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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](mailto: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

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## **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

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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: 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

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## **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/>