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Tender

Compassionate conversations training

NHS England

F02: Contract notice

Notice identifier: 2021/S 000-024962

Procurement identifier (OCID): ocds-h6vhtk-02e8f0

Published 6 October 2021, 9:28pm

Section I: Contracting authority

I.1) Name and addresses

NHS England

Quarry House

Leeds

LS2 7UE

Contact

Russell Greenwood

Email

russell.greenwood@nhs.net

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

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

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

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

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

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

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

Compassionate conversations training

II.1.2) Main CPV code

- 80000000 - Education and training services

II.1.3) Type of contract

Services

II.1.4) Short description

Our intention is to commission a training course that will be offered to front line, patient facing NHS staff, to equip them with the skills they need to handle challenging situations with compassion, whilst ensuring they feel able to look after their own wellbeing if needed. This training programme is being commissioned in two Lots, with 7,000 places (specifically targeted at primary care staff) being requested in Lot 1, and 14,000 places (targeted at NHS staff working in hospitals, trusts and community care) being requested in Lot 2. The estimated contract value below is including extensions which are subject to budget approval and the outcome of the evaluation of the programme. The capped contract value for the initial contract term specified in the procurement documents for both lot 1 and 2 combined is £1,500,000.

II.1.5) Estimated total value

Value excluding VAT: £3,000,000

II.1.6) Information about lots

This contract is divided into lots: Yes

Tenders may be submitted for all lots

II.2) Description

II.2.1) Title

Lot 1 - Support for colleagues working specifically in primary care

Lot No

1

II.2.2) Additional CPV code(s)

- 80000000 - Education and training services
- 79632000 - Personnel-training services
- 80511000 - Staff training services
- 80532000 - Management training services
- 80570000 - Personal development training services
- 79633000 - Staff development services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Our intention is to commission a training course that will be offered to front line, patient facing NHS staff, to equip them with the skills they need to handle challenging situations with compassion, whilst ensuring they feel able to look after their own wellbeing if needed. This training programme is being commissioned in two Lots, with 7,000 places (specifically targeted at primary care staff) being requested in Lot 1, and 14,000 places (targeted at NHS staff working in hospitals, trusts and community care) being requested in Lot 2. We would anticipate the training programme will run daily, with facilitators hosting multiple sessions for colleagues to attend. We would seek your views on the number of delegates per session. It is intended that delegates who complete the programme will leave with skills and techniques that they feel confident in using, when dealing with difficult conversations. Delegates will also leave with a broader understanding of the national health and wellbeing support offers available to them, should they need to seek support. Lot 1 – Support for colleagues working specifically in primary care (7,000 places minimum)• Access to a minimum of 7,000 training places available at national level, to be delivered by a trained

facilitator (this would be broken down into 1,000 places per NHS E&I region)• To be delivered by 31 March 2022• To be offered to all colleagues providing NHS commissioned primary care services (and therefore will include roles such as the personalised care roles within general practice, pharmacy roles, dentistry and optometry roles)• To be offered virtually, with an option for a dedicated number of sessions to be offered face to face if required• To offer an element of simulation training (which may be delivered face to face or virtually but should align with the HEE description of simulation based activities and HEE national framework for simulation based education)• To be evidence based and incorporate a robust evaluation, using appropriate evaluation methodology based on a suitable theoretical approach, a range of data collection and reportingInterested suppliers should register on the NHS England & Improvement e-procurement system here: <https://health-family.force.com/login>• Once logged in click 'Find Opportunities' and search for 'National training programme for NHS staff - Compassionate conversations'• Click 'Register Interest'• Once you have registered your interest you will be able to view the Requirements and submit a response to the question within the portal• Any messages about the opportunity should be sent via the e-procurement system. You can do this by going to the home page and:• Click on 'My proposals & Quotes'• Click the relevant Project Title• Click 'Messages' & 'New Message'

II.2.5) Award criteria

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

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

Start date

10 December 2021

End date

31 March 2022

This contract is subject to renewal

Yes

Description of renewals

Option of 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

Lot 2 – Support for colleagues working across the wider NHS

Lot No

2

II.2.2) Additional CPV code(s)

- 80000000 - Education and training services
- 80511000 - Staff training services
- 79633000 - Staff development services
- 80532000 - Management training services
- 80570000 - Personal development training services
- 79632000 - Personnel-training services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Our intention is to commission a training course that will be offered to front line, patient facing NHS staff, to equip them with the skills they need to handle challenging situations with compassion, whilst ensuring they feel able to look after their own wellbeing if needed. This training programme is being commissioned in two Lots, with 7,000 places (specifically targeted at primary care staff) being requested in Lot 1, and 14,000 places (targeted at NHS staff working in hospitals, trusts and community care) being requested in Lot 2. It is intended that delegates who complete the programme will leave with skills and techniques that they feel confident in using when dealing with difficult conversations. Delegates will also leave with a broader understanding of the national health and wellbeing support offers available to them, should they need to seek support.

Lot 2 – Support for colleagues working across the wider NHS

- Access to a minimum of 14,000 training places available at national level, to be delivered by a trained facilitator (this would be broken down into 2,000 places per NHS E&I region)
- To be delivered by 31 March 2022
- To be offered to all colleagues providing NHS commissioned services (and therefore to include roles such as estates and technology, linen and cleaning services, porters and security, as well as roles such as mental health staff, admin and clerical staff and clinical staff)
- To be offered virtually, with an option for a dedicated number of sessions to be offered face to face if required
- To offer an element of simulation training (which may be delivered face to face or virtually but should align with the HEE description of simulation based activities and HEE national framework for simulation based education)
- To be evidence based and incorporate a robust evaluation, using appropriate evaluation methodology based on a suitable theoretical approach, a range of data collection and reporting

Interested suppliers should register on the NHS England & Improvement e-procurement system here: <https://health-family.force.com/login>

- Once logged in click 'Find Opportunities' and search for 'National training programme for NHS staff - Compassionate conversations'
- Click 'Register Interest'
- Once you have registered your interest you will be able to view the Requirements and submit a response to the question within the portal
- Any messages about the opportunity should be sent via the e-procurement system. You can do this by going to the home page and:
 - o Click on 'My proposals & Quotes'
 - o Click the relevant Project Title
 - o Click 'Messages' & 'New Message'

II.2.5) Award criteria

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

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

Start date

10 December 2021

End date

31 March 2022

This contract is subject to renewal

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Description of renewals

Option of 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

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: Yes

IV.2) Administrative information

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

Date

5 November 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: 3 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

5 November 2021

Local time

1:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.4) Procedures for review

VI.4.1) Review body

High Court and Court of Appeal of England and Wales

Strand

London

WC2A 2LL

Email

InternationalRelationsJudicialOffice@judiciary.uk

Country

United Kingdom

Internet address

<https://www.judiciary.uk/>

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

10 standstill period following award

VI.4.4) Service from which information about the review procedure may be obtained

The NHS Commissioning Board (operating under the name of NHS England)

2nd Floor, Rutland House

Runcorn

WA7 2ES

Country

United Kingdom

Internet address

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