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Tender

WAS-OJEU-57820 - 111 Roster Review

NHS Wales Shared Services Partnership-Procurement Services (hosted by Velindre University NHS Trust)

F02: Contract notice

Notice identifier: 2024/S 000-037866

Procurement identifier (OCID): ocds-h6vhtk-04be17

Published 22 November 2024, 3:28pm

Section I: Contracting authority

I.1) Name and addresses

NHS Wales Shared Services Partnership-Procurement Services (hosted by Velindre University NHS Trust)

Alder House, Alder Court

St Asaph

LL17 0JL

Contact

Gregg Roberts

Email

gregg.roberts@wales.nhs.uk

Telephone

+44 1978291161

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

<http://nwssp.nhs.wales/ourservices/procurement-services/>

Buyer's address

https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA0221

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.3) Communication

Access to the procurement documents is restricted. Further information can be obtained at

<https://etenderwales.bravosolution.co.uk/>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://etenderwales.bravosolution.co.uk/>

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://etenderwales.bravosolution.co.uk/>

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

WAS-OJEU-57820 - 111 Roster Review

Reference number

WAS-OJEU-57820

II.1.2) Main CPV code

- 79000000 - Business services: law, marketing, consulting, recruitment, printing and security

II.1.3) Type of contract

Services

II.1.4) Short description

Welsh Ambulance Services University NHS Trust are seeking an external provider to undertake a formal review of their 111 Roster.

II.1.5) Estimated total value

Value excluding VAT: £140,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 79414000 - Human resources management consultancy services
- 72221000 - Business analysis consultancy services

- 79411000 - General management consultancy services
- 79000000 - Business services: law, marketing, consulting, recruitment, printing and security

II.2.3) Place of performance

NUTS codes

- UKL - Wales

II.2.4) Description of the procurement

WAST has agreed with its commissioners, in line with the JCC commissioning intentions, to engage an external provider to undertake a formal roster review. The overall objectives of the roster review are to:

- Ensure quality, safety and patient experience are at the heart of the review;
- Ensure staff well-being is at the heart of the review;
- Undertake an analysis of patient demand through the working week and at weekends to assist with demand forecasting and roster planning
- Review current staffing profiles;
- Advise on best practice shrinkage rates and other productivity measures;
- Collaboratively determine the performance parameters (quality & safety, staff well-being and productivity) for the review;
- Determine the optimal approach for servicing the patient demand pattern;
- Determine the staffing levels and mix required to meet demand within the identified optimal solution;
- Collaboratively agree and implement the solutions; and
- Undertake the review in a timely manner, in particular, the provision of information to support the analysis required.
- To assess the skill mix between call handlers and nurses and what would be 'reasonable' for NHS Wales based on practices across the UK

Information on current workforce, rota patterns, recruitment trajectories and performance will be provided by WAST. The provider will be required to work closely with WAST, including 111 clinical and operational leads, the 111 Head of Service, Assistant Director Operations (Integrated Care) and Assistant Director Commissioning & Performance. .

A formal report will be a key output of the review and the successful provider may be required to present their findings to key internal and external stakeholders e.g. WAST Executives and JCC commissioners.

Further Detail of the requirement is included in the specification which is uploaded in etenderwales.

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

Duration in months

4

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 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

III.2) Conditions related to the contract

III.2.1) Information about a particular profession

Execution of the service is reserved to a particular profession

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.6) Information about electronic auction

An electronic auction will be used

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

Date

8 January 2025

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

IV.2.7) Conditions for opening of tenders

Date

8 January 2025

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.3) Additional information

NOTE: The authority is using eTenderwales to carry out this procurement process. To obtain further information record your interest on Sell2Wales at

https://www.sell2wales.gov.wales/search/search_switch.aspx?ID=146264

(WA Ref:146264)

The buyer considers that this contract is suitable for consortia.

VI.4) Procedures for review

VI.4.1) Review body

High Court

Royal Courts of Justice, The Strand

London

WC2A 2LL

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+44 2079477501

Country

United Kingdom