

**Bid Pack**

**Attachment 3 – Statement of Requirements**

Contract Reference: CCHR19A66 - The Provision of Confidential Psychological Support for the Infected Blood Inquiry

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# PURPOSE

## The Infected Blood Inquiry is seeking a provider of confidential psychological support for people affected by treatment with infected blood. This provider will provide both face-to-face support at the Inquiry’s public hearings and phone support on a dedicated helpline throughout the course of the Inquiry.

# BACKGROUND TO THE CONTRACTING aUTHORITY

## Inquiry is examining why men, women and children in the UK were given infected blood and/or infected blood products in the 1970s and 1980s, which caused HIV or hepatitis C; the impact on their families; the response by the authorities, including government; the nature of any support provided following infection; and whether there was a cover up.

## The Inquiry is independent of government and sponsored by the Cabinet Office. For further details, including the terms of reference, please see the website [www.infectedbloodinquiry.org.uk](http://www.infectedbloodinquiry.org.uk)

# Background to requirement/OVERVIEW of requirement

## During the Inquiry’s preliminary hearings in September 2018, the Chair, Sir Brian Langstaff, set out six principles for how the Inquiry would carry out its work: people, thoroughness, respect, openness and transparency, independence and listening. As part of putting people affected at the heart of the Inquiry, Sir Brian recognised that giving evidence can be traumatic and committed the Inquiry to working in a sensitive manner.

## Engaging in the Inquiry (although welcomed by many) is causing significant psychological distress for people affected. It is likely that this has been exacerbated by the long period of time since the original infection and by the reaction of others (including government organisations) since that time.

## The Inquiry has been providing confidential psychological support for people affected by treatment with infected blood since the preliminary hearings. This contract will run from Friday 1st November 2019 to 30th October 2020 (with no option to extend). Within this one year period, the Inquiry anticipates that face to face psychological support at hearings will be required for approximately 35-40 days.

# definitions

# N/A

# scope of requirement

## The requirement is for:

### A small number of fully qualified psychological practitioners (who have developed an understanding of the issues affecting people participating in the Inquiry) to attend each day of public hearings in London (see 3.1.) and (though not currently planned) at other UK cities should this be required.

### A small number of fully qualified psychological practitioners (who have developed an understanding of the issues affecting people participating in the Inquiry) to staff a confidential phone support line throughout the course of the Inquiry. The times at which the phone line is available are flexible, and subject to discussion with the Authority.

### The Authority will not provide a phone line or premises (expect at public hearings).

# The requirement

## Face to face psychological support will be required for approximately 35 to 40 days in total (with private rooms made available by the Authority) at public hearings in London for five days at the end of February 2020, and on other dates between June and October 2020.

## The psychological support practitioners will be expected to attend all hearing dates.

## The current confidential phone line contract is due to end on 31 October 2019. The new arrangements should be put in place so that this support can be continued seamlessly until the end of the Inquiry.

## The provider should provide a brief report following each week of hearings, with key themes and numbers using the service. In addition, the provider will provide a monthly report of call volumes and any specific concerns, and ad hoc reporting where issues of significant concern are raised, or additional briefing is required from the Authority.

## The provider will have regular monthly meetings (either by phone or in person as is convenient for both parties) with the Authority in relation to the phone line to discuss volumes, common themes, and any proposals for an improved service.

# key milestones and Deliverables

## The Authority require this service to be in place by Friday 1st November 2019.

## The following Contract milestones shall apply:

|  |  |  |
| --- | --- | --- |
| **Milestone** | **Description** | **Timeframe**  |
| 1 | Provider to allocate experienced practitioners to the contract. | Prior to contract commencement date |
| 2 | Identification of phone number and call times for the confidential support line. |
| 3 | Provider to meet with the Deputy Secretary to review service provision to date and agree any adjustments to the approach going forward. | Every two months |

# MANAGEMENT INFORMATION/reporting

## The provider should provide:

### A brief report following each week of hearings, with the key themes and numbers using the service; and

### a monthly report of call volumes and any specific concerns, with ad hoc reporting where issues of significant concern are raised, or additional briefing is required from the Authority.

# volumes

## Around 2,000 core participants and several hundred other affected people are actively involved in the Inquiry. These people were either infected themselves, have lost a member of their family because of the damage caused by treatment with infected blood, or are currently caring for a family member who was infected.

## The volume of work will depend on demand for support. Experience so far indicates that having two practitioners attending hearings is sufficient. The phone line currently in place is staffed to the equivalent of 50% of a full time practitioner. Demand may vary in relation to particular hearing sessions, so flexibility and capacity are required to adapt the service as necessary.

# continuous improvement

## The provider will have regular discussions with the deputy secretary to ensure that any suggestions to improve the service are implemented swiftly. The provider will provide management information (as outlined in 8.1) to inform these discussions.

## Consistency of approach to the support provided is vital. Everyone using this service should receive a timely, professional and supportive service.

## Changes to the way in which the Services are to be delivered must be brought to the deputy secretary’s attention and agreed prior to any changes being implemented.

# Sustainability

## Not applicable.

# quality

## The practitioners must be professionally qualified and experienced, and provide a consistent approach. The service will be confidential and non-judgemental, and demonstrate an understanding of the effects of living with the physical, psychological and emotional damage caused by treatment with infected blood.

# PRICE

## Potential providers are asked to price the requirement based on a daily rate for the face-to-face support for hours worked, and for running the confidential helpline, including expenses such as travel and accommodation.

## Prices are to be submitted via the e-Sourcing Suite Attachment 4 – Price Schedule excluding VAT and including all other expenses relating to Contract delivery.

# STAFF AND CUSTOMER SERVICE

## Providers staff assigned to the telephone support line must have the relevant qualifications and experience, including an understanding of the issues affecting people treated with infected blood.

# service levels and performance

## The Authority will measure the quality of the provider’s delivery by:

|  |  |  |  |
| --- | --- | --- | --- |
| **SLA** | **Service Area** | **SLA description** | **Target** |
| 1 | **Service Quality** - Resourcing& Service Delivery | All staff working on the contract must have completed the provider’s DBS requirements. | 100% |
| 2 | Availability of psychological support throughout the hearings | 100% |
| 3 | **Service Quality** - Feedback | Positive feedback (and lack of complaints) on the service from people affected by the treatment with infected blood | Ongoing |
| 4 | **Delivery Timescales** -Live calls | Response received to calls made during agreed “live” helpline hours | 99% |
| 5 | **Service Delivery** - Responses to messages | Messages received for call backs to be returned on the same working day | 90% |
| 6 | Messages received “out of hours” replied to on the next working day | 90% |
| 7 | **Service Delivery** – Continual improvement | Provider to meet with the Inquiry Team to review service provision to date and agree any adjustments to the approach going forward. | Every Two months |

# Security and CONFIDENTIALITY requirements

## All staff working on the contract must have completed the provider’s DBS requirements.

# payment AND INVOICING

## Provider invoicing requirements will be in line with standard Cabinet Office processes. A Purchase Order will be set up by the Inquiry and the provider will invoice on a monthly basis.

## Before payment can be considered, each invoice must include a detailed breakdown of work completed and the associated costs.

# CONTRACT MANAGEMENT

## The potential provider shall meet with the Authority every two months upon commencement of the contract. The purpose of these meetings will be to review service provision to date and to agree any adjustments to the approach going forward in line with SLA number 7, detailed in Section 15 of this Statement of Requirements.

## Attendance at Contract Review meetings shall be at the provider’s own expense.

# Location

## The location of the Services will be carried out as follows:

### psychological support via a confidential phone line.

### face to face psychological support during the Inquiry Hearings at Fleetbank House, 2-6 Salisbury Square, London, EC4Y 8AE.