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Tender

NHS Volunteer Responder Programme Management

NHS England

F02: Contract notice

Notice identifier: 2022/S 000-016811

Procurement identifier (OCID): ocds-h6vhtk-034850

Published 20 June 2022, 2:03pm

Section I: Contracting authority

I.1) Name and addresses

NHS England

Quarry House

Leeds

LS2 7UE

Contact

Liz Salter

Email

liz.salter1@nhs.net

Telephone

+44 7783816062

Country

United Kingdom

NUTS code

UKE - Yorkshire and the Humber

Internet address(es)

Main address

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

Buyer's address

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

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://health-family.force.com/s/Welcome>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://health-family.force.com/s/Welcome>

Tenders or requests to participate must be submitted to 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

<https://health-family.force.com/s/Welcome>

I.4) Type of the contracting authority

National or federal Agency/Office

I.5) Main activity

Health

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

NHS Volunteer Responder Programme Management

Reference number

C80523

II.1.2) Main CPV code

- 79414000 - Human resources management consultancy services

II.1.3) Type of contract

Services

II.1.4) Short description

The NHS Volunteer Responder Service was created as part of the Emergency Response to Covid. NHS Volunteer Responders brings a new and additional cohort to the NHS family and provides an ongoing opportunity for people to continue to support the NHS by retaining the national micro-volunteering and crisis/emergency response service.

The management supplier may therefore be responsible for deployment of volunteers into some volunteering roles, agreed nationally, but will also create a quality assurance process to approve other organisations to be able to access and deploy volunteers through the NHS Volunteer Responders brand either locally or nationally, providing a support and advisory function as needed

II.1.5) Estimated total value

Value excluding VAT: £30,000,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 79420000 - Management-related services
- 72224000 - Project management consultancy services
- 98113000 - Services furnished by specialist organisations
- 85140000 - Miscellaneous health services
- 75200000 - Provision of services to the community
- 98100000 - Membership organisation services
- 85323000 - Community health services
- 79512000 - Call centre
- 85100000 - Health services
- 85000000 - Health and social work services
- 85000000 - Health and social work services
- 85322000 - Community action programme
- 85322000 - Community action programme
- 75122000 - Administrative healthcare services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

The NHS Volunteer Responder Service was created as part of the Emergency Response to Covid. The service has continued to be responsive to the emergent situation throughout the pandemic. We have secured a national body of NHS Volunteer Responders that remain available to support the NHS through a suite of micro volunteering roles/tasks and in 'short term/emergency situations. We want to retain this cohort of Volunteers and the ability to deploy them through a digital platform with associated volunteer and scheme management, whilst also evolving the programme further to better integrate with local systems and meet wider needs in the NHS and potentially also adult social care.

Registered volunteer numbers are expected to be between 75,000 and 1 million NHS Volunteer Responders over the life of the contract. The service is currently maintaining a centrally managed capacity of available volunteers at around 400,000. However, we

expect active volunteer numbers to be between 20,000 and 1 million, completing between 11,500 and 16,500 tasks per week. The expansion of capacity over time will be a combination of centrally and locally managed volunteers and the required number will be managed dependent upon the level of demand for tasks.

Referrers currently include health and care professionals, social care providers, other public sector bodies, voluntary sector professionals and members of the public referring themselves for support

Over 2.2 million tasks have been delivered over the life of the service to date with up to 2500 tasks taking place each day providing one-off support to clients in the community, NHS and social care services

The management provider will:

Operate a call centre to support service users and volunteers

Work proactively to maintain a pool of volunteers throughout the country who are registered and available to meet requests for support including recruitment and retention, training and support.

Work with other organisations to review and develop the service as the NHS moves from Emergency Response to recovery

Work with local health and care organisations across the system and voluntary sector partners to integrate the program locally

The contract is for a period of 3 years with an option to extend by 2 x 1yrs

II.2.5) Award criteria

Price

II.2.6) Estimated value

Value excluding VAT: £25,000,000

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

Start date

1 November 2022

End date

31 October 2025

This contract is subject to renewal

Yes

Description of renewals

Advertised at the end of the contract including any permitted extensions

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

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

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: No

IV.2) Administrative information

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

20 July 2022

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

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 6 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

20 July 2022

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

VI.4) Procedures for review

VI.4.1) Review body

NHS England

Quarry House, Quarry Hill

Leeds

LS2 7UE

Country

United Kingdom

Internet address

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