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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): ocids-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

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

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

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

Country

United Kingdom

Internet address

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