

SCS1546.97

## Further Competition for Coventry & Warwickshire NHS Apprenticeships Hub

South Warwickshire NHS Foundation Trust  
George Eliot Hospital NHS Trust  
Coventry & Warwickshire Partnership NHS Trust  
University Hospitals Coventry & Warwickshire

ST0072 Customer Service Level 2  
Business Admin Level 2 Framework  
ST0070 Business Admin Level 3

Under Dynamic Purchasing System C1546



## Commercial Environment

Salisbury NHS FT's Commercial Services team are responsible for a number of the Trust's outward facing businesses, and provide procurement and commercial expertise to both the Trust and a number of collaborative organisations across the NHS. One of the original Carter Programme trusts, SFT are also national demonstrator site for Scan4Safety / GS1 implementation, and have experience in commercialising areas of the Trust's services to a wider market, as well as bringing innovations to market for the benefit of the NHS.

Salisbury NHS Foundation Trust are therefore a Contracting Authority within the meaning of the Public Contract Regulations 2015, and are able to make this DPS available to other public organisations listed in the relevant section of this document. Salisbury Managed Procurement Services is a trading name of Salisbury NHS Foundation Trust for the delivery of this DPS and associated services.

## This Requirement

Under Salisbury's existing Dynamic Purchasing System for Apprenticeship Training Provision, Salisbury are acting for Torbay & South Devon NHS Foundation Trust, in conducting a further competition for the requirements listed below :

Note – Each Apprenticeship is a separate lot on the Bravo ITT. You need not be able to deliver all three to be considered.

Further Competition Requirement Details		
Course Title	Customer Service Level 2 Business Admin Level 2 (Framework) Business Admin Level 3	
Standard Number	Customer Service Level 2 - <b>Reference: ST0072</b> Business Admin Level 2 (Framework) – ESFA Framework number: 490 Business Admin Level 3 - <b>Reference: ST0070</b>	
Accrediting Body	To be confirmed by the training provider in pre questionnaire.	
Required Start Date	TBC – Training provider must be able to willing to accept our start dates.	
Required Location(s) (Towns not site names)	Coventry, Nuneaton, Warwick, Leamington Spa, Stratford-upon-Avon, Rugby.	
Number of Students	<b>Standard</b>	<b>Numbers</b>
	Customer Service Level 2	130
	Business Admin Level 2 - Framework	100
	Business Admin Level 3	120
Standards / Framework Link	<ul style="list-style-type: none"> <li>• <a href="https://www.instituteforapprenticeships.org/apprenticeship-standards/customer-service-practitioner/">https://www.instituteforapprenticeships.org/apprenticeship-standards/customer-service-practitioner/</a></li> <li>• <a href="https://www.instituteforapprenticeships.org/apprenticeship-standards/business-administrator/">https://www.instituteforapprenticeships.org/apprenticeship-standards/business-administrator/</a></li> </ul>	



framework BA level  
2.pdf

Requirement Description

**Answers to the following questions will be covered in the Quality & Delivery spreadsheet (rather than answering separately), however as guidance you will be unlikely to be selected if you are answering "no" to the following points :**

For example please think about questions such as:

- Can you deliver training at our locations?
- Is your training facility accessible via the National Rail Network within 1 hour time frame of each trust listed?
- Can you deliver in cohorts of 10+?
- How long have you been delivering Customer Service Level 2, Business Administration Level 2 and Business Administration Level 3?
- Are you prepared to accept our pre-set timetable?
- Do you have a tutor who is experienced in customer services and business administration?
- Do your tutors and assessors have a teaching qualification in customer services & business administration experience (please state)?
- Do your tutors and assessors have experience in customer services & business administration (please state)?
- Is your tutor in a full time post, if not will they be dedicated to the cohort?
- Will the programme be delivered in house or on site?
- Will you as a provider be willing to provide observational support?
- How do you record observations?
- How do you record information?
- Will you share learner progress with the apprenticeship leads?
- Who is your EPA?
- Who is your accrediting body?
- How will you support our apprentices with learning difficulties and disabilities?
- Will your assessors, tutors and Business Managers attend the Bidder Clarification meeting?
- How will you support the 20% off the job training?

**\*Please Note if you are successful you will be invited to a Bidder Clarification meeting at one of our locations on Tuesday 11<sup>th</sup> September or Wednesday 12<sup>th</sup> September. If you cannot make either of these dates please do not bid for this tender\***

Timetable

Opportunity Live on Bravo / Contracts Finder	Monday 20 <sup>th</sup> August 2018
Last day for Bidder Clarification questions	Wednesday 29 <sup>th</sup> August 2018
<b>Event closes for Bidder Responses</b>	<b>Monday 3<sup>rd</sup> September 2018 at 17:00</b>
Bidder Clarification Meetings	Tuesday 11 <sup>th</sup> / Wednesday 12 <sup>th</sup> September

## Bidder Information

Please note the following conditions apply to this Competition :

1. Contracting Authority – The Contracting Authority will be the organisation(s) listed in the Requirements summary above, depending on the employing Trust for the Learner.
2. Responses and Questions – All responses, bids and questions must ONLY be submitted via the Bravo Procurement Portal operated by Salisbury NHSFT.
3. Terms & Conditions – The successful bidder(s) will be awarded contracts under standard NHS Terms & Conditions (copy available on Bravo). Bidders' own terms or conditions will not be accepted by the Contracting Authority.
4. Award of Business – All offers on this Procurement are made in good faith and reasonable expectation, however the Contracting Authority retains the right to change indicated student numbers. The Contracting Authority retains the right to make a reduced, or no, award following the outcome of the Competition.
5. Payment for Apprenticeship Training is from the Apprenticeship Digital Account to the Provider. Salisbury NHSFT shall not be liable for any financial sums or values under any circumstances, and the Contracting Authority shall only be liable for additional student fees if agreed and included in the Commercial Schedule of the final contract.
6. Eligibility – Only Suppliers registered and approved on Salisbury NHSFT's Dynamic Purchasing System (OJEU Reference 2017/S 045-083446) shall be eligible to compete in this Competition. Suppliers may apply to join that DPS during this competition, but no time extensions shall be granted to do so.
7. Supplier Fee – There is no fee to join, or participate in further Competitions under the DPS. By submitting a bid, suppliers agree to pay Salisbury NHSFT the sum of 1% (one percent) of the value of all business they are awarded following a Competition, excluding VAT. Please note this fee CANNOT be included in training course costs, and CANNOT be deducted from the training value paid from the student Digital Account. The full value of training given in the supplier's bid MUST be the value they deliver to the student. Supplier fees will be invoiced quarterly by Salisbury NHSFT following information provided by the Contracting Authority.
8. All bid responses and required information must be provided by the Close Date indicated on the Bravo portal.

## DPS Scope

The Contracting Authority expressly reserved the right (i) not to award any contract as a result of the procurement process commenced by publication of this notice; and (ii) to make whatever changes it saw fit to the content and structure of the tendering competition; and in no circumstances will the Contracting Authority be liable for any costs incurred by the candidates.

The awarding of a place on the Dynamic Purchasing System does not mean that there is any guarantee of subsequent contracts being awarded. Any expenditure, work or effort undertaken prior to contract award is accordingly a matter solely for the commercial judgement of potential suppliers. Any orders placed under this DPS will form a separate contract under the scope of this Framework between the supplier and the specific requesting other contracting body. The Contracting Authority and other contracting bodies utilising the DPS shall only use electronic portals during the life of the

agreement.

Any values that have been provided are only an estimate. We cannot guarantee to suppliers any business through this framework agreement.

The DPS has been established by Salisbury NHS Foundation Trust, for use by the following bodies (and any future successors to these organisations) and up to 10 other public bodies:

All **NHS Bodies** in the United Kingdom including Acute Trusts, Ambulance Trusts, Care Trusts, NHS Hospital Trusts, Foundation Trusts, Strategic Health Authorities, Mental Health Trusts, Special Health Authorities, Community Health Councils, Local Health Boards, Clinical Commissioning Groups (CCG), NHS Trusts including as listed and maintained on the following URLs:

<http://www.dh.gov.uk/health/category/arms-length-bodies>

<http://www.nhs.uk/servicedirectories/Pages/PrimaryCareTrustListing.aspx>

<http://www.general-practitioners-uk.co.uk>

<http://www.nhs.uk/servicedirectories/pages/nhstrustlisting.aspx>

All **Health Service Executive** listed hospitals in the Republic of Ireland as detailed on

<http://www.hse.ie/eng/services/list/3/acutehospitals/hospitals/>

Any **public body** who meet the criteria for lending described by the Public Works Loan Board at

<http://www.dmo.gov.uk/documentview.aspx?docname=pwlbircular158.pdf&page=>

Any **education body** wholly funded by central government or local authority, including Academies

Any **charity** registered with the Charity Commission who's funding arrangements require them to follow Public Contract Regulations

Any **United Kingdom central government body** directly funded by HM Treasury, or arms length bodies or agencies funded by sponsoring Departments of central government

Awards of further business can only be made following a mini-competition managed through the DPS. Terms and Conditions of that contract will be agreed locally with an awarding authority operating within the DPS via mini competition.

This DPS is valid for four years, ending 12:00 on 01 March 2021. Employers may enter into contracts which extend beyond the lifetime of the DPS.

### **Terms & Conditions**

The individual Employer organisations will be responsible for issuing their standard Terms & Conditions as part of the mini competition documentation.

### **Access Charges**

There is no charge for Providers to register for inclusion on the DPS, to access information, or to bid for business via the DPS.

Each Provider, on a successful award of a contract, will be invoiced a DPS delivery charge by Salisbury Commercial Services. This will be based on a percentage of contract value, and will be clearly advertised with each opportunity.

## *For Suppliers – How to Participate*

Suppliers can request to join (or withdraw from) a DPS at any time during the advertised lifetime of the DPS.

All DPS activity is carried out electronically, including further competition and messaging.

Salisbury NHSFT uses the Bravo NHS Portal for all procurement requirements, including DPS.

Suppliers wishing to join this DPS should register on the Portal [https://nhs.bravosolution.co.uk/nhs\\_collaborative/web/login.html](https://nhs.bravosolution.co.uk/nhs_collaborative/web/login.html) and locate relevant project reference. Suppliers will then be asked to complete the online PQQ and submit. Salisbury NHSFT will then evaluate the PQQ and advise within 10 working days after an initial period of 30 days (or advise the supplier where this will be extended).

Suppliers successfully placed on the DPS will then be advised of further competitions via the Bravo portal.

It is therefore **essential** that suppliers maintain their contact details within their Bravo profile at all times, as Salisbury Commercial Services will not be responsible for suppliers not receiving competition calls due to incorrect or outdated profile information.

## *Further Information*

For further information, email Simon Dennis at [simon.dennis2@salisbury.nhs.uk](mailto:simon.dennis2@salisbury.nhs.uk) or visit the Bravo procurement portal ([https://nhs.bravosolution.co.uk/nhs\\_collaborative/web/login.html](https://nhs.bravosolution.co.uk/nhs_collaborative/web/login.html))