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Tender

NHS Volunteer Responder Service Design Partner

NHS England

F02: Contract notice

Notice identifier: 2022/S 000-023881

Procurement identifier (OCID): ocds-h6vhtk-036327

Published 26 August 2022, 9:47am

Section I: Contracting authority

I.1) Name and addresses

NHS England

Quarry House, Quarry Hill

Leeds

LS2 7UE

Contact

Liz Salter

Email

liz.salter1@nhs.net

Telephone

+44 7783816062

Country

United Kingdom

Region 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

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 Service Design Partner

II.1.2) Main CPV code

- 73000000 - Research and development services and related consultancy services

II.1.3) Type of contract

Services

II.1.4) Short description

1.1.2. The current NHSVR service has been designed in response to the Covid-19 pandemic and therefore it has evolved over the last two years. 1.1.3. More recently the service has been expanded to provide national volunteering support to the Covid-19 vaccination programme, with steward volunteers supporting on a shift basis, coordinated through the NHSVR programme

1.1.4. Working independently alongside the other programme providers delivering the NHSVR programme, a service design partner is required for the first year of the new programme to work independently with the Commissioner, the service management provider and the digital platform provider as well a number of key stakeholders to provide objective recommendations for the redesign the service to meet the post Covid-19 NHS and local service provider needs

II.1.5) Estimated total value

Value excluding VAT: £208,333

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 79313000 - Performance review services

- 73300000 - Design and execution of research and development
- 73110000 - Research services
- 79419000 - Evaluation consultancy services
- 85322000 - Community action programme
- 72242000 - Design-modelling services
- 72221000 - Business analysis consultancy services
- 79415200 - Design consultancy services
- 73430000 - Test and evaluation
- 85100000 - Health services
- 85323000 - Community health services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

A service design partner is required to work independently with stakeholders to provide recommendations to redesign the service.

The supplier is required to develop a methodology and produce recommendations of the service redesign process. The service redesign will involve a range of activities including for example, working with the service management and digital platform providers to develop new roles, operating models that can be piloted and participating in facilitated task/role/service design sessions followed by testing.

1.1.6. The strategic objective of this particular contract is to support the overall programme by improving the operating model

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: £208,333

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

Duration in months

6

This contract is subject to renewal

No

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

27 September 2022

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

IV.2.7) Conditions for opening of tenders

Date

27 September 2022

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 England

Skipton House, 80 London Road

London

SE1 6LH

Country

United Kingdom

Internet address

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