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Planning

## **Conflict Prevention and Total Resolution Framework**

NHS Blood and Transplant

F01: Prior information notice

Prior information only

Notice identifier: 2021/S 000-024615

Procurement identifier (OCID): ocids-h6vhtk-02e794

Published 4 October 2021, 2:18pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

NHS Blood and Transplant

500 North Bristol Park

Bristol

BS34 7QH

#### **Contact**

Richard Athay-Hunt

#### **Email**

[Richard.Athay-Hunt@nhsbt.nhs.uk](mailto:Richard.Athay-Hunt@nhsbt.nhs.uk)

#### **Country**

United Kingdom

#### **NUTS code**

UKK11 - Bristol, City of

**National registration number**

NHS Blood and Transplant

**Internet address(es)**

Main address

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

Buyer's address

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

**I.3) Communication**

Additional information can be obtained from 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

<http://health.atamis.co.uk>

**I.4) Type of the contracting authority**

Other type

Body governed by public law

**I.5) Main activity**

Health

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Conflict Prevention and Total Resolution Framework

Reference number

C47226

#### **II.1.2) Main CPV code**

- 79414000 - Human resources management consultancy services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

NHSBT is undergoing a market engagement exercise through a Prior Information Notice to investigate potential suppliers and to establish a 'route to market' and commission the following Service. NHSBT is looking for an organisation to work with in partnership to implement a Conflict Prevention and Total Resolution Framework (Framework). The supplier must be recognised as a specialist in this field. The Framework must be established and have either been delivered as an outsourced product or has been tailored to the customer's organisational needs. The supplier must have implemented their Framework within an organisation with a workforce of over 5000 staff, a large proportion of which is geographically dispersed and/or with an NHS/ public sector body. The supplier must have the capacity to implement the Framework by the end of March 2022.

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.2) Description**

#### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

#### **II.2.4) Description of the procurement**

NHSBT seeks to move away from its current traditional processes of grievance, discipline and dignity at work by embracing a single framework which supports employee engagement and contributes in part to making NHSBT a great place to work and resolving issues of conflict in the workplace through informal and formal process. Currently NHSBT has a range of policies (Dignity at work, Grievance, Disciplinary, backed by a Code of Conduct) all of which have different mechanisms, processes, and routes of investigation. NHSBT wants to establish a single framework approach which is able to:

- support staff to identify how issues arising can be prevented from becoming a grievance / complaint
- accommodate that when grievances/ complaints arise, they can be resolved in a prompt service
- triage grievances / complaints and provide either an informal solution with a range of interventions or a formalised solution / process
- demonstrate for both informal and formal solutions that they are supportive and collaborative
- manage single or multi source complaints/ grievances
- demonstrate a fair and easy to understand process
- demonstrate a robust quality governance system
- demonstrate both cultural and transformational benefits
- satisfies procedural requirements that meet employment legislation

#### **II.2.14) Additional information**

To express your interest please email [Richard.Athay-Hunt@nhsbt.nhs.uk](mailto:Richard.Athay-Hunt@nhsbt.nhs.uk) [Henry.Prudden@nhsbt.nhs.uk](mailto:Henry.Prudden@nhsbt.nhs.uk) quoting C47226 - Conflict Prevention and Total Resolution Framework.

#### **II.3) Estimated date of publication of contract notice**

1 November 2021

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### **Section IV. Procedure**

#### **IV.1) Description**

##### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: Yes

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### **Section VI. Complementary information**

#### **VI.3) Additional information**

Essentially, we are asking for a flexible and adaptable market leader in this field who can support NHSBT to tailor and adapt their Framework so that it can be immersed and

implemented within NHSBT resources. We are asking the supplier principally to:

- Provide an experienced Account / Programme Manager who will have the responsibility to work within NHSBT to successfully deliver this project on time and on-budget. They will be working alongside the internal HR Project Lead and Organisational Development (OD) team. This person must have excellent interpersonal skills and be able to negotiate, influence and communicate with both the Executive Team and stakeholder groups. They will need to
  - o Review and analyse current processes and caseloads
  - o Identify how their Framework can be tailored and implemented, this should include a recommendation of the resource required, processes and a project plan.
  - o Work with the internal HR Project Lead and Project team to successfully implement and embed the delivery of the new Framework, this will include
    - ? obtaining approvals from stakeholder groups
    - ? project managing the implementation of the Framework, including managing the workflow - outgoing process (and cases) and the new incoming Framework?
    - ? Embedding a tailored/ adapted Framework process
    - ? Identifying resource / staffing groups, undertaking a skills gap analysis for all staffing groups directly responsible for the Framework.
    - ? Working with the internal OD team to provide a training matrix identifying existing internal programmes, assets and courses and developing training courses, refresher training and include a training sustainability plan for all staff groups directly implementing the Framework. Training should also include all staff awareness training to bring awareness to the new Framework and also where appropriate bystander training so that each employee can support one another.
    - ? Managing / spear-heading the Framework following implementation for a defined period of time.
  - o Provide a robust and fair quality assurance system, which is able to demonstrate the benefits to the organisation of the Framework including qualitative and quantitative measures.
  - o Provide a one-year review of what has worked well at the end of the first year. This should include a summary report for the operationally team and a summary report to the Executive Team. This should outline any benefits, improvements, and a recommendation of continual improvement of service.

Initially, NHSBT asks that the supplier completes a response to this PIN as a commitment to providing this Service. The response should include:

- • Two references (including contact details) from organisations which NHSBT can contact to discuss the benefits of your Framework
- Commitment of the capacity to complete the Implementation of the process and the training plan by the end of March 2022
- A short summary of your organisation, outlining why NHSBT should consider your organisation as a partner
- An outline of the total Framework process
- A professional profile of the experienced Account / Programme Manager
- Indication of which Procurement Frameworks you are currently registered with. These responses will not be evaluated but will furnish NHSBT with an indication of the scope and breadth of the marketplace.