

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/029176-2021>

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

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

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

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

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 to Review and analyse current processes and caseloads to Identify how their Framework can be tailored and implemented, this should include a recommendation of the resource required, processes and a project plan.
- 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.
- 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.
- 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 operational 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>