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Tender

## **National Staff Support Helpline for all NHS and social care staff**

NHS England

F02: Contract notice

Notice identifier: 2022/S 000-005314

Procurement identifier (OCID): ocds-h6vhtk-031b5e

Published 25 February 2022, 2:57pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

NHS England

Quarry House

Leeds

LS2 7UE

#### **Contact**

Russell Greenwood

#### **Email**

[russell.greenwood@nhs.net](mailto:russell.greenwood@nhs.net)

#### **Telephone**

+44 7808516879

#### **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.3) Communication**

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

<http://health.atamis.co.uk>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<http://health.atamis.co.uk>

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

<http://health.atamis.co.uk>

**I.4) Type of the contracting authority**

Body governed by public law

**I.5) Main activity**

Health

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

National Staff Support Helpline for all NHS and social care staff

#### **II.1.2) Main CPV code**

- 85312300 - Guidance and counselling services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

A national staff support helpline for all NHS and social care staff.

#### **II.1.5) Estimated total value**

Value excluding VAT: £2,100,000

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.2) Description**

#### **II.2.2) Additional CPV code(s)**

- 85312320 - Counselling services

#### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

#### **II.2.4) Description of the procurement**

The NHS staff helpline was initially setup as part of the COVID-19 people health and wellbeing Programme, which was designed to provide an end-to-end pathway approach, with the helpline being part of the 'preventative care' offer. To date, there have been more

than one million contacts across the full national support offer. The helplines have been contacted over 19,000 times since launch in April 2020.

The NHS staff helpline was also a key recommendation of the NHS Staff and Learners' Mental Wellbeing Commission report in 2019:

Evaluation findings on the helpline have indicated that staff continue to contact the helpline with concerns, and that there is a need for psychological support independent of the NHS. This indicates a clear need for the continuation of a national helpline to provide important support to staff with immediate help and 'active listening', through to signposting to other wellbeing and mental health support offers.

Interested suppliers should register on the NHS England & Improvement e-procurement system here: <https://health-family.force.com/login>

- Once logged in click 'Find Opportunities' and search for 'National Staff Support Helpline for all NHS and social care staff'
- Click 'Register Interest'
- Once you have registered your interest you will be able to view the Requirements and submit a response to the question within the portal
- Any messages about the opportunity should be sent via the e-procurement system. You can do this by going to the home page and:
  - o Click on 'My proposals & Quotes'
  - o Click the relevant Project Title
  - o Click 'Messages' & 'New Message'

#### **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: £2,100,000

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

Start date

9 May 2022

End date

31 March 2023

This contract is subject to renewal

Yes

Description of renewals

Extension option of two 1 year periods.

#### **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

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### **Section III. Legal, economic, financial and technical information**

#### **III.1) Conditions for participation**

##### **III.1.2) Economic and financial standing**

Selection criteria as stated in the procurement documents

##### **III.1.3) Technical and professional ability**

Selection criteria as stated in the procurement documents

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

Date

29 March 2022

Local time

12:00pm

#### **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

29 March 2022

Local time

12:00pm

## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: Yes

### **VI.2) Information about electronic workflows**

Electronic invoicing will be accepted

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

The High Court

Strand

London

WC2A 2LL

Email

[generaloffice@administrativecourtoffice.justice.gov.uk](mailto:generaloffice@administrativecourtoffice.justice.gov.uk)

Country

United Kingdom

Internet address

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