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Tender

Provision of Training & Development Services

East Of England NHS Collaborative Hub

F02: Contract notice

Notice identifier: 2021/S 000-022480

Procurement identifier (OCID): ocids-h6vhtk-02c19f

Published 9 September 2021, 10:45pm

Section I: Contracting authority

I.1) Name and addresses

East Of England NHS Collaborative Hub

1

Cambridge

1

Contact

Business Services Team

Email

business.services@eoecph.nhs.uk

Telephone

+44 0000000

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

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

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.3) Communication

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

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

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

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

Tenders or requests to participate must be submitted to the above-mentioned address

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

Provision of Training & Development Services

Reference number

Project_19170

II.1.2) Main CPV code

- 80511000 - Staff training services

II.1.3) Type of contract

Services

II.1.4) Short description

EoECPH wishes to provide support to the NHS and the wider arena of publicly funded services with the provision of innovative learning methods and support services to assist them in meeting system challenges they face, both now and in the future. The purpose of this procurement is to secure service providers, to help upskill individuals who will through a multitude of small actions and changes by them help bring about osmosis within public service provision, which could in best case scenario help to bring equilibrium to pressured parts of the system and bring change and vibrancy to service provision.

Services Skills and Abilities

EOECPH is interested in partnering for this framework with organisations which can demonstrate and evidence the following key characteristics and capabilities, as may be applicable and where so indicated by the Lot requirements:

- Knowledge Transfer
- Embedding if required by the Beneficiary
- Practical leaning and skills sets for an individual with application in their workplace
- Training and delivery – various methodologies & mediums
- Ability to provide a commercial offer that represents good value for money for the

Beneficiaries

- Successful marketing and service uptake in a similar environment and/or projects
- Ability to engage with different types of organisations e.g. government, councils, clinicians, health, and social care professionals etc
- Suitable, relevant experience of working with different strata's of a workforce including management, senior leaders or other key stakeholders to ensure cultural change within an organisation.

EoECPH is looking for Providers to work collaboratively with the Hub, and who will be able to provide in-depth support both in terms of practical “hands-on” application of delivery of services as well as supporting the Beneficiaries through training various training mediums to develop in-house skills and upskill individuals. Providers will be able to identify where they are registered or accredited to help support direct award along with any accreditations that in turn their training courses/provision provide to individuals, such as but not limited to:

- Higher education
 - o MBA's
 - o Post Graduate Cert
- Chartered Institute status
- Continuous Professional Development
 - o Credits to support individuals / existing qualifications

II.1.5) Estimated total value

Value excluding VAT: £10,000,000

II.1.6) Information about lots

This contract is divided into lots: Yes

Tenders may be submitted for all lots

Maximum number of lots that may be awarded to one tenderer: 6

II.2) Description

II.2.1) Title

One to One Coaching & Mentoring Services

Lot No

1

II.2.2) Additional CPV code(s)

- 79998000 - Coaching services
- 80000000 - Education and training services
- 80511000 - Staff training services
- 80570000 - Personal development training services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Support for an individuals' personal development through facilitation of bespoke services. Providers for Lot 1 should be able to demonstrate expertise in successfully delivering against the following service requirements, which include but not limited to, the following specialisms:

- Leadership
- Executive
- Working in Collaboration
- Effective Communication
- Individual upskilling

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £10,000,000

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

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

option for a further 12 month extension

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

II.2) Description

II.2.1) Title

Training Programmes

Lot No

2

II.2.2) Additional CPV code(s)

- 80000000 - Education and training services
- 80511000 - Staff training services

- 80570000 - Personal development training services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Support for individuals within organisational structures which deal with and have to respond to both skill and knowledge gaps within the emerging and evolving arena of people/population centric services. For example within health and social care organisations people are working in an ever changing landscape of needs and responsibilities, support from training and upskilling services under this lot will provide individuals with tools and techniques to effectively identify and implement positive change. Areas captured could include but not be limited to the following types of areas and outputs:

- Train the Trainer
- System Engagement
- System Learning
- Coordinated Care – Multidisciplinary Approach
- Communication & Listening
- Care Planning
- Leadership
- Performance
- Project & Procurement

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £10,000,000

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

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

option for a further 12 month extension

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

II.2) Description

II.2.1) Title

Innovative Synaptic, Memory and Reality Learning

Lot No

3

II.2.2) Additional CPV code(s)

- 80570000 - Personal development training services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

- Medical Training
- Patient Experiences
- Human Factors (Simulation and Training)

Purpose: To provide new and accelerated learning or learning development through the application of neuroscience and other cognitive memory formation learning and retention, this could be in isolation or a collaboration of provider(s) awarded against the framework.

Principles underpinning the delivery of these services include, but are not limited to, the following:

- portfolio offering with a cost menu to facilitate specific content development,
- various mediums of deliver to include digital and e-learning
- bespoke and relevant content tailored to the person(s) or environment/organisation

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £10,000,000

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

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

option of a further 12 month extension

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

II.2) Description

II.2.1) Title

Systems Approach to Learning from Patient Safety Incidents Oversight Training

Lot No

4b

II.2.2) Additional CPV code(s)

- 80000000 - Education and training services
- 80500000 - Training services
- 80510000 - Specialist training services
- 80511000 - Staff training services
- 80521000 - Training programme services
- 80570000 - Personal development training services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Purpose: To support the development of expert understanding and oversight of systems-based patient safety incident response in line with NHS guidance, based upon national and internationally recognised good practice.

Content includes:

- Purpose of patient safety incident response
- Introduction to complex systems, system thinking and human factors
- NHS PSIRF and associated documentation (PSIRP, PSII standards)
- How to support oversight systems and processes related to incident response
- How to maintain an open, transparent and improvement focused culture
- PSII commissioning and planning
- Identifying and supporting complex investigations spanning different organisational, care setting and stakeholder boundaries

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £10,000,000

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

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

option for a 12 month extension

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

II.2) Description

II.2.1) Title

Systems Approach to Learning from Patient Safety Incidents Training

Lot No

4a

II.2.2) Additional CPV code(s)

- 80000000 - Education and training services
- 80500000 - Training services
- 80510000 - Specialist training services
- 80511000 - Staff training services
- 80521000 - Training programme services
- 80570000 - Personal development training services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Purpose: To support the development of core understanding and application of systems-based patient safety incident response in line with NHS guidance, based upon national and internationally recognised good practice. This should include:

General content

- Purpose of patient safety incident response

- Introduction to:
 - o Complex systems and system thinking
 - o Human Factors
- Just culture
- Involving staff in incident response
- Involving patients, families and carers in incident response, including duty of candour
- Developing safety actions and safety recommendations

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £10,000,000

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

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

option for 12 month extension

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

II.2) Description

II.2.1) Title

Patient and Staff Involvement in Learning from Patient Safety Incidents Training

Lot No

4c

II.2.2) Additional CPV code(s)

- 80000000 - Education and training services
- 80500000 - Training services
- 80510000 - Specialist training services
- 80511000 - Staff training services
- 80521000 - Training programme services
- 80570000 - Personal development training services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Purpose: To support the development of expertise in relation to involving patients, families, carers and staff when things go wrong. This is intended to support an open and transparent culture where those affected by patient safety incidents – including patients, families, carers and staff, are involved throughout the response focused on learning and improvement.

Content includes:

- Duty of candour and 'being open' principles

- Effective communication, including dealing with conflict and difficult conversations
-
- Involvement throughout the incident response process, including first and last contact, interviews and ongoing communication
- Signposting and support: including loss, trauma and distress

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £10,000,000

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

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

option to extend for a further 12 months

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

II.2) Description

II.2.1) Title

Systems Leadership

Lot No

5

II.2.2) Additional CPV code(s)

- 80000000 - Education and training services
- 80500000 - Training services
- 80510000 - Specialist training services
- 80511000 - Staff training services
- 80521000 - Training programme services
- 80570000 - Personal development training services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

As part of the ongoing development in the health and social care arena the requirement for true collaboration and integrated services, support for individuals and organisations is becoming more relevant. For the NHS ICS Leaders and Independent Chairs for NHS England and NHS Improvement integrated care systems (ICS) and sustainability and transformation partnerships (STP) have responsibility for the future of the health and care systems within their region, to improve the health and care of the population covered by each respective system.

NHS England identifies this as “The Chair’s role is to oversee greater partnership working between the NHS and local authorities, engaging with a range of stakeholders to maximise the benefits of collaborative working, shared decision making and effective governance.

In addition, the Chairs and Leads shape the approach to partnership development and help lead the way to improved health, care and wellbeing, so that people can live healthier

lives and get the care and treatment they need, in the right place, at the right time.

Service provision under the framework will need to meet and support individuals in demonstrating achievement understanding of governance requirements applicable to them and the organisations they in turn serve”.

It is intended that this lot will support individuals, as Leaders and Chairs, to help them lead and shape services and system development through relevant core upskilling approaches in the following areas as a minimum:

- Understanding the foundation of leadership and being accountable;
- Relevance and understanding of people centric services in conjunction to grouping services, pathway developments and consolidating needs and maximising resources; and

“outside the box” approaches in the following areas as a minimum:

- Techniques to broaden communication impact with compelling communication;
- Understand mechanisms for to grow relationships through partnerships and trust;
- Gain insight from collaborative learning put this into practice; and
- Leading transformational change.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £10,000,000

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

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

option for a further 12 month extension

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

II.2) Description

II.2.1) Title

Multi-Disciplinary Upskilling

Lot No

6

II.2.2) Additional CPV code(s)

- 79998000 - Coaching services
- 80000000 - Education and training services
- 80511000 - Staff training services
- 80521000 - Training programme services
- 80570000 - Personal development training services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Multi-disciplinary coaching and mentoring services, covering the supply of a broad range of consultancy and advisory services where the scope of the requirement covers at least 2 or more of the specialist areas covered in Lots 1-5, and or any other consultancy/advisory related services. This Lot would be used where the scope of the work involved was particularly wide ranging and broad in its nature such that the scope of the service required was not able to be procured solely under any one of the specialist individual Lots 1-6.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £10,000,000

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

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

option for a further 12 month extension

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

III.2) Conditions related to the contract

III.2.3) Information about staff responsible for the performance of the contract

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

Framework agreement with several operators

Envisaged maximum number of participants to the framework agreement: 15

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.2.1) Previous publication concerning this procedure

Notice number: [2021/S 000-014892](#)

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

Date

8 October 2021

Local time

12:00pm

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: 36 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

8 October 2021

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.4) Procedures for review

VI.4.1) Review body

NHS Resolution

London

Country

United Kingdom