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Planning

National Helpline for NHS and Social Care Staff

The NHS Commissioning Board (operating under the name of NHS England)

F01: Prior information notice

Prior information only

Notice identifier: 2021/S 000-016506

Procurement identifier (OCID): ocids-h6vhtk-02c7ec

Published 14 July 2021, 2:41pm

Section I: Contracting authority

I.1) Name and addresses

The NHS Commissioning Board (operating under the name of NHS England)

2nd Floor, Rutland House

Runcorn

WA7 2ES

Contact

Russell Greenwood

Email

russell.greenwood@nhs.net

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

<https://www.england.nhs.uk/>

Buyer's address

<https://www.england.nhs.uk/>

I.3) Communication

Additional information can be obtained from the above-mentioned address

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

<http://health.atamis.co.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

National Helpline for NHS and Social Care Staff

II.1.2) Main CPV code

- 85100000 - Health services

II.1.3) Type of contract

Services

II.1.4) Short description

The COVID-19 pandemic has highlighted the need of establishing a suitable health and wellbeing offer for all our staff. As a result, we have operated a national staff support helpline since April 2020, to support our NHS staff who are under enormous pressure every day. Common themes that have emerged in the past year, that we want to continue supporting our staff with include, but are not limited to - • COVID-19 • Anxiety/Stress • Depression/Sadness • Suicide The requirement is for a staff support helpline, to continue to provide a psychological support offer for all NHS staff. This will aim to be a service provided for all staff during the ongoing COVID-19 pandemic, and beyond.

II.1.5) Estimated total value

Value excluding VAT: £300,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 85312300 - Guidance and counselling services
- 85312320 - Counselling services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

The COVID-19 pandemic has highlighted the need of establishing a suitable health and wellbeing offer for all our staff. As a result, we have operated a national staff support helpline since April 2020, to support our NHS staff who are under enormous pressure every day. Common themes that have emerged in the past year, that we want to continue supporting our staff with include, but are not limited to - • COVID-19 • Anxiety/Stress • Depression/Sadness • Suicide The requirement is for a staff support helpline, to continue to provide a psychological support offer for all NHS staff. This will aim to be a service provided for all staff during the ongoing COVID-19 pandemic, and beyond. The support line will offer NHS staff the opportunity to converse with trained crisis support workers, and if required, qualified clinical support where needed. The requirement will be to run a 7-day service, that can operate nationally, and is able to cater to all groups and demographics. The service will need to operate at the least, between 7:00am-11:00pm daily. Additionally, the supplier should be able to provide anonymized and vital data, to the commissioning organisation, to provide further understanding of emerging concerns and issues related to the health and wellbeing of our workforce. Finally, the supplier should be able to provide some expertise in supporting communications and marketing, to raise awareness of the helpline. Description of Deliverables- Helpline accessible 7 days a week, able to be setup and delivered nationally, to all ages of NHS staff, with clinical oversight, providing immediate, anonymous and confidential support for any health and care staff member, requiring mental health or crisis support at any time- Regular service review meetings with commissioning organisation to support delivery of the service- Regular service data and statistics reporting, including identifying current/emerging themes on the helpline- Regular marketing and communications support- Agreement to work with NHS England and Improvement on any deep dive or evaluation activities relating to the helplinePre-market EngagementNHS England & Improvement are currently undertaking an options appraisal and as part of this have issued a Notice to the market to gauge supplier interest and capability in relation to continuing the delivery of this service.Current thinking is that NHS England & Improvement will enter into a 6 month contract with an approximate total value of £300,000 exclusive of applicable VAT.REGISTER YOUR INTEREST BY 23/07/21Interested suppliers should read the details attached to the notice which specify further details about the requirement, how to register an interest in the possible procurement and the submission requirements for registering an interest.

II.3) Estimated date of publication of contract notice

15 September 2021

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