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Tender

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

NHS Blood and Transplant

F02: Contract notice

Notice identifier: 2021/S 000-029176

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

Published 23 November 2021, 4:37pm

### **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**

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**

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 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.

#### **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 is seeking to move away from its current model of grievance, dignity at work and disciplinary process by embracing a single triage entry point through which to assess and resolve workplace conflict. The Service, in the form of one framework, will need to look at ways conflict and grievances can be prevented and/or are resolved through early intervention, and where issues of conflict in the workplace are raised, they can be addressed in an effective, fair, and robust manner through either an informal or formal process. In summary, NHSBT wants to establish a single framework approach which can:

- Support managers and workplace colleagues to identify how issues arising can be prevented from becoming a grievance / complaint
- Increases colleague awareness and individual accountability for contributing to a positive workplace culture
- Reinforce positive workplace behaviours between all parties and personal accountability for actions.
- Accommodate that when grievances/ complaints arise, they can be resolved promptly.
- Triage grievances / complaints/ issues of alleged misconduct and provide either an informal solution with a range of interventions or a formalised solution / process where the issues raised are of a serious concern.
- 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 and ACAS requirements
- The framework allows for individualised training and continuous development of stakeholder groups
- Provide a transparent process in which colleagues feel, the process is clear and appropriate access to support is available
- Achieve clear and transparent outcomes for all parties
- Integrate with NHSBT existing offerings including development training from our in house Organisational diagnostic team where this supports the resolution approach.
- Provides formal investigation and panel training for those cases which necessitate formal investigation. This will require the supplier to provide refresher training for current investigation and case panel team members and full training for new investigators and panel members
- In addition to the above, the contract requires the supplier to provide access to investigation expertise via the supplier, to undertake up to 12 investigation cases per annum as part of the contract delivery, year on year for complex cases where independent investigation needs to be undertaken.

### **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

4 January 2022

End date

3 January 2025

This contract is subject to renewal

Yes

Description of renewals

2 x 12 Month extension options

## **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 IV. Procedure**

## **IV.1) Description**

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

Open procedure

Accelerated procedure

Justification:

PIN notice issued see FTS-003314

#### **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.2.1) Previous publication concerning this procedure**

Notice number: [2021/S 000-024615](#)

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

Date

3 December 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: 2 (from the date stated for receipt of tender)

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

Date

23 November 2021

Local time

12:00pm

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

### **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 too
- Review and analyse current processes and caseloadso 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.

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

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

NHS Blood and Transplant

203 Longmead Rd, Avon

Bristol

BS16 7FG

Country

United Kingdom

Internet address

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