front line, patient

facing NHS staff, to equip them with the skills they need to handle challenging situations with compassion, whilst ensuring they feel able to look after their own wellbeing if needed.

This training programme is being commissioned in two Lots, with 7,000 places (specifically targeted at primary care staff) being requested in Lot 1, and 14,000 places (targeted at NHS staff working in hospitals, trusts and community care) being requested in Lot 2.

The estimated contract value below is including extensions which are subject to budget approval and the outcome of the evaluation of the programme. The capped contract value for the initial contract term specified in the procurement documents for both lot 1 and 2 combined is £1,500,000.

II.1.6) Information about lots

This contract is divided into lots: Yes

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £3,000,000

II.2) Description

II.2.1) Title

Lot 1 - Support for colleagues working specifically in primary care

Lot No

1

II.2.2) Additional CPV code(s)

- 80000000 - Education and training services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Our intention is to commission a training course that will be offered to front line, patient

facing NHS staff, to equip them with the skills they need to handle challenging situations with compassion, whilst ensuring they feel able to look after their own wellbeing if needed. This training programme is being commissioned in two Lots, with 7,000 places (specifically targeted at primary care staff) being requested in Lot 1, and 14,000 places (targeted at NHS staff working in hospitals, trusts and community care) being requested in Lot 2. We would anticipate the training programme will run daily, with facilitators hosting multiple sessions for colleagues to attend. We would seek your views on the number of delegates per session.

It is intended that delegates who complete the programme will leave with skills and techniques that they feel confident in using, when dealing with difficult conversations. Delegates will also leave with a broader understanding of the national health and wellbeing support offers available to them, should they need to seek support.

Lot 1 – Support for colleagues working specifically in primary care (7,000 places minimum)

- Access to a minimum of 7,000 training places available at national level, to be delivered by a trained facilitator (this would be broken down into 1,000 places per NHS E&I region)
- To be delivered by 31 March 2022
- To be offered to all colleagues providing NHS commissioned primary care services (and therefore will include roles such as the personalised care roles within general practice, pharmacy roles, dentistry and optometry roles)
- To be offered virtually, with an option for a dedicated number of sessions to be offered face to face if required
- To offer an element of simulation training (which may be delivered face to face or virtually but should align with the HEE description of simulation based activities and HEE national framework for simulation based education)
- To be evidence based and incorporate a robust evaluation, using appropriate evaluation methodology based on a suitable theoretical approach, a range of data collection and reporting

II.2.5) Award criteria

Quality criterion - Name: Technical / Weighting: 70

Cost criterion - Name: Cost / Weighting: 30

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 – Support for colleagues working across the wider NHS

Lot No

2

II.2.2) Additional CPV code(s)

- 80000000 - Education and training services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Our intention is to commission a training course that will be offered to front line, patient facing NHS staff, to equip them with the skills they need to handle challenging situations with compassion, whilst ensuring they feel able to look after their own wellbeing if needed. This training programme is being commissioned in two Lots, with 7,000 places (specifically targeted at primary care staff) being requested in Lot 1, and 14,000 places (targeted at NHS staff working in hospitals, trusts and community care) being requested in Lot 2.

It is intended that delegates who complete the programme will leave with skills and techniques that they feel confident in using when dealing with difficult conversations. Delegates will also leave with a broader understanding of the national health and wellbeing support offers available to them, should they need to seek support.

Lot 2 – Support for colleagues working across the wider NHS

- Access to a minimum of 14,000 training places available at national level, to be delivered by a trained facilitator (this would be broken down into 2,000 places per NHS E&I region)
- To be delivered by 31 March 2022
- To be offered to all colleagues providing NHS commissioned services (and therefore to include roles such as estates and technology, linen and cleaning services, porters and security, as well as roles such as mental health staff, admin and clerical staff and clinical

staff)

- To be offered virtually, with an option for a dedicated number of sessions to be offered face to face if required
- To offer an element of simulation training (which may be delivered face to face or virtually but should align with the HEE description of simulation based activities and HEE national framework for simulation based education)
- To be evidence based and incorporate a robust evaluation, using appropriate evaluation methodology based on a suitable theoretical approach, a range of data collection and reporting

II.2.5) Award criteria

Quality criterion - Name: Technical / Weighting: 70

Cost criterion - Name: Price / Weighting: 30

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: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2021/S 000-024962](#)

Section V. Award of contract

Contract No

1

Lot No

1

Title

Lot 1 - Support for colleagues working specifically in primary care

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

20 December 2021

V.2.2) Information about tenders

Number of tenders received: 8

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received by electronic means: 8

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

escalla

170 Shepherdess Walk

London,

N1 7JL

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Initial estimated total value of the contract/lot: £600,000

Total value of the contract/lot: £1,186,375

Section V. Award of contract

Contract No

2

Lot No

2

Title

Lot 2 – Support for colleagues working across the wider NHS

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

20 December 2021

V.2.2) Information about tenders

Number of tenders received: 8

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received by electronic means: 8

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

escalla

170 Shepherdess Walk

London,

N1 7JL

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Initial estimated total value of the contract/lot: £900,000

Total value of the contract/lot: £1,186,375

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

The High Court

Strand

London

WC2A 2LL

Email

generaloffice@administrativecourtoffice.justice.gov.uk

Country

United Kingdom

Internet address

<https://www.gov.uk/courts-tribunals>

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

10 day standstill period

VI.4.4) Service from which information about the review procedure may be obtained

NHS England

Quarry House

Leeds

LS2 7UE

Country

United Kingdom

Internet address

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