

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/024983-2022>

Award

## **Communications and Engagement Support Services**

Norfolk and Suffolk NHS Foundation Trust

F15: Voluntary ex ante transparency notice

Notice identifier: 2022/S 000-024983

Procurement identifier (OCID): ocids-h6vhtk-036646

Published 6 September 2022, 3:45pm

### **Section I: Contracting authority/entity**

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

Norfolk and Suffolk NHS Foundation Trust

Drayton High Road

NORWICH

NR6 5BE

#### **Contact**

Steven Worley

#### **Email**

[steven.worley@nchc.nhs.uk](mailto:steven.worley@nchc.nhs.uk)

#### **Telephone**

+44 1603785866

#### **Country**

United Kingdom

**Region code**

UKH1 - East Anglia

**Justification for not providing organisation identifier**

Not on any register

**Internet address(es)**

Main address

<https://www.nsft.nhs.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**

Communications and Engagement Support Services

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

- 73220000 - Development consultancy services

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

Services

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

The Norfolk and Suffolk NHS Foundation Trust, working with NHS England as part of the Trust's response to a recent CQC inspection and improvement plan, requires external support to deliver a programme of communications and engagement support services.

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

This contract is divided into lots: No

#### **II.1.7) Total value of the procurement (excluding VAT)**

Value excluding VAT: £161,280

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

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

NUTS codes

- UKH - East of England

Main site or place of performance

Across the 50 sites that the Norfolk and Suffolk NHS Foundation Trust services within Norfolk and Suffolk.

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

The Trust requires support and development services with four clear elements of support:

crisis communications,  
strategic communications,  
tactical communications, and  
advice on re-shaping and developing the internal communications function.

The work will provide the Trust with fixed-term, strategic communications and engagement expertise in order to rapidly improve the management of reactive and proactive communications with the complex mapping of external stakeholders and staff working across the Trust's 50 sites, to help engage with a greater mass of clinical and corporate staff.

The timescales for this work preclude the ability to undertake a competitive procurement process, due to the urgent need for works to commence, and are for a very specific project agreed with, and supported by, NHS England as part of a response package to a recent CQC inspection.

#### **II.2.11) Information about options**

Options: No

---

## **Section IV. Procedure**

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

#### **IV.1.1) Type of procedure**

Award of a contract without prior publication of a call for competition in the cases listed below

- The procurement falls outside the scope of application of the regulations

Explanation:

As per section 32 (2c) of the Public Contract Regulations, the Trust is awarding works where, for reasons of extreme urgency brought about by events unforeseeable by the contracting authority, the time limits for the open or restricted procedures or competitive procedures with negotiation cannot be complied with.

The timescales for this work preclude the ability to undertake a competitive procurement process, due to the urgent need for works to commence, and are for a very specific project agreed with NHS England as the result of a recent CQC inspection.

The request to contract with the identified partner is supported by NHS England, and has been approved via the Consultancy Expenditure Business Case approval process as part of the Trust's immediate improvement action plan.

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

The procurement is covered by the Government Procurement Agreement: Yes

---

## **Section V. Award of contract/concession**

A contract/lot is awarded: Yes

### **V.2) Award of contract/concession**

#### **V.2.1) Date of conclusion of the contract**

6 September 2022

#### **V.2.2) Information about tenders**

The contract has been awarded to a group of economic operators: No

**V.2.3) Name and address of the contractor/concessionaire**

Hood & Woolf Limited

Golden Cross House

London

WC2N 4JF

Email

[info@hoodwoolf.co.uk](mailto:info@hoodwoolf.co.uk)

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

09243592

The contractor/concessionaire is an SME

Yes

**V.2.4) Information on value of contract/lot/concession (excluding VAT)**

Total value of the contract/lot/concession: £161,280

---

## **Section VI. Complementary information**

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Norfolk and Suffolk NHS Foundation Trust

Norwich

Country

United Kingdom