## ITQ Specification C235602

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## Tender Summary

* 1. NHSE, is seeking to engage providers in the delivery of General Practice training packages in relation to Neurodiversity, to enhance our educational offer to GP Specialty Trainees within the region.
  2. This package is intended to provide trainees access to neurodiversity screening, diagnostic assessment and follow-on support as well as develop additional key skills that are not otherwise provided, in a psychologically safe learning space, away from clinical pressures.
  3. The provider will be responsible for providing access to all ST1 GP Specialty Doctors to a neurodiversity screening tool to that will provide a RAG rating (or similar rating scale) to determine whether the results are suggestive of neurodivergence. The provider will also work with NHSE to identify Specialty Doctors that require additional support as a result of screening as well as to develop additional learning resources, that can be delivered via an in-house eLearning platform that adhere to the outcomes required by the Primary Care School.
  4. Bids will be welcomed from individual and/or joint providers, with activity expected to commence from September 2022, for the duration of the contract.
  5. The winning provider will be expected to fulfil regular contract monitoring requirements and respond in a timely fashion to ad-hoc information requests from NHSE
  6. The contract continuation will be reviewed annually, satisfactory to KPIs and dependent on budget availability annually.

## Introduction

* 1. The purpose of the Primary Care School is to create, facilitate and support the best possible educational experience for all learners within primary care in the East of England. Our goal is to sustain a quality primary care workforce for our region.
  2. We are responsible for:
* Providing strategic oversight, leadership, innovation, and improvement of all activities related to the education and training of the primary care workforce.
* Providing educational governance with respect to the quality of clinical learning placements through the Postgraduate Dean.
* Assuring the quality of supervision of learners provided by multi-professional supervisors and the quality assurance of their training.
* Ensuring all learners across primary and community care achieve the levels of excellence required for a successful career as an NHS Professional.
* Providing oversight of the management of nationally coordinated NHSE programmes and, as appropriate, joint NHSE and NHSE/I programmes and other collaborations.
* Ensuring robust financial management of NHSE programmes / work streams pertinent to primary care workforce, education, and training.

## Background

* 1. Whilst we have a responsibility to support the wider workforce within Primary Care across the East of England, a large proportion of our work is focussed on supporting General Practice Specialty Doctors.
  2. Specialty Doctors appointed to General Practice Training in the East of England will work in one of 18 Training programmes. Each of these programmes are responsible for providing Half Day Release educational sessions that include topics linked to the General Practice Curriculum as outlined by the Royal College of General Practitioners (RCGP). However, not all elements can be covered through this mechanism.
  3. The Primary Care School are therefore required to host, deliver, and coordinate activity via a variety of live events and online training packages and resources.

## Scope of Contract

* 1. NHSE aims to enhance the training opportunities currently available within the region by offering a comprehensive range of centrally coordinated activity related to UK General Practice, with some activity specifically tailored to meet elements of the specialty curriculum.
  2. Applications are invited to bid for a pilot package of Neurodiversity screening and support with a pre-agreed budget of £33, 350.
  3. NHSE will fund the above based on a maximum number of:
* 428 x individual screening profilers
* 20 x Diagnostic Assessments
* 18 x Group coaching sessions
* 20 x 1:1 Coaching sessions
  1. The provider will be expected to work in collaboration with the central Primary Care School Administration team to ensure the smooth coordination and delivery of the support package and resources outlined in this document. There may at times be the need to be flexible with these numbers providing the budget is not exceeded. This will be monitored regularly between NHSE, and the supplier awarded.
  2. Providers will need to be responsible for providing their own administrative support and therefore may choose to use their own software and data systems to support the coordination and delivery of the service where appropriate.
  3. In this instance the provider will therefore be responsible for collection, retention and destruction personal identifiable trainee information during the process. All data must be collected in compliance with GDPR regulations.

1. **Detailed Requirements** 
   1. The provider must always ensure compliance with the standards and codes of practice set by any regulatory bodies that they may be affiliated with for the duration of their contract with NHSE.
   2. The provider must liaise with the central Primary Care School team to discuss feedback and make any required adjustments as a result.
   3. The Primary Care School will collate the required information of all ST1 General Practice Specialty Trainee commencing in post in August 2022 and write to them with details of the initiative before sharing these details with the provider.
   4. The provider will provide GPST1s with a link to online screening via email within 72 hours of receiving the data of intended recipients. The provider will monitor the uptake and send weekly or fortnightly reminders to those who have not yet completed the screening.
   5. The provider will ensure that GPST1s are able to access a downloadable instant overview of the screening results with advice and guidance tailored to the outcome of individual results.
   6. The provider will give named members of the Primary Care School access to the back end of the system to review individual results to determine the appropriate next steps and offer further support.
   7. The Primary Care School will review results on a weekly or fortnightly basis, make a record of the decisions i.e., no further action, diagnostic assessment, group coaching, 1:1 coaching, or advice and guidance needed from provider and share this record with the provider for their regular review and feedback.
   8. The Provider will contact the GPST1 confirming the decision of the Primary Care School and will communicate with them directly regarding next steps.
   9. Should the provider experience difficulties in contacting the GPST1, they will escalate this directly to the Primary Care School after 3 failed attempts.
   10. The successful provider must have sufficient resource, including staffing, marketing (website), and financial resource to deliver what they bid for, within the requirements set out in this specification.
   11. Costs must consider all infrastructure costs including venue hire or meeting platform fees, learning materials, equipment, staff/facilitator costs and any other costs required to execute the contract. All costs are exclusive of VAT.

## Service Levels and Key Performance Indicators (KPIs)

* 1. The provider will be expected to keep a record of each training session and its delegates, in line with GDPR.
  2. The provider will be expected to highlight improvements for future delivery and areas of concern, and this should be done at regular contract review meetings, time frame to be determined.
  3. The Primary Care Team will expect an operational/fidelity, feedback, and attendance summary report after each live course.
  4. The Provider may also be requested to complete an annual report to be submitted to NHSE including attendance, collated feedback report from delegates and faculty, confirmation of which courses ran, and which were cancelled, including reasons for non-delivery. Any extenuating circumstances that have affected course delivery and/or delegate and faculty attendance should be included in this report, an example would-be last-minute trainee cancellation due to testing positive for Covid-19.
  5. KPIs will include the following:
     + Attendee satisfaction regarding facilities
     + Faculty satisfaction with resource provision
     + Faculty and delegate attendance
     + Quality of specimens and materials
     + Quality and range of equipment
     + Number of re-arranged courses or non-delivered courses due to Provider issues.

## Sustainability

* 1. In accordance with the Social Value Act 2020, education may continue to be delivered virtually post COVID-19 and potential providers must bear this in mind when bidding.
  2. Those wishing to bid for contracts outlined in this specification document must also be able to demonstrate that they are contributing to one or more of the following:
     + Supporting COVID-19 recovery, including helping local communities manage and recover from the impact of COVID
  + Tackling economic inequality, including creating new businesses, jobs and skills, as well as increasing supply chain resilience
  + Fighting climate change and reducingwaste
  + Driving equal opportunity, including reducing the disability employment gap and tackling workforce inequality Improving health and wellbeing and community integration

## General Data Protection Regulations (GDPR) and Privacy Impact Assessments (PIA)

* 1. The provider acknowledges their respective duties under Data Protection Legislation and shall give reasonable assistance as appropriate or necessary to comply with those duties.
  2. For the avoidance of doubt, the provider shall take reasonable steps to ensure it is familiar with the Data Protection Legislation and any obligations it may have under such Data Protection Legislation and shall comply with such obligations.
  3. When the provider is processing personal data under or in connection with this service, the provider shall comply with the Data Protection Protocol.
  4. Any provider bidding for this service will complete and return sections 1- 9 of the Third Party Assurance form found in Appendix 1.

## Governance and Quality

* 1. The bid response must include the quality assurance mechanisms employed to ensure the proposed programmes adherence to external standards or accreditation.
  2. The bid response must describe how you will evaluate the success of these courses from a operational and fidelity perspective (educational evaluation is not expected as this will be conducted by NHSE including how this evaluation is utilised for continuous improvement.
  3. Bidders must provide evidence of robust quality assurance processes including as a minimum the following:
* Strong educational governance and leadership through demonstrating accountability for continuous improvement of quality outcomes.
* Overview of support staff to assist the course director.
* Learner, supervisor and employer feedback and appropriate resultant actions
* Comprehensive study materials and capacity to reflect changes in practice and evidence-based knowledge as it becomes available.

## Delivery

* 1. Bidders will be expected to demonstrate how their service is flexible and adaptable to best utilise the current knowledge, skills and experience of General Practice.
  2. The provider should demonstrate active involvement of local stakeholders though established networks and professional bodies in recruitment plans and communications.
  3. The provider is expected to work closely with NHSE to develop and refine Key Performance Indicators and the provider will be monitored for delivery against these. Failure to meet the KPIs will result in a contract review meeting and remedial actions to be put in place.
  4. Bidders must provide evidence of robust quality assurance processes including as a minimum the following:
* Strong educational governance and leadership through demonstrating accountability for continuous improvement of quality outcomes.
* Learner, supervisor and employer feedback and appropriate resultant actions
* Comprehensive study materials and capacity to reflect changes in practice and evidence-based knowledge as it becomes available.
  1. Bids will need to demonstrate delivery against [HEE’s Quality Framework.](https://hee.nhs.uk/our-work/planning-commissioning/commissioning-quality)

## Contract Period

* 1. Contracts will be issued for a 12-month period in the first instance
  2. There may be the option to extend the contract by a further 1 year + 1 year when next financial year budgets are confirmed.
  3. Any contract extensions will be subject to the provider meeting the KPI’s as outlined in Section 6 of this tender specification.

## Key terms and conditions

* 1. Bidders are required to clearly outline the main point of contact. The roles of any key contacts should be clearly defined.
  2. Should the main of point of contact be replaced, the bidders will promptly inform the Primary Care Team of the name and contact details of the new person (Contract Manager).
  3. The Contract Manager will be expected to make decisions on the day to day operation of the contract.
  4. The Contract Manager will be expected to attend meetings on a regular basis to review the performance of the provider under this contract and to discuss general matters relating to the contract.
  5. Review meetings shall take place twice a year with quarterly reporting on course uptake.
  6. The contract will be awarded September 2021.
  7. The contract will be issued for one year. The contract term may be extended by a further 12 months, following evaluation of performance and business need. The contract will be no longer than five years in total.
  8. Providers will also be expected to respond in a timely fashion to ad-hoc information returns for NHSE.

## Eligibility

* 1. Applications are welcome as sole provider applications and/or collaborative applications, approved by an Executive Director or equivalent.
  2. Providers are limited to a maximum of one sole and one collaborative application.
  3. The number of applications is restricted by provider rather than by individual, meaning Directors can be named on multiple applications.
  4. The provider’s submission must include the details of the individual who can be approached by NHSE there are any further queries about the submission.
  5. The providers submission must clearly demonstrate alignment with NHSE policies and procedures.

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**EVALUATION CRITERIA [refer to excel spreadsheet]**

**\*\*The Panel reserves the right to amend scores during the clarification process\*\***

The training sessions meet the standards identified in the minimum specification

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| --- | --- |
| Understanding of Requirements: Service Provision | 15% |
| Evidence of delivery of similar Services | 15% |
| Partnership Working | 20% |
| Trainee Support | 10% |
| Quality Assurance | 20% |
| Value for Money and Cost | 20% |

# APPENDIX

## Appendix 1 – Third Party Assurance Form

This form only needs to be completed where NHSE has commissioned a third party to be a data processor or where NHSE mandates a third-party product/system for use.

This form can be sent to the third party directly with a request for them to provide the assurance required as set out below however, NHSE colleagues will be required to complete those sections with a pink heading.

|  |  |
| --- | --- |
| **NHSEadministrative details** | |
| *The information provided in this section should match (and can be copied) the DPIA documentation and should be completed by a NHSEmember of staff.* | |
| DPIA reference number |  |
| Name of NHSE contact for the DPIA |  |

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| --- | --- | --- |
| **1. Third party details** | | |
| 1. | Name and business address |  |
| 2. | Primary contact details | *Name, email address and phone number* |
| 3. | Where is the organisation based?  *Please delete as appropriate and provide the country if based in the EEA* | UK  European Economic Area (EEA)  USA  Other – *please specify* |
| 4. | Where are the organisations servers based?  *Please delete as appropriate and provide the country if based in the EEA* | UK  European Economic Area (EEA)  USA  Other – *please specify* |
| 5. | Is the organisation registered with the Information Commissioners Office (ICO)?  *Please delete as appropriate* | Yes – *please provide registration number*  No – *why not?* |
| 6. | Contact details for the Data Protection Officer | *Name, email address and phone number* |
|  | Is the organisation compliant with the Data Security and Protection Toolkit (DSPT) to level 2?  *Please delete as appropriate* | Yes  No |

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| **2. Contract / agreement details** | | |
| 7. | Is a contract in place (or expected to be)?  *Please delete as appropriate* | Yes  No |
| 8. | Where a contract is in place (or expected to be), please specify which type of contract this is  *Please delete as appropriate* | NHS T&Cs  Crown Commercial Services  LDA  Other – *please specify* |
| 9. | If there is no contract in place, have any of the listed documents been completed (or expected to be)?  *Please delete as appropriate* | Data sharing agreement (DSA) – *if yes, please ensure that a copy is submitted to NHSE s IG Team*  Service level agreement (SLA)  Other – *please specify* |
| 10. | Where none of the above are in place, please explain why this is the case |  |
| 11. | Contract / agreement end / review date |  |

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| **3. Data processing** | | |
| 12. | What product / service is being provided?  Please provide details |  |
| 13. | What personal / special category data is the organisation processing on NHSE’s behalf? |  |
| 14. | Will any of the personal data collected be used for a secondary purpose such as marketing?  If yes, please specify |  |
| 15. | Which staff members or teams will have access to the data?  Please provide names and job titles |  |
| 16. | Who will manage the access controls to this information?  NHSE should have oversight of this so please identify that person also |  |
| 17. | Do users have their own log in credentials and are accounts auditable? |  |
| 18. | How will the data be transferred securely between NHSE and your organisation? |  |
| 19. | Is a sub-processor employed for any part of the processing / storage?  A sub processor is any third party appointed to process Personal Data on behalf of the Contractor related to the Contract |  |
| 20. | Have NHSE approved the use of a sub-processor?  *Please delete as appropriate* | Yes – *please identify who the sub processor is*  No  Not applicable – no sub-processor |
| 21. | Is any third-party system / software being used for any part for the processing?  For example. a survey platform. | If yes, please specify and outline all assurances sought relating to data protection and information security. |

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| **4. Data leaving the UK / European Economic Area (EEA)** | | |
| 22. | Will the data be processed (including storage) outside of the UK or EEA?  *Please delete as appropriate and provide the country if based in the EEA*  *If ‘yes’, please complete the remaining questions in part 23* | No – data will remain in the UK  No – data will remain in the EEA  Yes – *please state where this processing will take place* |
| 23. | Why does the data need to be transferred outside of the UK / EEA? |  |
| 24. | Are the data subjects aware that their data is being transferred outside of the UK / EEA? |  |

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| **5. Business continuity and incident management** | | |
| 25. | Does the organisation have a business continuity / disaster recovery plan in place?  *Please delete as appropriate* | Yes  No |
| 26. | What timescales are in place for notifying NHSE and recovering data? |  |
| 27. | Should an incident occur, what processes are in place for ensuring NHSE are notified? |  |
| 28. | What are the agreed reporting times for incidents?  *NHSE policy is that all incidents are reported to IG within 24 hours of becoming aware (12 for cyber incidents)* |  |

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| **6. Information Security** | | |
| 29. | Will any personal data be processed on paper at any time?  *Please delete as appropriate* | Yes – *how is this processed and destroyed securely*  No |
| 30. | What policies are in place across your organisation in regard to data protection and information security?  *Please specify, copies are requested later in the document.* |  |
| 31. | How does your organisation ensure that staff are aware of their obligations regarding data protection and information security? |  |
| 32. | How often are your staff required to complete data protection and information security training? |  |
| 33. | Have there been any ICO reportable incidents within the last three years?  *If yes, please provide details* |  |

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| **7. Technical security** | | |
| 34. | Do any of the following apply to your organisation?  *Please delete or add as appropriate* | ISO27001  Cyber Essentials / Cyber Essentials Plus  Digital Market Place  Crown Commercial Services (CCS) Framework  Not Applicable |
| ***Please only complete the remaining questions in part 25 if NOT APPLICABLE is selected above.*** | | |
| 35. | What technical security measures are in place?  *Below is a list of examples Please note: this list is NOT exhaustive. Please provide as much information as possible. Please liaise with the third party to gather this information.*  *Access Control - role-based access controls, password complexity, multi factor authentication etc.*  *Log on details - generic or individual, frequency of change etc.*  *Encryption - encrypted in transit and / or at rest etc.*  *Back ups - frequency of backups etc.*  *Audits / Penetration testing / Virus scanning (where applicable)*  *Physical security measures - segregated and lockable zones and storage etc.* |  |
| 36. | What organisational security measures are in place?  *Below is a list of examples. Please note: This list is NOT exhaustive. Please liaise with the third party to gather this information*  *Staff awareness & training*  *Policies and procedures*  *Information risk assessments*  *Audits (periodic checks) to ensure security measures remain effective* |  |

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| **8. Records management** | | |
| 37. | Can electronic retention labels be applied?  *Please delete as appropriate* | Yes – *have they been?*  No |
| 38. | Will the data be transferred back to NHSEat the end of the contract?  *Please delete as appropriate* | Yes – *how will this be done securely*  No |
| 39. | Will the data be destroyed by the third party at contract end, including backups?  *Please delete as appropriate* | Yes – *will a destruction certificate be provided?*  No – *why not?* |

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| **9. Documents and assurance** | | |
| 40. | Provide a copy of the third parties privacy notice or compliance statement |  |
| 41. | Provide a copy of the ISO27001 and / or Cyber Essentials certification (where applicable) |  |
| 42. | Provide copies of any policies referenced in this form or any further supporting documents that may be useful |  |

## NHSE Review

All risks outlined in this form should be acknowledged within the DPIA Screening questions/Form

|  |  |
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| **IT Assessment** – *for completion by the CTO or delegated IT lead* | |
| Identified risks to processing |  |
| Reviewed by:  *Please include name and date of final review* |  |

|  |  |
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| **Information Governance Assessment** – *for completion by the IG Team only* | |
| Identified risks to processing |  |
| Reviewed by:  *Please include name and date of final review* |  |

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| **Information Asset Owner Approval** | |
| As the appointed Information Asset Owner (IAO) for this work, I hereby confirm that I acknowledge and accept the risks outlined above and that this document accurately reflects the intended processing. | |
| IAO Name |  |
| IAO Job title |  |
| IAO email address |  |
| IAO contact number |  |
| IAO signature |  |
| Date of approval |  |