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Awarded contract

Provision of an independent Freedom to Speak Up Guardian Service

NHS Highland

F03: Contract award notice

Notice reference: 2021/S 000-010089

Published: 10 May 2021, 11:15am

Section I: Contracting authority

I.1) Name and addresses

NHS Highland

Assynt House, Beechwood Park

Inverness

IV2 3BW

Contact

Neil Stewart

Email

High-UHB.Tenders@nhs.net

Telephone

+44 1463717123

Country

United Kingdom

NUTS code

UKM6 - Highlands and Islands

Internet address(es)

Main address

<http://www.nhshighland.scot.nhs.uk>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00302

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.4) Type of the contracting authority

Ministry or any other national or federal authority

I.5) Main activity

Health

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Provision of an independent Freedom to Speak Up Guardian Service

Reference number

HH083-20

II.1.2) Main CPV code

- 79633000 - Staff development services

II.1.3) Type of contract

Services

II.1.4) Short description

Guardian service for NHS Highland staff

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: £351,400

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKM6 - Highlands and Islands

Main site or place of performance

Across the NHS Highland area

II.2.4) Description of the procurement

NHS Highland have a critical and urgent need to establish a Guardian / Speak up service by July 2020, as recommended in the Sturrock review, to provide an independent channel for colleague concerns to be raised where other channels have not worked or cannot be used. This is also aligned to how we wil implement the revised National Whistleblowing standards in Highland in July 2020.

NHS Highland do not have the capacity, time or skills to set up an internal speak up service, and the culture issues experienced mean that an externally hosted service is critical at this time to built trust of the service. We have reviewed the market and the only established provider of this service that we have identified with appropriate and relevant NHS specific experience is The Guardian Service. The Guardian Service have extensive experience in setting up and running this service across many years and we have testimony from other NHS trusts in England and Wales who already work with them. Their approach of working in partnership with the organisation and key stakeholders is essential to the service working effectively and learning from the issues which are raised.

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: Yes

Description of options

NHS Highland might increase the number of Guardians provided to staff as part of this service dependent on the uptake of the service by staff, something which is currently unknown.

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

Award of a contract without prior publication of a call for competition in the cases listed below

- The procurement falls outside the scope of application of the regulations

Explanation:

This procurement is unique in that the provider is offering a technical solution, based on its specific positioning and experience, the likes of which is not available elsewhere in exactly the form that we desire to employ.

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: [2020/S 049-117566](#)

Section V. Award of contract

Contract No

HH083-20

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

6 March 2020

V.2.2) Information about tenders

Number of tenders received: 1

Number of tenders received from SMEs: 0

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

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 0

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

V.2.3) Name and address of the contractor

The Guardian Service Ltd.

14, Gray's Inn Road

London

WC1X 8HN

Telephone

+44 7878936652

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)

Total value of the contract/lot: £351,400

Section VI. Complementary information

VI.3) Additional information

(SC Ref:651286)

VI.4) Procedures for review

VI.4.1) Review body

Scottish Courts and Tribunals

Sheriff Court House, The Castle

Inverness

IV2 3EG

Email

inverness@scotcourts.gov.uk

Telephone

+44 1463230782

Country

United Kingdom

Internet address

<https://www.scotcourts.gov.uk/the-courts/court-locations/inverness-sheriff-court-and-justice-of-the-peace-court>