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Planning

## **Staff Survey**

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

F01: Prior information notice

Prior information only

Notice identifier: 2022/S 000-016233

Procurement identifier (OCID): ocds-h6vhtk-03460e

Published 14 June 2022, 10:49am

### **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**

[Michael.Veasey@wales.nhs.uk](mailto:Michael.Veasey@wales.nhs.uk)

#### **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.2) Information about joint procurement**

The contract is awarded by a central purchasing body

## **I.3) Communication**

Additional information can be obtained from the above-mentioned address

## **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**

Staff Survey

Reference number

AW106

#### **II.1.2) Main CPV code**

- 48000000 - Software package and information systems

#### **II.1.3) Type of contract**

Supplies

#### **II.1.4) Short description**

The NHS Wales Staff Survey will powerfully shape organisational transformation in NHS Wales so that health care staff receive high quality, continually improving and compassionate support and effectively deliver high quality, continuously improving and compassionate care for the communities they serve across Wales.

Research consistently shows that staff experience (of all the data collected in the NHS across the UK) has the strongest association of any factor with NHS Board and Trust performance in relation to care quality, patient satisfaction, financial performance, staff retention and (in the acute sector) avoidable patient mortality.

The key elements of staff experience will be assessed accurately and sensitively via an annual survey and regular pulse surveys in Boards and Trusts across Wales.

Using the data, national and local initiatives will be designed and implemented to provide support and ensure significant and sustained improvements in work environments and experiences such that staff thrive and are able to deliver high quality, continually improving and compassionate care.

Effective improvement interventions will be shared, disseminated and implemented (with appropriate local adaptations) to ensure continued and sustained improvements on all dimensions of staff experience that are assessed in the surveys.

Interested suppliers are invited to attend a virtual engagement day to demonstrate their

solutions on either Tuesday 28th June or Wednesday 29th June 2022.

If you are interested in demonstrating your solution on one of these dates, then please note your interest in this notice and you will be contacted by in order to ascertain suitability.

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

This contract is divided into lots: No

## **II.2) Description**

### **II.2.3) Place of performance**

NUTS codes

- UKL - Wales

### **II.2.4) Description of the procurement**

Based on the evidence of systems thinking and complexity theories, our overall approach is built on:

- Simplicity at every stage including messaging, expectations, questions, and reporting.
- Immediacy to ensure access to all parts of the data/reports.
- Regularity with the expectation that the system is always live and that the data is regularly used.

Outputs/Products:

To achieve the above, the following will be created:

- a) Communications: NHS Wales will develop materials in-house to support the approach including a single website access, videos, and template communications. The Survey tool will be linked to this website.
- b) Survey data collection Tool: The tool will work across mobile devices and will be very easy to complete. We may also require the ability to capture responses via paper.
- c) Question: The Questions will be developed by an NHS Wales steering group. These will be the only questions i.e.; organisations will not be able to ask their own additional questions.

d) Reporting: The reporting tool will have two aspects,

- Multi-Tiered Organisational & Localised Reporting across the range of measures in a dashboard format. The tool will need to enable csv upload of organisation hierarchies straight into the survey tool.

- If hierarchies are to be used then the system will need to accommodate at least 5 levels and 10 at each level

- Additional calculations will be required to calculate the Engagement Index score based on a series of pre-defined questions.

- Superuser functionality where key people across the organisations can interrogate the data across multi-dimensions not just single measures. Importantly, confidentiality will be maintained so output of less than 11 will be excluded.

e) Support: there will be advice and support available for key stakeholders (including organisational leads, TU partners and local experts) in using the database. This will also include some ability to produce specific reports (e.g. results by specific demographics). There will be dedicated training to super user on how to use the tool.

f) Database access: HEIW will have direct access to the raw data from the survey either via an API or csv download.

g) Reports: There will be a requirement to produce NHS Wales and organisation high level reports.

### **II.3) Estimated date of publication of contract notice**

26 July 2022

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: Yes

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## **Section VI. Complementary information**

### **VI.3) Additional information**

NOTE: To register your interest in this notice and obtain any additional information please visit the Sell2Wales Web Site at

[https://www.sell2wales.gov.wales/Search/Search\\_Switch.aspx?ID=122073.](https://www.sell2wales.gov.wales/Search/Search_Switch.aspx?ID=122073)

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