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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](mailto: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

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## **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

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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

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

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## **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/>