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Tender

## **Training & Development**

East Of England NHS Collaborative Hub c/o West Suffolk NHS Foundation Trust

F02: Contract notice

Notice identifier: 2023/S 000-037676

Procurement identifier (OCID): ocids-h6vhtk-03f906

Published 21 December 2023, 12:59pm

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

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

East Of England NHS Collaborative Hub c/o West Suffolk NHS Foundation Trust

Victoria House, Capital Park

Fulbourn

CB21 5XB

#### **Contact**

Corporate Services

#### **Email**

[corporate.services@eoecph.nhs.uk](mailto:corporate.services@eoecph.nhs.uk)

#### **Country**

United Kingdom

#### **Region code**

UKH12 - Cambridgeshire CC

**Internet address(es)**

Main address

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

Buyer's address

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

**I.2) Information about joint procurement**

The contract is awarded by a central purchasing body

**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**

Training & Development

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

- 800000000 - Education and training services

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

Services

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

The services being procured under the Framework are for Health services and are subject to the requirements of the Public Contract Regulations 2015 (PCR 2015) Chapter 3, Particular Procurement, Regimes, Section 7 Social and Other Specific Services.

Bidders will also have the opportunity to apply to join the Framework Agreement on an annual basis.

Bidders who are already on the Framework Agreement have the opportunity to apply for further lots if they so wish on an annual basis. Bidders who are unsuccessful are not precluded from re-applying during subsequent rounds.

This is the second reopening of the Framework.

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

Value excluding VAT: £10,000,000

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

This contract is divided into lots: Yes

Tenders may be submitted for all lots

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

#### **II.2.1) Title**

## Lot 1: One to One Coaching & Mentoring Services

Lot No

Lot 1

### **II.2.2) Additional CPV code(s)**

- 80000000 - Education and training services
- 80570000 - Personal development training services
- 80521000 - Training programme services
- 79998000 - Coaching services
- 80500000 - Training services
- 80000000 - Education and training services
- 80511000 - Staff training services
- 80510000 - Specialist training services

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

NUTS codes

- UK - United Kingdom

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

Support for an individuals' personal development through facilitation of bespoke services. Providers for Lot 1 should be able to demonstrate expertise in successfully delivering against the following service requirements, which include but not limited to, the following specialisms:

- Leadership
- Executive
- Working in Collaboration
- Effective Communication
- Individual upskilling

### **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

12 March 2024

End date

16 January 2025

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: Yes

Description of options

Initial term till 16/01/2025 plus 1 x 12 month optional extension.

### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

## **II.2) Description**

### **II.2.1) Title**

Lot 2: Training Programmes

Lot No

Lot 2

### **II.2.2) Additional CPV code(s)**

- 800000000 - Education and training services
- 80521000 - Training programme services

- 79998000 - Coaching services
- 80500000 - Training services
- 80570000 - Personal development training services
- 80000000 - Education and training services
- 80511000 - Staff training services
- 80510000 - Specialist training services

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

NUTS codes

- UK - United Kingdom

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

Support for individuals within organisational structures which deal with and have to respond to both skill and knowledge gaps within the emerging and evolving arena of people/population centric services. For example, within health and social care organisations people are working in an ever changing landscape of needs and responsibilities, support from training and upskilling services under this lot will provide individuals with tools and techniques to effectively identify and implement positive change. Areas captured could include but not be limited to the following types of areas and outputs:

- Train the Trainer
- System Engagement
- System Learning
- Coordinated Care – Multidisciplinary Approach
- Communication & Listening
- Care Planning
- Leadership
- Performance
- Project & Procurement

### **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

12 March 2024

End date

16 January 2025

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: Yes

Description of options

Initial term till 16/01/2025 plus 1 x 12 month optional extension.

#### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

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

#### **II.2.1) Title**

Lot 3: Innovative Synaptic, Memory and Reality Learning

Lot No

Lot 3

#### **II.2.2) Additional CPV code(s)**

- 80000000 - Education and training services
- 80570000 - Personal development training services
- 80510000 - Specialist training services
- 80521000 - Training programme services

- 79998000 - Coaching services
- 80500000 - Training services
- 80000000 - Education and training services
- 80511000 - Staff training services

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

NUTS codes

- UK - United Kingdom

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

- Medical Training
- Patient Experiences
- Human Factors (Simulation and Training)

Purpose: To provide new and accelerated learning or learning development through the application of neuroscience and other cognitive memory formation learning and retention, this could be in isolation, or a collaboration of provider(s) awarded against the framework.

Principles underpinning the delivery of these services include, but are not limited to, the following:

- portfolio offering with a cost menu to facilitate specific content development,
- various mediums of deliver to include digital and e-learning
- bespoke and relevant content tailored to the person(s) or environment/organisation

### **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

12 March 2024

End date

16 January 2025

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: Yes

Description of options

Initial term till 16/01/2025 plus 1 x 12 month optional extension.

#### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

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

#### **II.2.1) Title**

Lot 4a: Systems Approach to Learning from Patient Safety Incidents Training

Lot No

Lot 4a

#### **II.2.2) Additional CPV code(s)**

- 80000000 - Education and training services
- 80510000 - Specialist training services
- 80570000 - Personal development training services
- 80521000 - Training programme services
- 80500000 - Training services
- 79998000 - Coaching services
- 80511000 - Staff training services
- 80000000 - Education and training services

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

NUTS codes

- UK - United Kingdom

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

Purpose: To support the development of core understanding and application of systems-based patient safety incident response in line with NHS guidance, based upon national and internationally recognised good practice. This should include:

General content

- Purpose of patient safety incident response
- Introduction to:
  - o Complex systems and systems thinking
  - o Human Factors
- Just culture
- Involving staff in incident response
- Involving patients, families, and carers in incident response, including duty of candour
- Developing safety actions and safety recommendations

General techniques

- Interviewing and asking questions
- Conducting observations, understanding work as done
- Systems frameworks: e.g., SEIPS, AcciMAP, HFACS, Yorkshire Contributory Factors Framework

### **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

12 March 2024

End date

16 January 2025

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: Yes

Description of options

Initial term till 16/01/2025 plus 1 x 12 month optional extension.

### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

## **II.2) Description**

### **II.2.1) Title**

Lot 4b: Systems Approach to Learning from Patient Safety Incidents Oversight

Lot No

Lot 4b

### **II.2.2) Additional CPV code(s)**

- 80000000 - Education and training services
- 80521000 - Training programme services
- 79998000 - Coaching services
- 80500000 - Training services
- 80000000 - Education and training services
- 80570000 - Personal development training services
- 80511000 - Staff training services
- 80510000 - Specialist training services

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

NUTS codes

- UK - United Kingdom

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

Purpose: To support the development of expert understanding and oversight of systems-based patient safety incident response in line with NHS guidance, based upon national and internationally recognised good practice.

Content includes:

- Purpose of patient safety incident response
- Introduction to complex systems, system thinking and human factors
- NHS PSIRF and associated documentation (PSIRP, PSII standards)
- How to support oversight systems and processes related to incident response
- How to maintain an open, transparent and improvement focused culture
- PSII commissioning and planning
- Identifying and supporting complex investigations spanning different organisational, care setting and stakeholder boundaries

#### **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

12 March 2024

End date

16 January 2025

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: Yes

Description of options

Initial term till 16/01/2025 plus 1 x 12 month optional extension.

### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

## **II.2) Description**

### **II.2.1) Title**

Lot 4c: Patient and Staff Involvement in Learning from Patient Safety Incidents

Lot No

Lot 4c

### **II.2.2) Additional CPV code(s)**

- 80000000 - Education and training services
- 80521000 - Training programme services
- 80570000 - Personal development training services
- 80500000 - Training services
- 80000000 - Education and training services
- 80511000 - Staff training services
- 79998000 - Coaching services
- 80510000 - Specialist training services

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

NUTS codes

- UK - United Kingdom

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

Purpose: To support the development of expertise in relation to involving patients, families, carers, and staff when things go wrong. This is intended to support an open and transparent culture where those affected by patient safety incidents – including patients,

families, carers, and staff, are involved throughout the response focused on learning and improvement.

Content includes:

- Duty of candour and 'being open' principles
- Effective communication, including dealing with conflict and difficult conversations
- Involvement throughout the incident response process, including first and last contact, interviews, and ongoing communication
- Signposting and support: including loss, trauma, and distress

#### **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

12 March 2024

End date

16 January 2025

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: Yes

Description of options

Initial term till 16/01/2025 plus 1 x 12 month optional extension.

#### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

## **II.2) Description**

### **II.2.1) Title**

Lot 5: System Leadership

Lot No

Lot 5

### **II.2.2) Additional CPV code(s)**

- 80000000 - Education and training services
- 80511000 - Staff training services
- 80521000 - Training programme services
- 80500000 - Training services
- 79998000 - Coaching services
- 80570000 - Personal development training services
- 80000000 - Education and training services
- 80510000 - Specialist training services

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

NUTS codes

- UK - United Kingdom

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

As part of the ongoing development in the health and social care arena the requirement for true collaboration and integrated services, support for individuals and organisations is becoming more relevant. For the NHS ICS Leaders and Independent Chairs for NHS England and NHS Improvement integrated care systems (ICS) and sustainability and transformation partnerships (STP) have responsibility for the future of the health and care systems within their region, to improve the health and care of the population covered by each respective system.

It is intended that this lot will support individuals, as Leaders and Chairs, to help them lead and shape services and system development through relevant core upskilling.

### **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

12 March 2024

End date

16 January 2025

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: Yes

Description of options

Initial term till 16/01/2025 plus 1 x 12 month optional extension.

### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

## **II.2) Description**

### **II.2.1) Title**

Lot 6: Litigation & Coroner Inquests

Lot No

Lot 6

### **II.2.2) Additional CPV code(s)**



- 80000000 - Education and training services
- 79998000 - Coaching services
- 80521000 - Training programme services
- 80500000 - Training services
- 80000000 - Education and training services
- 80570000 - Personal development training services
- 80511000 - Staff training services
- 80510000 - Specialist training services

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

NUTS codes

- UK - United Kingdom

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

This Lot will support and provide individuals with an appreciation of situations which can evolve from day to day activities, where understanding, knowledge and skill sets needed are different to those relevant to patient safety incident training. It is not intended for this Lot to detract from the importance of or the key skills available from NHS England's PSIRF training and outcomes, but to provide awareness and an understanding of legal process(es) that could be instigated from a serious or never event within a care environment.

Outcomes for this lot will ensure that individuals are confident and aware of similarities and differences, of investigations, understand how they might be called on to produce a report, or through report recommendations be called on where a coroner's court or litigation becomes a real-life event.

Areas and content covered includes but is not limited to:

- Producing evidentially sound investigation outputs
- Purpose of Coroner's Inquest
- Gathering evidence; what sort of evidence is required
- Evidential standards
- Dealing with conflicting evidence
- Organising your evidence
- Critical analytical skills
- Helping staff to write statements that will withstand robust cross-examination

- Preparing staff for being interviewed during coroner's court
- Rules of disclosure and what supporting documents may be used
- Processes and environments connected with litigation and/or Coronial
- What to expect if you are asked to give evidence
- Understanding the relationship between an action plan and Prevention of Future Death Reports (Regulation 28)
- Understanding where action plans or outcomes from an investigation could form part of wider improvements across an organisation or care system

#### **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

12 March 2024

End date

16 January 2025

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: Yes

Description of options

Initial term till 16/01/2025 plus 1 x 12 month optional extension.

#### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

## **II.2) Description**

### **II.2.1) Title**

Lot 7: System Value & Sustainability

Lot No

Lot 7

### **II.2.2) Additional CPV code(s)**

- 80000000 - Education and training services
- 80511000 - Staff training services
- 80570000 - Personal development training services
- 80500000 - Training services
- 79998000 - Coaching services
- 80521000 - Training programme services
- 80000000 - Education and training services
- 80510000 - Specialist training services

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

NUTS codes

- UK - United Kingdom

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

Social Value and Sustainability – Awareness, Inclusion and Advocacy is important to all individuals working as public sector employees, both at a grass roots level and on a system wide approach to how they view, influence, and ensure that social benefits are considered by them in an encompassing way.

Services provided against this lot will support individuals incorporate and consider social value and sustainability as part of their everyday activity, through provision of targeted training and interventions relevant to, and for the individual and the environment they work within, ensuring that publicly funded responsibilities, which are applicable on a personal level for effectively discharging their role and responsibilities, which may additionally encompass the wider environment they work/exist within.

### **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

12 March 2024

End date

16 January 2025

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: Yes

Description of options

Initial term till 16/01/2025 plus 1 x 12 month optional extension.

**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

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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.2.1) Previous publication concerning this procedure**

Notice number: [2023/S 000-025820](#)

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

Date

2 February 2024

#### **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**

Tender must be valid until: 16 January 2025

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

Date

21 December 2023

Local time

12:00pm

## Section VI. Complementary information

### VI.1) Information about recurrence

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: Bidders have the opportunity to apply to join the Framework Agreement on an annual basis. If extended to 2026, bidders may have the opportunity to join in 2025.

### VI.3) Additional information

EoECPH wishes to provide support to the NHS and the wider arena of publicly funded services with the provision of innovative learning methods and support services to assist them in meeting system challenges they face, both now and in the future. The purpose of this procurement is to secure service providers, to help upskill individuals who will through a multitude of small actions and changes by them help bring about osmosis within public service provision, which could in best case scenario help to bring equilibrium to pressured parts of the system and bring change and vibrancy to service provision.

#### Services Skills and Abilities

EOECPH is interested in partnering for this framework with organisations which can demonstrate and evidence the following key characteristics and capabilities, as may be applicable and where so indicated by the Lot requirements:

- Knowledge Transfer
- Embedding if required by the Beneficiary
- Practical leaning and skills sets for an individual with application in their workplace
- Training and delivery – various methodologies & mediums
- Ability to provide a commercial offer that represents good value for money for the Beneficiaries
- Successful marketing and service uptake in a similar environment and/or projects
- Ability to engage with different types of organisations e.g. government, councils, clinicians, health, and social care professionals etc
- Suitable, relevant experience of working with different strata's of a workforce including management, senior leaders or other key stakeholders to ensure cultural change within an organisation.

EoECPH is looking for Providers to work collaboratively with the Hub, and who will be able to provide in-depth support both in terms of practical “hands-on” application of delivery of services as well as supporting the Beneficiaries through training various training mediums to develop in-house skills and upskill individuals. Providers will be able to identify where they are registered or accredited to help support direct award along with

any accreditations that in turn their training courses/provision provide to individuals, such as but not limited to:

- Higher education
  - o MBA's
  - o Post Graduate Cert
- Chartered Institute status
- Continuous Professional Development
- o Credits to support individuals / existing qualifications

This Framework has 8 lots -

- Lot 1 - One to One Coaching & Mentoring Services
- Lot 2 - Training Programmes
- Lot 3 - Innovative, Synaptic, Memory and Reality Learning
- Lot 4 - Systems Approach to Learning from Patient Safety Incidents
  - o Lot 4a - Systems Approach to Learning from Patient Safety Incidents Training
  - o Lot 4b - Systems Approach to Learning from Patient Safety Incidents Oversight Training
  - o Lot 4c - Patient and Staff Involvement in Learning from Patient Safety Incidents Training
- Lot 5 - System Leadership
- Lot 6 - Litigation & Coroner Inquests
- Lot 7 - Social Value & Sustainability
- Lot 8 - Multi-Disciplinary Upskilling

The Contracting Authority intends to use Atamis as the e-Procurement Portal in this procurement exercise.

<https://atamis-1928.1ightning.force.com/>

Deadline for submission of bids is 2nd February 2024 at 12pm.

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

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

NHS Litigation Authority

8th Floor, 10 South Colonnade, Canary Wharf

London

E14 4PU

Country



United Kingdom

Internet address

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