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Tender

## **External Evaluation of Improvement Cymru's Performance & Effectiveness**

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

F02: Contract notice

Notice identifier: 2022/S 000-015526

Procurement identifier (OCID): ocds-h6vhtk-03434c

Published 6 June 2022, 3:23pm

### **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](mailto: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](https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA0221)

**I.3) Communication**

Access to the procurement documents is restricted. Further information can be obtained at

<https://etenderwales.bravosolution.co.uk>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://etenderwales.bravosolution.co.uk>

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

<https://etenderwales.bravosolution.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**

External Evaluation of Improvement Cymru's Performance & Effectiveness

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

Value excluding VAT: £200,000

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

This contract is divided into lots: No

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

Duration in months

24

This contract is subject to renewal

No

**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

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## **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

13 July 2022

Local time

12:00pm

#### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English, Welsh

#### **IV.2.7) Conditions for opening of tenders**

Date

18 July 2022

Local time

12:00pm

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## **Section VI. Complementary information**

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

This is a recurrent procurement: No

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

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

## **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.

NOTE: The authority is using eTenderwales to carry out this procurement process. To obtain further information record your interest on Sell2Wales at

[https://www.sell2wales.gov.wales/search/search\\_switch.aspx?ID=121885](https://www.sell2wales.gov.wales/search/search_switch.aspx?ID=121885)

(WA Ref:121885)

## **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.