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Contract

Culture of Care: Quality Improvement Change Plan (Learning and Development).

NHS England

F03: Contract award notice

Notice identifier: 2024/S 000-009546

Procurement identifier (OCID): ocds-h6vhtk-04043d

Published 25 March 2024, 10:35am

Section I: Contracting authority

I.1) Name and addresses

NHS England

1st Floor, Quarry House, Quarry Hill

Leeds

LS2 7UE

Contact

NHSE Commercial

Email

england.commercialqueries@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.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: Quality Improvement Change Plan (Learning and Development).

Reference number

C213523

II.1.2) Main CPV code

- 85100000 - Health services

II.1.3) Type of contract

Services

II.1.4) Short description

This award notice covers training and coaching to implement and embed the national Mental Health, Learning Disability and Autism Quality Transformation Programme: Culture of Care: Quality commitments and standards. This involves delivering training, coaching and mentoring to providers of inpatient mental health services up to December 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 (<https://www.england.nhs.uk/mental-health/mental-health-learning-disability-and-autism-inpatient-quality-transformation-programme/>)

This contract will include delivering on four of six key interventions:

- Executive leadership coaching
- Cross organisational quality improvement training
- Move away from risk stratification through training and coaching
- Quality Improvement training for wards

The Culture of Care: Quality commitments and standards are currently passing through final review and more detail will be available in the specification and ITT documentation. The key commitment areas are expected to be:

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.1.6) Information about lots

This contract is divided into lots: No

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

Value excluding VAT: £7,405,174.91

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

As per short description

II.2.5) Award criteria

Quality criterion - Name: Technical / Weighting: 60

Quality criterion - Name: Social Value / Weighting: 10

Cost criterion - Name: Commercial / 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: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-028525](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

23 February 2024

V.2.2) Information about tenders

Number of tenders received: 6

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

V.2.3) Name and address of the contractor

National Collaborating Centre for Mental Health

Royal College of Psychiatrists, 21 Prescot Street,

London

E1 8BB

Email

tom.ayers@rcpsych.ac.uk

Telephone

+44 2086184000

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

Charity number 228636

Internet address

<https://www.rcpsych.ac.uk/>

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: £7,500,000

Total value of the contract/lot: £7,405,174.91

Section VI. Complementary information

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/>