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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): ocids-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](mailto: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

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## 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

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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: 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

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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**

High Court and Court of Appeal of England and Wales

Strand

London

WC2A 2LL

Email

[InternationalRelationsJudicialOffice@judiciary.uk](mailto: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](mailto:InternationalRelationsJudicialOffice@judiciary.uk)

Country

United Kingdom

Internet address

<https://www.judiciary.uk/>

