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Contract

External Evaluation of Improvement Cymru's Performance & Effectiveness

NHS Wales Shared Services Partnership-Procurement Services (hosted by Velindre University NHS Trust)

F03: Contract award notice

Notice identifier: 2023/S 000-012526

Procurement identifier (OCID): ocds-h6vhtk-03c5a8

Published 2 May 2023, 2:42pm

Section I: Contracting authority

I.1) Name and addresses

NHS Wales Shared Services Partnership-Procurement Services (hosted by Velindre University NHS Trust)

4-5 Charnwood Court,, Heol Billingsley, Parc Nantgarw

Cardiff

CF15 7QZ

Email

bethan.dyke@wales.nhs.uk

Telephone

+44 1443848585

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

<http://nwssp.nhs.wales/ourservices/procurement-services/>

Buyer's address

https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA0221

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

External Evaluation of Improvement Cymru's Performance & Effectiveness

Reference number

PHW-FTS-50489

II.1.2) Main CPV code

- 79313000 - Performance review services

II.1.3) Type of contract

Services

II.1.4) Short description

Improvement Cymru, Public Health Wales is looking to commission an experienced evaluation partner between September 2022 and June 2024. They will undertake a mixed-methods evaluation of the coaching and support that Improvement Cymru provides to Health Boards and trusts to identify patient safety and harm reduction priorities, including activities toward improving patient safety capability and delivery, and support to spread and scale these activities.

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: £197,563

II.2) Description

II.2.2) Additional CPV code(s)

- 79313000 - Performance review services

II.2.3) Place of performance

NUTS codes

- UKL - Wales

II.2.4) Description of the procurement

Improvement Cymru, Public Health Wales is looking to commission an experienced evaluation partner between September 2022 and June 2024. They will undertake a mixed-methods evaluation of the coaching and support that Improvement Cymru provides to Health Boards and trusts to identify patient safety and harm reduction priorities, including activities toward improving patient safety capability and delivery, and support to spread and scale these activities.

Evaluation activities can include care of patients and staff wellbeing. It will also mean contact with senior managers and executive-level support, as well as contact with staff who will receive training/coaching, and secondary contact with other stakeholders e.g. wider staff such as champions, administrative support/ancillary staff, wider networks in the same/different disciplines. Consideration should be given to models such as the Kirkpatrick Model for training evaluation. It should be noted that the requirement for completing any necessary DBS checks will be the responsibility of the successful tender bidder.

The evaluation needs to consider which factors contribute to the likely implementation, sustainability, spread and scale of patient safety and harm reduction improvements in practice. The evaluation will comprise of formative and summative elements. We will be looking for the provider to evaluate the:

Support provided to health boards and trusts to identify and improve patient safety and harm reduction priorities.

Support provided to organisations' senior leaders, managers and frontline staff, to achieve a mature and sustainable approach to building their improvement capability and applying it to their local quality and safety priorities.

Impact of intensive support from regional teams working locally within organisations to 'swarm' over problems and identify context-specific solutions.

Impact of improvement enablers, tools, change packages, networks, capability-building programmes, approaches or similar to improving patient safety and harm reduction.

Impact of change management processes aimed at improving patient safety and reduce harms.

Support provided to effectively spread and scale local improvements to become nationally embedded and sustained despite unique technical, social and cultural elements.

II.2.5) Award criteria

Quality criterion - Name: Programme Outline / Weighting: 10

Quality criterion - Name: Experience / Weighting: 20

Quality criterion - Name: Delivery Team / Weighting: 10

Quality criterion - Name: Work Required / Weighting: 40

Quality criterion - Name: Training Material and Learning Resources / Weighting: 10

Quality criterion - Name: Carbon Footprint / Weighting: 10

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: [2022/S 022-121885](#)

Section V. Award of contract

Contract No

PHW-FTS-50489

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

3 October 2022

V.2.2) Information about tenders

Number of tenders received: 3

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: 3

Number of tenders received by electronic means: 3

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

V.2.3) Name and address of the contractor

RSM UK Consulting Limited

Number One Lanyon Quay

BELFAST

BT13LG

Telephone

+44 2890234343

Fax

+44 2890439077

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

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

Total value of the contract/lot: £197,563

Section VI. Complementary information

VI.3) Additional information

Please note additional information on this procurement:

1. The Contracting Authority reserves the right to award the contract in whole, in part or annul the tendering process and not award any

contract.

2. Bidders should note that they will be required to enter into terms and conditions of contract as set out in the Procurement documents and

that save for matters of clarification or consistency the Contracting Authority will not negotiate the terms.

3. The Contracting Authority will not accept completed responses after the stated closing date.

4. All documents to be priced (where applicable) in sterling and all payments made in sterling.

5. All tender costs and liabilities incurred by bidders shall be the sole responsibility of the bidders.

6. Prospective suppliers should note that NHS Shared Services Partnership - Procurement Services is acting on behalf of the Public Health Wales NHS Trust.

(WA Ref:131204)

VI.4) Procedures for review

VI.4.1) Review body

High Court

Royal Courts of Justice, The Strand

London

WC2A 2LL

Telephone

+44 2079477501

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

NHS Wales Shared Services Partnership on behalf of Public Health Wales NHS Trust will allow a minimum 10 calendar

day standstill period between notifying the award decision and awarding the contract.

Unsuccessful tenderers and applicants are entitled to receive reasons for the decision, including the characteristics and relative advantages

of the winning bid and the reasons why the tenderer/applicant was unsuccessful. Should additional information be required it should be

requested of the addressee in section I.1. Aggrieved parties who have been harmed or are at risk of harm by breach of the procurement rules

have the right to take action in the High Court (England and Wales). Any such action is subject to strict time limits in accordance with the

Public Contracts (Amendments) Regulations 2015.