

Reference : ITQ-NUR-0420-397

Invitation to Quote

CNO Safe Staffing Programme

Please address any queries relating to this document to:

Jonathan Powell-Richards

Procurement Manager

Email: nshi.procurement@nhs.net

This invitation to quote is being issued by NHS Trust Development Authority as the contracting Authority on behalf of NHS England and Improvement.

CONFIDENTIALITY STATEMENT

1. The information within NHS Improvement's tender documents event are made available on the condition that each potential Supplier:
 - (a) treats all documents and information published by NHS Improvement as part of procurement (the "Information") as confidential at all times; and
 - (b) does not disclose, copy, reproduce, distribute or pass any of the Information to any other person at any time or allow any of these things to happen, in either case of (a) or (b) unless the Information is already in the public domain, and
 - (c) only uses the Information for the purposes of preparing a tender (or deciding whether to respond); and
 - (d) does not undertake any promotional or similar activity related to this procurement within any section of the media during the procurement process.
2. NHS Improvement may disclose information submitted by the potential Supplier during this procurement to its officers, employees, agents or advisers or other government and NHS bodies who are stakeholders in this exercise.

NHS Improvement

NHS Improvement is responsible for overseeing NHS Foundation trusts, NHS trusts and independent providers. We offer the support these providers need to give patients consistently safe, high quality, compassionate care within local health systems that are financially sustainable. By holding providers to account and, where necessary, intervening, we help the NHS to meet its short-term challenges and secure its future.

From 1 April 2016 NHS Improvement is the operational name for the organisation that brings together:

- Monitor
- NHS Trust Development Authority
- Patient Safety including the National Reporting and Learning System
- Advancing Change team
- Intensive Support Teams.

We build on the best of what these organisations did, but with a change of emphasis. Our priority is to offer support to providers and local health systems to help them improve.

Further information on NHS Improvement can be found at <https://improvement.nhs.uk/>.

1. Introduction

CNO Safe Staffing Faculty Programme

NHS Improvement (NHSI) recognised that there was a vital requirement to ensure evidenced based decision-making on safe and effective staffing is embedded in all NHS organisations and that strong support to Trusts and Executive Directors in achieving this is essential. The best way of providing this is through a robust educational programme taught at Masters level by expert academics and subject matter experts.

The Safer Nursing Care Tool (SNCT) is principally the only evidence-based tool currently used in the NHS. Its development has been led by a core group of highly experienced and professional leaders alongside leading academics. The team leading the development of this tool, and its subsequent operationalisation in the NHS, is small and the increasing use of these tools requires further development of the expertise and skills in the wider NHS. NHS Improvement in collaboration with The Shelford Group designed a Masters Level programme to support the vision of embedding a sustainable, consistent approach to safer staffing in our NHS.

2. Background

The NHS People Plan is fundamental in the delivery of the NHS Long Term Plan (LTP) and to be successful, needs to be hard-wired into all aspects of delivery across the NHS. The first phase of work on the People Plan has been completed with the publication of the interim People Plan in June 2019. Phase 2 of the work is well underway.

Tackling the nursing workforce challenge is one of the key themes identified in the plan. Initial actions on supply in 2019/20 are already being implemented. The work of the CNO Safe Staffing Faculty is fundamental to and builds upon this work and additionally other key objectives that are part of the LTP that include:

- Making the NHS the best place to work ensuring the correct staff in the right place, time, skills, numbers.
- Improving Leadership Culture
(role of system and organisational leaders supporting the role and expertise of Fellows)
- Delivering 21st Century care
(correct staff in right place, time, skills, numbers including in emerging care structures; STPs, ICSs)
- Developing a new operating model for workforce.
(working across integrated systems with matrices of specialties and regions including acute, mental health, ED, education from a multi-disciplinary/professional perspective)

Moreover, the Faculty is also driving forward work that will address the areas of the Patient Safety Strategy (2019) particularly around staff confidence, well-being and support, releasing time to care and equipping staff with skills to improve safety.

3. Specification / Requirements

The programme requirement was to deliver a package in a timely and efficient manner to a large cohort of senior nurses who would be educated to Masters level and have the ability to spread safe staffing knowledge, skills and capability across the whole of the NHS in England. In order to provide assurance to the system, it is essential for us to demonstrate that this programme provides the required academic rigour and content as well as providing the recordable qualification for these senior nurses to practice to this level. This can only be achieved by HEI accreditation.

In 2019, 26 Fellows that formed cohorts 1 and 2 of the programme completed the Post Graduate Certificate (PGCert) level training. There are currently 44 Fellows on cohorts 3 and 4, which commenced in December 2019 and February 2020. It is anticipated that a further 50 fellows will commence the programme in October and November 2020 making a total of 94 Fellows to undertake the PGCert in 2020/2021.

It is expected that of the Fellows currently committed to the programme, 45 Fellows will progress to Post Graduate Diploma (PGDip) level as an appropriate response to the NHS needs and requirement. A smaller number circa 25 Fellows will progress to the Masters Level – these being the systems leaders of the future.

Furthermore, to help bridge the gap of those senior nurses in roles where they are required to have such knowledge and skills of safe staffing but who we were unable to accommodate as well as those without the pre requisite knowledge and skills NHSI have developed a bespoke introduction to safe staffing module. This is planned to be offered to all NHS Trust Chief Nurses in 2020.

We recommend particular focus is paid to the elements outlined in section 8 ‘Selection process’ in completing this bid.

4. Delivery Location

Classroom sessions will be delivered in NHSE/I venues in London or as per preference of Fellows. Graduation ceremonies will be delivered at the HEI’s venue aligned to their timetables for these.

5. Quality Standards

Please describe the HEI accreditation standards you will assess against to assure of rigour of your standards.

6. Contract Value

A maximum £145,000 exclusive of VAT and inclusive all other costs, including travel and expenses.

7. Procurement timescales

The timetable for this programme is below. Note that is subject to change at our discretion.

Mini publication of requirement	05 May 2020
Deadline for bids	18 May (17:00)
Review of bids and clarifications completion	22 May
Contract award	25 May
'Kick-off' meeting	28 May*
Progress meeting	11 June*
Stages & timeframe of accreditation process	18 June

* Potential suppliers are asked to hold these dates for a teleconference.

8. Reporting and Governance

The programme reports to the Fellowship/Faculty Steering Committee, the role of the committee is to:

- Provide guidance on curriculum and delivery of the programme
- Guide the assessment standards for the fellows
- Provide advice and guidance on issues facing the program
- Assess program progress
- Ensure the program makes good use of funds
- Approve or reject changes to the program
- Provide strategic direction and accountability to the program deliverables; reviewing and approve the final program deliverables with a high impact on timeline sand budget.
- Use influence and authority to assist the program in achieving its outcomes.

Accountability - Jointly report through the Shelford group and NHS England and NHS Improvement government structures.

9. Selection process

Face to face interviews (or teleconference, subject to central government guidance on social distancing) may be held with the HEIs in the selection process:

Qualification Pathway	
1	Can the HEI create a pathway from post graduate certificate to Doctorate based on the NHSI Faculty programme's existing framework?
Accrediting Modules	
2	Will there be issues surrounding the HEI adopting NHSI created modules that are already running in Cohort 1 - 4?
3	Does the HEI have standard modular hours, and do the NHSI modules comply?
4	How does the modular credit system work; e.g., how much should each module be 'worth'? How many credits constitute a certificate, diploma, Masters and Doctorate?
5	Can Fellows APEL prior teaching and learning into the HEI accredited programme?

Examination Standards/Approval and Quality Assurance Mechanisms	
6	Will completed modules, taught, assessed and marked by NHSI Faculty staff/associates, need to be ratified by the relevant HEI committee?
7	Do HEI staff have to approve NHSI Faculty marking schemes?
8	What is the HEI's pass-fail criteria? Are they standard/typical; e.g., how many resubmissions are allowed?
9	Will NHSI Faculty staff/associates need HEI approval before acting as examiners?
10	Are NHSI Faculty staff/associates expected to sit on the HEI's examination board and QA committees?
11	Will we use an HEI appointed external examiner or do NHSI Faculty staff find and appoint one?
HEI Contribution to Teaching and Learning	
12	Is there a requirement that HEI staff teach the programme?
HEI Faculty Membership	
13	Do NHSI Faculty staff/associates need to become HEI faculty members; i.e., associate lecturers?
14	Are there issues about NHSI Faculty staff/associates and NHS staff acting as supervisors/mentors?
15	Are NHS Faculty staff/associates expected to have a postgraduate certificate in education?
Access to HEI Library/e-resources	
16	Will NHSI Fellows have access to the University library, statistical software (such as SPSS), etc.?
Funding	
17	Does the earlier quotation still stand?
18	If the NHSI Faculty programme ends after Cohort 4, then will there be repercussions for the HEI and the faculty; i.e., financial penalty?
19	Do NHSI Faculty staff pay the external examiner's fee?

10. Selection process. Review this section in tandem with section 7

Proposals will be independently appraised against the evaluation criteria below. The independent scores will be moderated at one or more evaluation panel meetings, against the following evaluation criteria:

- Demonstration of understanding of the requirement (10%)
- Methodology and approach to delivering the requirement (40%).
- Availability to deliver requirement in a timely manner (10%).
- Demonstration of subject matter expertise of successful delivery of similar requirements including relevant case studies and how this experience and lessons learned will be deployed for this programme (20%).
- Price (20%).

The proposal shall be assessed against the specific evaluation criteria set out above and shall be allocated a score of between 1 and 5 in accordance with the following 'Score' ratings:

Score of 5: **(Excellent Standard)** Excellent level of detail and assurance - no reservations about acceptability and elements of meaningful added value included.

Score of 4: **(High Standard)** Excellent level of detail and assurance - only very minor reservations present. Aspects of added value may be present, but these are not considered material.

Score of 3: **(Satisfactory)** Sufficient level of detail and assurance - some reservations about acceptability. Added value may be present.

Score of 2: **(Poor)** Limited level of detail and significant reservations around acceptability.

Score of 1: **(Not acceptable)** Insufficient detail has been provided and/or the response gives major cause for concern

11. Price

Please provide a fixed rate price for each of the requirements using the following table:

Item, Grade	Units Required	FY20/21	FY21/22	£ Each ex VAT	TOTAL
Initial Validation				£	£
Annual Fee				£	£
PGCert				£	£
PGDip				£	£
Masters				£	£
				£	£

Prices must remain open for a period of 60 days from the closing date for the receipt of the quotation.

12. Invoicing

Invoicing shall be solely upon completion of each Deliverable to a satisfactory standard, confirmed in writing by the NHSE/I project lead.

13. References

Please provide details of two previous contracts (ideally independent of NHSE/I) where similar services were provided using the format below:

Customer name:			
Address:			
Contact name:		Telephone no:	
Email:		Contract value:	
Brief description of services undertaken and outcome:			
Sub-contractors used:			

Your permission to approach these organisations for a reference is assumed unless you inform us otherwise.

14. Terms and conditions

The appointment, if any, will be subject to NHS Improvement's terms and conditions for the provision of services a copy of which is embedded below



NHSI contract for services DRAFT (v 1.0)

15. Enquiries

All queries relating to this ITQ should be made by e-mail to Jonathan.Powell-richards@nhs.net and must Cc nhsi.procurement@nhs.net

16. Submission of Proposals

Submissions must be a maximum of 6 sides of A4 include:

- Proposal document,

- Price table, and
- Two references

Please submit your quotation via email in MS Word (Pricing in MS Excel) format to arrive no later than **17:00, 18 May 2020**. Proposals will remain sealed until the deadline passes.

Failure to comply with the provisions for submission and deadline for submission above may at the NHS Improvement discretion result in exclusion from the procurement process.

End