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Tender

Culture of Care: Quality Improvement Change Plan (Learning and Development)

NHS England

F02: Contract notice

Notice identifier: 2023/S 000-031112

Procurement identifier (OCID): ocds-h6vhtk-040df2

Published 20 October 2023, 6:00pm

Section I: Contracting authority

I.1) Name and addresses

NHS England

1st Floor, Quarry House, Quarry Hill

Leeds

LS2 7UE

Contact

Alex McLoughlin

Email

alex.mcloughlin@nhs.net

Country

United Kingdom

Region 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

<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

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Culture of Care: Quality Improvement Change Plan (Learning and Development)

II.1.2) Main CPV code

- 85100000 - Health services

II.1.3) Type of contract

Services

II.1.4) Short description

NHS England is issuing this ITT with seek bids to deliver training and coaching to implement and embed the national Mental Health, Learning Disability and Autism Quality Transformation Programme: Culture of Care: Quality commitments and standards. This involves delivering training, coaching and mentoring to at 57 providers of inpatient mental health services between December 2023 and December 2026. The work forms a significant part of Theme 2. Improving culture and supporting staff of the Mental Health, Learning Disability and Autism Quality Transformation programme (<https://www.england.nhs.uk/mental-health/mental-health-learning-disability-and-autism-inpatient-quality-transformation-programme/>)

This contract will include delivering on four of six key interventions:

- Executive leadership coaching
- Cross organisational quality improvement training
- Move away from risk stratification through training and coaching
- Quality Improvement training for wards

The Culture of Care: Quality commitments and standards are currently passing through final review and more detail will be available in the specification and ITT documentation. The key commitment areas are expected to be:

1. Lived Experience integration at all levels
2. Safety
3. Relationships
4. Staff Support
5. Equality
6. Avoiding Harm
7. Needs-Based Care

8. Empowering Choice
9. Nurturing Environment
10. Activities and Initiatives on the Ward
11. Therapeutic Support
12. Transparency

II.1.5) Estimated total value

Value excluding VAT: £7,500,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 80561000 - Health training services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

As per short description

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: £7,500,000

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

Start date

15 January 2024

End date

14 January 2027

This contract is subject to renewal

No

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

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

Date

21 November 2023

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

21 November 2023

Local time

12:00pm

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

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.4.2) Body responsible for mediation procedures

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/>

