**Request for Quotation**

**Title: Personalised Care Workforce Training – Specialist Skills: Enhanced Communication**

Issue Date:

Return Date:

Return to: Bebhinn Browne, West Yorkshire & Harrogate Personalised Care Programme

Email: bebhinn.browne1@nhs.net

**CONTENTS**

| **Section** | |
| --- | --- |
| 1 | Procurement Timetable |
| 2 | Introduction  2.1 Background Information  2.2 Service Requirement |
| 3 | Evaluation of Responses |
| **Appendices** | |
| A | Organisation Details |
| B | Supporting Information |
| C | Pricing Schedule |
| D | Conflict of Interest |
|  |  |

SECTION 1 PROCUREMENT TIMETABLE

Table 1 is the timetable for the procurement process. This is intended as a guide and whilst the Commissioner does not intend to depart from the timetable it reserves the right to do so at any time.

**Table 1**

|  |  |
| --- | --- |
| Activity | Date  (Target Date) |
| Request for Quotation Issued |  |
| Deadline for Clarification Questions |  |
| Deadline for Quotation Responses |  |
| Evaluation of Quotations |  |
| Notification of results to all bidders |  |
| Anticipated start date |  |

**Please note:** NHS WakefieldClinical Commissioning Group (CCG) reserves the right not to proceed with this procurement or to award any contract. In any case the CCG will not be liable for any costs incurred by bidders in responding to this request.

SECTION 2 INTRODUCTION

* 1. **Background Information**

COVID-19 has widened existing inequalities, having a disproportionate impact on many who already face disadvantage and discrimination. The impact of the virus has been particularly detrimental on people living in areas of greatest deprivation, on people from ethnic minority backgrounds and people with a learning disability to name but a few.

The COVID-19 pandemic has showed a widening health inequality gap, Public Health England reported mortality amongst people with a LD was 4% higher than the general population in England during the first wave, considering under reporting this was felt to be more accurately reflected as high has 6.3 times more. Two analyses by Public Health England (2 June 2020 and 16 June 2020) revealed that ethnic minority communities are at higher risk of contracting the virus, increased risk of severe symptoms and higher rates of death. The GP Patient Survey (2021) demonstrated older people from ethnic minority groups who are more likely to suffer from long term conditions.

Due to the current challenges of COVID-19, our health and care system needs to adapt to deliver Personalised Care to enable better conversations between health and care professionals, people and carers in a way that is accessible and culturally competent. This training will ensure our workforce is equipped with the essential skills to connect people to what matters to them and to support the resilience of staff and communities during this time.

The training will need to be adaptable to the needs of the voluntary sector, health and social care roles in particular additional roles in primary care including care coordinators, health coaches and social prescribing link workers, roles which are critical in supporting these outcomes.

The successful provider will need to demonstrate how they deliver a tailored approach that is adaptable in meeting the local the needs of our local places of Bradford, Calderdale, Leeds, Kirklees, Harrogate and Wakefield and supports our most vulnerable communities including children and young people, unpaid carers, the LGBTQ+ community, people from ethnic minority backgrounds, people living with long term conditions, learning disabilities and mental health conditions. Please note this list is not exhaustive.

Providers should articulate how the training can be developed as a video, classroom or virtual classroom or e-learning resource to ensure the training can reach as many of our volunteers, voluntary sector, community, health and care staff as possible.

* 1. **The Requirement**

The requirement is for a community-based organisation to coproduce and deliver, enhanced communication skills training. To support staff who may work with people facing barriers in accessing information, services, and advocacy. The successful bidder will be experienced in making a meaningful impact in supporting people with living with a learning disability or a neurodiverse condition including people who may have a visual, hearing or speech impairment. The role of the voluntary sector provider will be to:

1. Design and develop, using coproduction an enhanced communication skills training offer to be delivered to health, social care and Voluntary, Community and Social Enterprise (VCSE) staff and volunteers across the region of West Yorkshire and Harrogate. This training should upskill the wider workforce to support better conversations between professionals and people living with a learning disability or a neurodiverse condition including people who may have a visual, hearing or speech impairment. Specifically, this training should support the delivery of personalised care and support in a variety of care settings
2. Deliver this training to a minimum of 300 delegates across West Yorkshire and Harrogate. To support this the provider must demonstrate a robust mechanism for onboarding and booking participants on to training sessions (this could use Eventbrite or similar platform) adhering to information governance and GDPR requirements.
3. Evaluate and demonstrate the impact of delivering this training; this could include pre and post training questionnaires, case studies, feedback from training participants. We encourage training providers to present this information in innovative ways e.g. videos, infographics, soundbites, presentations

**The outcomes of this work will be to**:

Coproduce and deliver a high-quality training offer to develop the wider personalised care workforce to gain enhanced communication skills. This will:

1. Upskill wider workforce to apply and embed personalised care approaches in a way that meets the needs of people with living with a learning disability or a neurodiverse condition including people who may have a visual, hearing or speech impairment.
2. Enable transformation and change across our workforce
3. Enabling participants to gain key skills supporting a change in relationship between professionals and people
4. Address inequalities to better connect our communities to what matters to them
5. Support workforce development and retention

**Budget and Timeline**

The length of the contract will be (TBA) and the maximum funding available is £15,000. We are a seeking a quotation to demonstrate how the bidder will meet the above outcomes within this financial envelope.

A workshop is already planned to support the original ACP training and a further workshop is proposed to support the development of the training for the PCNs. Both workshops will aim to capture invaluable insight by amplifying the voice of people with lived experience, and harnessing the expertise of specialist voluntary sector groups. This insight will inform the development of the training for both the ACP and the PCN training programmes in early 2021. Training delivery will take place during February and March 2021 with post evaluation in April 2021.

**Timeline 2021/22**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Milestone** | **Oct** | **Nov** | **Dec** | **Jan 🡪** | **April 2022** | | |
| **Funding process** |  |  |  |  |  |  |  |
| **Development of training offer including coproduction** |  |  |  |  |  |  |  |
| **Delivery of training** |  |  |  |  |  |  |  |
| **Start evaluation** |  |  |  |  |  |  |  |
| **End evaluation** |  |  |  |  |  |  |  |

SECTION 3 EVALUATION OF RESPONSES

The Commissioner will accept the quotation which is considered to be the most economically advantageous and will consider both cost and quality elements before making a decision.

The Contract, if awarded, will be awarded on the basis of the following criteria:

* Quality 75%
* Price 25%

Each submission will be evaluated based on the following combination of price and quality:

|  |  |  |
| --- | --- | --- |
| Quality | Appendix A – Organisational Details | Pass/Fail |
| Appendix B – 1 Previous Experience | 20 |
| Appendix B – 2 Proposed Service Model | 20 |
| Appendix B – 3 Mobilisation | 20 |
| Price | Appendix 3 – Pricing Schedule | 40 |
|  |  |  |
|  | Total | 100% |

The quality element of suppliers’ responses will be scored in a range of 0–5 as defined in the following table:

|  |  |  |
| --- | --- | --- |
| **Score** | **Definition** | **Score** |
| Excellent Confidence | Bidder demonstrates a clear approach and addresses ALL the required aspects of the question and provides practical examples | 20 |
| Good Confidence | Bidder demonstrates understanding and a clear approach and the answer addresses ALL the required aspects of the question. | 15 |
| Minor Concerns | Incomplete answer; bidder fails to address all required aspects of the question. Bidder demonstrates a lack of understanding. | 10 |
| Major Concerns | Inadequate response | 5 |

Failure to achieve at least 50% of the available marks for any one of the responses required at the quality section may result in the submission being rejected.

Failure to achieve at least 50% of the overall marks available for the whole of the quality section may result in the submission being rejected.

APPENDIX **A ORGANISATIONAL DETAILS**

|  |  |
| --- | --- |
| **Contact details for enquiries about your submission:** | |
| Contact name: |  |
| Contact position (Job Title): |  |
| Telephone number: |  |
| Fax number: |  |
| Mobile number: |  |
| E-mail address: |  |

|  |  |
| --- | --- |
| **Basic details of your organisation:** | |
| Full name of the potential supplier submitting the information |  |
| Office address |  |
| Website address (if any): |  |
| Trading status   1. public limited company 2. limited company 3. limited liability partnership 4. other partnership 5. sole trader 6. third sector 7. other (please specify your trading status) |  |
| Are you a Small, Medium or Micro Enterprise (SME)[[1]](#footnote-1)? |  |
| Are you a relevant commercial organisation as defined by section 54 ("Transparency in supply chains etc.") of the Modern Slavery Act 2015 ("the Act")? |  |
| Under the Public Services (Social Value) Act 2012, all public bodies in England and Wales are required to consider how the services they commission and procure might improve the economic, social and environmental wellbeing of the area. Please explain how the localities within the Clinical Commissioning Group will benefit if you were awarded the contract. |  |

|  |  |
| --- | --- |
| **Basic details of your organisation** *(continued)* | |
| Date your company was formed or started trading: |  |
| Company registration number (if applicable) |  |
| Charity registration number (if applicable) |  |
| Date of Registration: |  |
| Registered address (if different from the above) |  |
| VAT Registration number (if registered): |  |
| Name of (ultimate) parent company (if applicable): |  |
| Registration number of parent company (if applicable) |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Insurance:** | | | | |
| Please provide details of your current insurance cover. | | | | |
|  | Insurer | Policy Number | Extent of Cover | Expiry Date |
| Employers Liability |  |  |  |  |
| Public Liability |  |  |  |  |
| Product Liability |  |  |  |  |
| Professional Indemnity |  |  |  |  |

**APPENDIX B SUPPORTING INFORMATION**

*The following is to be completed by the bidder and returned as part of your Quotation. Please use the space provided below each question to give your response (boxes will expand). Alternatively you can attach responses as appendices on separate sheets of paper; please ensure that reference to the relevant appendix number is given in the space provided below each question and that the appendices themselves are clearly marked e.g. Appendix 1 – Response to B.1.*

**B1** Please provide brief details of your previous experience in this field of work. You should provide at least two case studies making reference to the contracting organisation(s); contract scope (including a description of the type of works undertaken); contract duration (including start and finish dates) and contract value.

|  |
| --- |
|  |

**B2** Please provide details of your proposed service delivery model. Your response should include details of key aspects and how they will be delivered. Please include how you will ensure that your service has the required capacity to ensure timely service provision and details of any sub-contract arrangements.

|  |
| --- |
|  |

**B3** Please provide a mobilisation plan, include dates and key roles of those responsible.

|  |
| --- |
|  |

**APPENDIX C PRICING SCHEDULE**

Please include your costs on the table below, you should include:

* Breakdown of costs for capacity required
* Breakdown of any equipment / requirements
* Identify any additional costs

Prices are to be submitted in Pounds Sterling and including VAT (please state where VAT is applicable). It should be assumed that all the requirements under the specification should be included in the costing proposal.

|  |  |
| --- | --- |
| **Service component description** | **Costs (£)** |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
| **Total Costs\* (£) including VAT** | **£** |

**\*Please note:** No additional costs will be considered unless these are clearly stated in the pricing schedule response.

APPENDIX D CONFLICT OF INTEREST

**Statement of Conflict of Interest**

***To be completed by an authorised signatory, in his/her own name, on behalf of the potential bidder***

This form is required to be completed in accordance with The Public Contracts Regulations 2015.

**Notes**

* All potential bidders / contractors / service providers, including sub-contractors, members of a consortium, advisers or other associated parties (the Bidder Organisation) are required to identify any potential conflicts of interest that could arise if the Bidder Organisation were to take part in any ITT process and / or provide services under or otherwise enter into any contract with the CCG
* If any assistance is required in order to complete this form, then the Bidder Organisation should contact CCG Procurement Team
* Any changes to interests declared either during the ITT process or during the terms of any contract subsequently entered into by the Bidder Organisation and the CCG must be notified to the CCG by completing a new declaration form and submitting it to the CCG Contracting Team
* Bidder organisations completing this declaration from must provide sufficient detail of each interest so that a member of the public would be able to understand clearly the interest the organisation and any Relevant Person within it has and the circumstances in which a conflict of interest with the business or running of the CCG might arise
* If in doubt as to whether a conflict of interests could arise, a declaration of the interest should be made.

Interests must be declared (whether such interests are those of the Relevant Person themselves or of a family member, close friend or other acquaintance of the Relevant Person), including the following:

* The Bidder Organisation or any person employed or engaged with a Bidder Organisation (Relevant Person) has provided or is providing services or other work to the CCG;
* A Bidder Organisation or Relevant Person is providing services or other work for any other potential bidder in respect of this project or ITT process;
* The Bidder Organisation or any Relevant Person has any other connection with the CCG, whether personal or professional, which the public could perceive may impair or otherwise influence the CCG’s or any of its member’ or employees’ judgments, decisions or actions.
* The Bidder Organisation or any person employed or engaged with a Bidder Organisation (Relevant Person) has direct or indirect family relations engaged in the provision of services to and/or by a known bidder to the CCG.

|  |  |
| --- | --- |
| **Name of Bidder**  **Organisation** |  |
| **Interests** | |
| **Type of Interest** | **Details** |
| Provision of services or other work for the CCG |  |
| Provision of services or other work for any other potential bidder in respect of this ITT process |  |
| Any other connection with the CCG, whether personal or professional, which the public could perceive may impair or otherwise influence the CCG’s or any of its members’ or employees’ judgments, decisions or actions. |  |

|  |  |
| --- | --- |
| **Name of Relevant**  **Person** | **Complete for all relevant persons** |
| **Interests** | |
| **Type of Interest** | **Details** |
| Provision of services or other work for the CCG |  |
| Provision of services or other work for any other potential bidder in respect of this ITT process |  |

**To the best of my knowledge and belief, the above information is complete and correct. I undertake to update as necessary the information.**

SIGNED

PRINT NAME \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

ON BEHALF OF \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

DATE \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. See EU definition of SME <https://ec.europa.eu/growth/smes/business-friendly-environment/sme-definition_en> [↑](#footnote-ref-1)