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Contract

National Framework Agreement for the Provision of Workforce Transformation Solutions

Countess of Chester Hospital NHS Foundation Trust

F20: Modification notice

Notice identifier: 2024/S 000-038997

Procurement identifier (OCID): ocids-h6vhtk-04c20e

Published 4 December 2024, 10:01am

Section I: Contracting authority/entity

I.1) Name and addresses

Countess of Chester Hospital NHS Foundation Trust

Liverpool Road

Chester

Email

marion.haddley@nhs.net

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

National Framework Agreement for the Provision of Workforce Transformation Solutions

Reference number

F/065/WTS/20/MH

II.1.2) Main CPV code

- 79414000 - Human resources management consultancy services

II.1.3) Type of contract

Services

II.2) Description

II.2.2) Additional CPV code(s)

- 48450000 - Time accounting or human resources software package
- 79211110 - Payroll management services
- 79600000 - Recruitment services
- 79610000 - Placement services of personnel
- 79620000 - Supply services of personnel including temporary staff
- 79625000 - Supply services of medical personnel
- 79631000 - Personnel and payroll services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement at the time of conclusion of the contract:

The solutions available to clients through this framework will include as a minimum:

- providing actionable data, trends and analytics,
- national, regional and local benchmarking,
- enabling collaborative working e.g. regional collaborative working on data and/or resources,
- deployment of whole workforce analytics to improve intelligence and decision making,
- root cause analysis tools to identify workforce demand and risks,
- facilitate the deployment of people programmes to tackle identified causes of workforce demand and risks in the areas of retention, wellbeing, recruitment and absence management,
- technology review and upgrades to streamline processes and provide real time intelligence,
- the development and utilisation of a collaborative workforce,
- bespoke training programmes, project management resource and managed service support (onsite and remote) during implementation and ongoing.

The tools and solutions provided by the supplier under this framework will enable clients to achieve:

- a workforce resourced through the most cost effective route, leading to more patient care hours and/or reduced costs,
- an ability to manage a large workforce with intelligent measures and trends,
- best practice processes leading to improved workforce control and governance,
- improved visibility of requirements for workforce planning and risk,
- adherence to the NHS People Plan,
- an exemplar of workforce management in the NHS.

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

Duration in months

48

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.2) Administrative information

IV.2.1) Contract award notice concerning this contract

Notice number: [2021/S 055-140253](#)

Section V. Award of contract/concession

Contract No

1

V.2) Award of contract/concession

V.2.1) Date of conclusion of the contract/concession award decision:

15 March 2021

V.2.2) Information about tenders

The contract/concession has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor/concessionaire

Liaison Financial Services Ltd

Estate House, Evesham Street

Redditch

B97 4HP

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor/concessionaire is an SME

No

V.2.4) Information on value of the contract/lot/concession (at the time of conclusion of the contract;excluding VAT)

Total value of the procurement: £60,000,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Royal Courts of Justice

London

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

The Countess of Chester Hospital NHS Foundation Trust operated a standstill period at the point information on the award of the framework agreement was communicated to tenderers. That notification provided full information on the award decision. The standstill period, which was for a minimum of 10 calendar days, provided time for unsuccessful tenderers to challenge the award decision before the framework agreement was entered into.

Section VII: Modifications to the contract/concession

VII.1) Description of the procurement after the modifications

VII.1.1) Main CPV code

- 79414000 - Human resources management consultancy services

VII.1.2) Additional CPV code(s)

- 48450000 - Time accounting or human resources software package
- 79211110 - Payroll management services
- 79600000 - Recruitment services
- 79610000 - Placement services of personnel
- 79620000 - Supply services of personnel including temporary staff
- 79625000 - Supply services of medical personnel

- 79631000 - Personnel and payroll services

VII.1.3) Place of performance

NUTS code

- UK - United Kingdom

VII.1.4) Description of the procurement:

The solutions available to clients through this framework will include as a minimum:

- providing actionable data, trends and analytics,
- national, regional and local benchmarking,
- enabling collaborative working e.g. regional collaborative working on data and/or resources,
- deployment of whole workforce analytics to improve intelligence and decision making,
- root cause analysis tools to identify workforce demand and risks,
- facilitate the deployment of people programmes to tackle identified causes of workforce demand and risks in the areas of retention, wellbeing, recruitment and absence management,
- technology review and upgrades to streamline processes and provide real time intelligence,
- the development and utilisation of a collaborative workforce,
- bespoke training programmes, project management resource and managed service support (onsite and remote) during implementation and ongoing.

The tools and solutions provided by the supplier under this framework will enable clients to achieve:

- a workforce resourced through the most cost effective route, leading to more patient care hours and/or reduced costs,
- an ability to manage a large workforce with intelligent measures and trends,
- best practice processes leading to improved workforce control and governance,

- improved visibility of requirements for workforce planning and risk,
- adherence to the NHS People Plan,
- an exemplar of workforce management in the NHS.

VII.1.5) Duration of the contract, framework agreement, dynamic purchasing system or concession

Duration in months

60

VII.1.6) Information on value of the contract/lot/concession (excluding VAT)

Total value of the contract/lot/concession:

£60,000,000

VII.1.7) Name and address of the contractor/concessionaire

Liaison Financial Services Ltd

Estate House, Evesham Street

Redditch

B97 4HP

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor/concessionaire is an SME

No

VII.2) Information about modifications

VII.2.1) Description of the modifications

Nature and extent of the modifications (with indication of possible earlier changes to the

contract):

This notice is being published to extend the duration of the framework agreement only. All other aspects of the Contract Award Notice (reference 2021/S 055-140253) published in March 2021 remain the same.

This framework agreement will be extended for an initial period of 12 months, with the option

to extend for a further 12 months. This will give a total possible extension of 24 months.

A further notice will be published if the optional further 12 month extension is taken.

VII.2.2) Reasons for modification

Need for modification brought about by circumstances which a diligent contracting authority/entity could not foresee.

Description of the circumstances which rendered the modification necessary and explanation of the unforeseen nature of these circumstances:

This extension in duration is required to allow users of the framework to conclude a procurement as otherwise they would suffer significant inconvenience.

VII.2.3) Increase in price

Updated total contract value before the modifications (taking into account possible earlier contract modifications, price adaptations and average inflation)

Value excluding VAT: £60,000,000

Total contract value after the modifications

Value excluding VAT: £60,000,000