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Tender

## **EEAST - 24-T15 - Conflict Resolution Training**

East of England Ambulance Service NHS Trust

F02: Contract notice

Notice identifier: 2024/S 000-028508

Procurement identifier (OCID): ocds-h6vhtk-04988a

Published 5 September 2024, 5:16pm

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

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

East of England Ambulance Service NHS Trust

Whiting Way

Melbourn

SG8 6EN

#### **Contact**

Emma Saunderson

#### **Email**

[tenders@eastamb.nhs.uk](mailto:tenders@eastamb.nhs.uk)

#### **Country**

United Kingdom

## **Region code**

UKH12 - Cambridgeshire CC

## **Internet address(es)**

Main address

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

Buyer's address

<https://www.eastamb.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**

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**

EEAST - 24-T15 - Conflict Resolution Training

Reference number

24-T15

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

- 80500000 - Training services

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

Services

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

For the Provision of Conflict Resolution Training

#### **II.1.5) Estimated total value**

Value excluding VAT: £165,000

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

This contract is divided into lots: No

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

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

NUTS codes

- UKH - East of England

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

The East of England Service NHS Trust (“the Authority”) covers the six counties which make up the East of England – Bedfordshire, Cambridgeshire, Essex, Hertfordshire, Norfolk and Suffolk and provides a range of services, but is best known for the 999-emergency service. Our dedicated and skilled staff work 365 days a year, 24 hours a day to make sure patients receive the best possible care.

Our diverse area is spread over about 7,500 square miles and contains a mix of rural, coastal and urban areas – from Watford to Wisbech and Cromer to Canvey Island. Our services are tailored to meet the needs of each community’s differing environmental and medical needs. The Authority employs more than 5,000 staff and 1,000 volunteers to deal with 1,384,547 emergency calls every year. Staff and volunteers are trained and experienced in caring for patients in a variety of situations, ranging from life-threatening illness and injury to less serious situations such as falls in the home or patients with minor injuries.

In addition, the Authority handles more than one million non-emergency patient journeys to and from routine hospital appointments. Further information regarding the Authority can be obtained from [www.eastamb.nhs.uk](http://www.eastamb.nhs.uk).

The Authority requires an external specialist company to provide an Accredited Conflict Resolution training package to support staff including our volunteers, where appropriate, in the management of actual or potential aggression and the prevention and management of clinically related challenging behaviour (in line with NHS Protect Guidance).

All training provision will be in line with legislation, NHS Protect requirements and agreed by the internal Trust Health and Safety Committee and Local Security Management Specialist. Session durations will be in line with NHS Protect guidance and agreed with the Authority. The course must cover both theory of conflict resolution as well as physical de-escalating, safety and control techniques.

The duration of the contract will be three (3) years with the Authority having the option to extend for up to two (2) further periods of twelve (12) months.

The Authority does not guarantee any level of business or exclusivity arising from the award of this Contract.

Full details of the Authority's requirements are set out in the Specification in Annex B2 of Section B.

The Authority requires an external specialist company to provide an Accredited Conflict Resolution training package to support staff including our volunteers, where appropriate, in the management of actual or potential aggression and the prevention and management of clinically related challenging behaviour (in line with NHS Protect Guidance).

All training provision will be in line with legislation, NHS Protect requirements and agreed by the internal Trust Health and Safety Committee and Local Security Management Specialist. Session durations will be in line with NHS Protect guidance and agreed with the Authority.

The course must comply with the Skills for Health “Core Skills Training Framework” (CTSF) requirements of Conflict Resolution Training.

The course must cover both theory of conflict resolution as well as physical de-escalating, safety and control techniques.

The Supplier must be able to certificate the Authority's trained staff, on completion of the course, with a formal "Conflict Resolution" or similar accredited qualification on the RQF Framework.

The Supplier must have a clear understanding of the complexities and nature of healthcare related conflict resolution requirements.

The Supplier must be certified by the BILD Association of Certified Training as complying with the Restrain Reduction Network Training Standards

### **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: £165,000

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

Start date

1 December 2024

End date

30 November 2027

This contract is subject to renewal

Yes

Description of renewals

The contract duration is three (3) years with the option to extend for up to two (2) further periods of twelve (12) months

### **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

### **III.2) Conditions related to the contract**

#### **III.2.2) Contract performance conditions**

See tender 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: Yes

### **IV.2) Administrative information**

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

Date

30 September 2024

Local time

5:00pm

#### **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: 4 (from the date stated for receipt of tender)

#### **IV.2.7) Conditions for opening of tenders**

Date

30 September 2024

Local time

5:00pm

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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**

East of England Ambulance Service NHS Trust

Lakeview House, Fraser Road

Bedford

MK44 3WH

Email

[tenders@eastamb.nhs.uk](mailto:tenders@eastamb.nhs.uk)

Country

United Kingdom

Internet address

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