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Planning

Learning Management System

South West Yorkshire Partnership NHS Foundation Trust

F01: Prior information notice

Prior information only

Notice identifier: 2023/S 000-038044

Procurement identifier (OCID): ocds-h6vhtk-042a2f

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Section I: Contracting authority

I.1) Name and addresses

South West Yorkshire Partnership NHS Foundation Trust

Ouchthorpe Lane

Wakefield

WF1 3SP

Contact

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Country

United Kingdom

Region code

UKE45 - Wakefield

Internet address(es)

Main address

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

Buyer's address

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

I.3) Communication

Additional information can be obtained from the above-mentioned address

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

Learning Management System

Reference number

T2740

II.1.2) Main CPV code

- 79633000 - Staff development services

II.1.3) Type of contract

Services

II.1.4) Short description

The Trust is looking for the provision of a learning management and appraisal system, with the potential to add an application tracking system for recruitment.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKE - Yorkshire and the Humber

Main site or place of performance

Wakefield, Barnsley, Calderdale and Kirklees

II.2.4) Description of the procurement

1. Organisation Background

South West Yorkshire Partnership NHS Foundation Trust (SWYPFT) are a specialist NHS Foundation Trust that provides community, mental health and learning disability services

to the people of Barnsley, Calderdale, Kirklees, and Wakefield.

Over 1 million people live in Barnsley, Calderdale, Kirklees, and Wakefield across urban and rural communities from a range of diverse backgrounds. We aim to match the community's needs with locally sensitive and efficient services.

In addition, we provide some services e.g., medium secure (forensic) services to the whole of Yorkshire and the Humber.

We work with other local NHS organisations to provide comprehensive health care to people in our area. We also work closely with local authorities (social care) and with other government departments and voluntary organisations.

Our strategic ambitions set out what we want to achieve and be known for as an organisation. By fulfilling our objectives and achieving our priorities we will be:

- A regional centre of excellence for learning disability, specialist, and forensic mental health services
- A trusted provider of general community and wellbeing services delivering integrated care
- A strong partner in mental health and learning disability service provision across South Yorkshire and West Yorkshire
- A trusted host or partner in our four local integrated care partnerships
- A compassionate and innovative organisation with equality, co-production, recovery, and creativity at its heart.

2. Introduction

South West Yorkshire Partnership NHS Foundation Trust (SWYFT) would like to contract an experienced provider(s) to support in delivering an online learning management system to enable the monitoring and evaluation of staff learning and development. As part of this we would like the system to be able to record mandatory training requirements, staff meetings. It would be desirable for the system to facilitate blended online learning techniques through a variety of media and interactive technologies.

In addition, we would ideally be looking to have an option for a facility to record and monitor staff appraisals, and also the ability to aid recruitment functions through an Application Tracking System.

Currently the trust uses the NHS ESR system for its HR needs and Workpal for its appraisal function. We would require a system that can interface with the existing workforce system ESR as this would take away manual inputting, reporting and ensure accuracy when review periods come along. Ideally a system that passes back to ESR using APIs.

We would require the product to be compatible with Microsoft Edge to be compliant with the Trust's default web browser.

3. Requirements

We are looking for an online function to deliver all of our HR needs to staff in a manner that is accessible to all staff, considering home working, shift work and visual/physical

restrictions.

The staff members would cover user profiles of Clinical staff, Non-Clinical/Support staff, and Temporary/Agency staff.

It is required that there would be up to 5,000 users of the system. We would need user licences for each member of staff and Superuser/Admin licences which would give the Trust the ability to build, edit, administrate and report on the system.

The following types of functionality would be required:

? Functionality: A need to be able to understand aspects such as data entry, appraisal, recruitment options (ATS), eLearning build, customisation, workflow management, reporting capabilities, integration options, and user roles/permissions – as well as user statuses/teams e.g., Maternity leave

? User Experience (UX): A need to evaluate the system's interface and ease of use, looking for features such as clear navigation, organised layouts, search functionality, and customisable user preferences, where appropriate. The system should provide a clear and obvious interface showing staff where they need to go for their working needs.

? Customisation: A need to understand the extent to which the system can support processes and requirements, which may evolve in the coming years. This may include the ability to create custom forms, define rating scales, set up performance goals, and configure workflows. The layout should have the ability to be personalised to the Trust's values and vision.

? Scalability: The system should be able to comfortably accommodate our workforce of 4,500 – 5,000 employees, being able to cope in terms of user volume and data storage requirements. We'll need assurance that the system can handle increased usage without significant performance degradation.

? Integration: A need to evaluate the system's ability to integrate with other essential tools and systems in our technology ecosystem. A major priority includes integration with ESR, with potential for other relevant platforms.

? Data Security: A need to assess the system's data protection measures to ensure the confidentiality, integrity, and availability of our sensitive appraisal data. Considering factors like backup and recovery processes, and compliance with data privacy regulations such as GDPR.

? Reporting and Analytics: A need a system that provides robust reporting and analytics capabilities to extract meaningful insights from our appraisal data. Features such as pre-built report templates, customisable dashboards, data visualisation options, and the ability to export data in various formats are key. It is required that the system integrates with

Power BI or has the functionality to export the data daily. The reporting capability will ensure that the Trust's data is accurate and the organisation is compliant with requirements.

? Mobile Accessibility: A need to consider whether the system offers mobile accessibility, allowing users to perform appraisals or access appraisal-related information through smartphones or tablets. Initially this is a nice to have, with an intention to understand how beneficial for remote or field-based employees.

? Recruitment and Advancement: The system should support the identification of talent and succession considerations. It should support the primed and consistent recruitment capabilities.

? Learning: The system should allow flexible selection choices allowing the individual user to select the learning options which provide the optimum assistance to their knowledge and development.

? Vendor Support and Reliability: The successful supplier would need to demonstrate a robust reputation and track record of this type of service provision, as well want a good level of responsiveness to support requests, regular software updates, and the availability of technical documentation or training resources.

The Trust would require user features which facilitate accessibility for all including (but not limited to):

- Braille
- Colour Templates
- "Read aloud" for the hard of hearing

4. Finance

To ensure value for money and to be able to appoint the most appropriate provider, a competitive tender exercise will be undertaken. The aim is to be able to appoint the selected support by 1st April 2024.

5. Governance

The provider must have the capacity and flexibility to deliver the service commencing on 1st April 2024 and not exceeding the agreed financial envelope.

The Trust reserves the right to award the contract to multiple providers.

The successful supplier and their product must meet UK GDPR regulations appropriate to the handling and storage of data.

6. Policies

At contract award, a due diligence process will take place and the provider will be required to share all permitted policies and standing operating procedures. We anticipate the provider will have the following policies available:

Business Continuity
Risk Management
Data Protection

It is expected that the successful supplier will be able to demonstrate that it complies with all applicable legislation and regulation.

7. Process

The Trust will initially be sending this Prior Information Notice to gather market information.

Following the completion of this exercise we will be carrying out an open tender procedure, with the aim of appointing a supplier to commence work in April 2024.

II.3) Estimated date of publication of contract notice

1 February 2024

Section IV. Procedure

IV.1) Description

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes