



Salisbury Managed  
Procurement Services



Salisbury  
NHS Foundation Trust

Commercial & Managed Procurement Services

Salisbury Managed Procurement Services

C1546.321 – Framework for the Provision of Customer Service  
Practitioner Level 2 Apprenticeship – Bespoke NHS Variant

ST0071

(and successor standards where issued)



Salisbury Managed  
Procurement Services

Working with



*Health Education England*



## Background

Health Education England have partnered with the Managed Procurement Services team at Salisbury NHS Foundation Trust, to deliver a range of support for employers to increase their uptake of Apprenticeships following the Sainsbury education reforms. This provides a range of local, regional and national support services including the procurement of apprenticeship providers, the management of apprenticeship provider quality and engagement, and the contracting process, all of which have delivered considerable savings for employers in terms of reducing procurement cost, and also in launching a number of innovative delivery programmes for apprenticeships to support both small and large professions.

Salisbury frequently work in partnership with professional bodies, and NHS trusts, STPs / ICSs, and wider regional systems, as well as organisations such as London Councils, the Association of Directors of Social Services, the Ambulance Chief Executives Association, Public Health England, NHS Leadership Academy and NHS EI.

Salisbury also partner with organisations such as YPO for the delivery of wider programmes, as well as working outside education in areas such as energy, professional services and commercial retail.

Salisbury NHS Foundation Trust are therefore a Contracting Authority within the meaning of the Public Contract Regulations 2015, and are able to make this Framework 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 and associated services.

## This Requirement

For this Requirement, Salisbury are working in partnership with Health Education England on behalf of public and eligible third sector organisations in procuring for the following :

Requirement	
Course Title	Customer Service Practitioner Apprenticeship – NHS Adaptation
Standard Number	ST0072
Accrediting Body	Level 2
Required Start Date	Providers to declare start dates – rolling programmes
Required Location	National or local regions – providers can bid for multiple regions or the national option. See Commercial Response form.
Number of Students	Subject to Employer demand
Standards Link	<a href="https://www.instituteforapprenticeships.org/apprenticeship-standards/customer-service-practitioner/">https://www.instituteforapprenticeships.org/apprenticeship-standards/customer-service-practitioner/</a>

Requirement Description
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The Level 2 Business Administration apprenticeship framework has been a vital entry level route into the NHS for many years. With the removal of this framework from 31<sup>st</sup> July 2020 and no direct replacement apprenticeship standard HEE want to ensure that the NHS can still offer a Level 2 programme to attract new talent into the NHS and also offer existing staff the opportunity to move into administration roles. HEE are therefore launching a national procurement for a NHS specific Level 2 Customer Service Practitioner apprenticeship standard and welcome bids from national and regional providers to deliver a bespoke programme that will cover the wide range of administration and patient facing roles in the NHS from 1<sup>st</sup> August 2020.

Health Education England, on behalf of NHS (and other public sector) employers nationally are looking for suitably qualified apprenticeship training organisations to adapt the Customer Service Practitioner (L2) standard to reflect the business and operational needs of health and social care, whilst fulfilling all the requirements of the Standard. This may be either national providers, or a mix of national and regional (including some NHS main providers), and could be either fully delivered by the training provider, or delivered in partnership with the employers where that capability and wish to do so exists.

HEE will be willing to work with the successful provider(s) to develop and adapt content, however the majority of that work will be expected to be carried out by the provider.

Preference will be given to providers with either (a) existing NHS relevant content distinct from other programmes they are delivering for this standard, or (b) the rapid ability to develop NHS relevant content.

Criteria for Framework Acceptance :

Organisations wishing to be included on the Framework must meet the Pass/Fail criteria detailed on the Quality Response. Content of the Delivery, Quality and Added Value questions is not used to qualify suppliers onto the Framework, but is used by Employers in their selection process for either direct award or further competition.

The Commercial Response must also be completed, with providers detailing the regions in which they are able to deliver in the appropriate columns.

Employers will be able to award to Framework providers either by Direct Award, or by Further Competition to reflect local needs, run by Salisbury. For further competitions, award criteria will be published with each competition notice.

Organisations accepted onto the Framework should understand there is no guarantee of business, and any subsequent award by an employer is subject to NHS Terms & Conditions (published on Bravo). Contracts will only be valid when issued with a Unique Reference Number by Salisbury following an employer request, and are always non-exclusive and subject to ongoing quality monitoring.

## Timetable

Opportunity live on Bravo and advertised	Wednesday 10 <sup>th</sup> June 2020
Last date for Bidder Questions	Tuesday 30 <sup>th</sup> June 2020
<b>ITT closes for Bidder Responses</b>	<b>Friday 10<sup>th</sup> July at 12:00</b>
Award of Business	July / August 2020 (subject to C19 situation)
Cohorts start	Employer demand led

## Information for Bidders

Please note the following conditions apply to this Competition :

1. Contracting Authority – The Contracting Authority will be the Apprentice's employer organisation.
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. Supplier Fee – There is no fee to join, or participate in further Competitions under the Framework. By submitting a bid, suppliers agree to pay Salisbury NHSFT the sum of 1% (f 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. The full 1% value will be invoiced following enrolment and is not refundable should the Apprentice not complete the programme.
7. All bid responses and required information must be provided by the Close Date indicated on the Bravo portal.

## Framework 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 Framework 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 Framework 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 Framework has been established by Salisbury NHS Foundation Trust, for use by the following bodies (and any future successors to these organisations):

The following Contracting Authorities are entitled to place Orders:

Salisbury NHS Foundation Trust and all bodies listed below :

Central Government Departments, Local Government and Public Corporations :

<https://www.gov.uk/government/organisations>

**Please note Central Government departments may be subject to Government Digital Service approval before using the Framework Agreement.**

Local Authorities (England and Wales)

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/791684/  
List of councils in England 2019.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/791684/List_of_councils_in_England_2019.pdf)

National Parks Authorities

<https://www.nationalparks.uk/about-us>

Educational Establishments in England and Wales, maintained by the Department for Education including Schools, Universities and Colleges listed :

[https://www.compare-school-performance.service.gov.uk/schools-by-  
type?step=default&table=schools&region=all-england&for=secondary](https://www.compare-school-performance.service.gov.uk/schools-by-type?step=default&table=schools&region=all-england&for=secondary)

Police Forces listed by the College of Policing, plus Police Scotland and Police Service of Northern Ireland

[https://www.college.police.uk/About/Copyright\\_Licensing/Pages/Home-Office-police-forces.aspx](https://www.college.police.uk/About/Copyright_Licensing/Pages/Home-Office-police-forces.aspx)

Police Forces and Special Police Forces in the United Kingdom, and/or Police and Crime Commissioners (as defined by the Police Reform and Social Responsibility Act 2011) and/or the Police Authorities (as defined in the Police Act 1964, Police Act 1996, Serious Organised Crime and Police Act 2005, Police and Justice Act 2006, Police, Public Order and Criminal Justice (Scotland) Act 2006), and other relevant legislation for the constituent parts of the United Kingdom, for their respective rights and interests

Fire and Rescue Services in the United Kingdom

<http://www.fireservice.co.uk/information/ukfrs>

<http://www.nifrs.org/areas-districts/>

<http://www.firescotland.gov.uk/your-area.aspx>

NHS Bodies England

<http://www.nhs.uk/ServiceDirectories/Pages/AcuteTrustListing.aspx>

<http://www.nhs.uk/ServiceDirectories/Pages/CCGListing.aspx>

<http://www.nhs.uk/ServiceDirectories/Pages/MentalHealthTrustListing.aspx>

<http://www.nhs.uk/ServiceDirectories/Pages/CareTrustListing.aspx>

<http://www.nhs.uk/ServiceDirectories/Pages/AreaTeamListing.aspx>

<http://www.nhs.uk/ServiceDirectories/Pages/SpecialHealthAuthorityListing.aspx>

<http://www.nhs.uk/ServiceDirectories/Pages/OtherListing.aspx>

Hospices in the UK

<https://www.hospiceuk.org/about-hospice-care/find-a-hospice?gclid=CPLU3cD7zdECFdaRGwodNeoDyW>

Registered Social Landlords (Housing Associations)

<https://www.gov.uk/government/publications/current-registered-providers-of-social-housing>

### Third Sector and Charities in the United Kingdom

<http://www.charitycommission.gov.uk/find-charities/>

<http://www.oscr.org.uk/search-charity-register/>

<http://www.charitycommissionni.org.uk/charity-search/>

### Citizens Advice in the United Kingdom

<http://www.citizensadvice.org.uk/index/getadvice.htm>

[www.cas.org.uk](http://www.cas.org.uk)

<http://www.citizensadvice.co.uk/>

### Scottish Public Bodies

The framework agreement will be available for use by any Scottish Public Sector Body: the Authority; Scottish Non-Departmental Public Bodies; offices in the Scottish Administration which are not ministerial offices; cross-border public authorities within the meaning of section 88(5) of the Scotland Act 1998; the Scotland Office; the Scottish Parliamentary Corporate Body; councils constituted under section 2 of the Local Government etc. (Scotland) Act 1994 (except where they are acting in their capacity as educational authority); Scottish joint fire boards or joint fire and rescue boards; Scottish joint police boards or any successor National Police or Fire Authority; Scottish National Park authorities, bodies registered as social landlords under the Housing (Scotland) Act 2001, Scottish health boards or special health boards, Student Loans Company Limited, Northern Lighthouse Board, further or higher education institutions being fundable bodies within the meaning of section 6 of the Further and Higher Education (Scotland) Act 2005 any public body established by or under the Scotland Act 1998 or any Act of the Scottish Parliament, any association of or formed by one or more of the foregoing, bodies financed wholly or mainly by one or more of the foregoing, bodies subject to management supervision by one or more of the foregoing and bodies more than half of the board of directors or members of which, or, in the case of a group of individuals, more than half of those individuals, being appointed by one or more of the foregoing.

### Scottish Government

<http://www.gov.scot>

### Scottish Parliament

<http://www.scottish.parliament.uk/abouttheparliament/27110.aspx>

### Scottish Local Authorities

<http://www.gov.scot/About/Government/councils>

<http://www.scotland-excel.org.uk/home/Aboutus/Ourmembers/Associate-members.aspx>

### Scottish Agencies, NDPBs

<http://www.gov.scot/Topics/Government/public-bodies/about/Bodies>

### Scottish NHS Bodies

<http://www.gov.scot/Topics/Health/NHS-Workforce/NHS-Boards>

<http://www.show.scot.nhs.uk/organisations/>

### Scottish Further and Higher Education Bodies

<http://www.universities-scotland.ac.uk/index.php?page=members>

<http://www.collegesscotland.ac.uk/member-colleges.html>

[http://www.sfc.ac.uk/aboutus/council\\_funded\\_institutions/WhoWeFundColleges.aspx](http://www.sfc.ac.uk/aboutus/council_funded_institutions/WhoWeFundColleges.aspx)

Scottish Police

<http://www.scotland.police.uk/your-community/>

Scottish Housing Associations

[http://www.sfha.co.uk/component/option,com\\_membersdir/Itemid,149/view,membersdir/](http://www.sfha.co.uk/component/option,com_membersdir/Itemid,149/view,membersdir/)

The Scotland Office

<https://www.gov.uk/government/organisations/scotland-office>

Registered Social Landlords (Housing Associations) - Scotland

<http://directory.scottishhousingregulator.gov.uk/pages/default.aspx>

Scottish Primary Schools

<http://www.educationscotland.gov.uk/parentzone/myschool/findaschool/index.asp>

Scottish Secondary Schools

<http://www.educationscotland.gov.uk/parentzone/myschool/findaschool/index.asp>

Scottish Special Schools

<http://www.educationscotland.gov.uk/parentzone/myschool/findaschool/index.asp>

Welsh Public Bodies

National Assembly for Wales, Welsh Assembly Government and Welsh Local Authorities, and all bodies covered by:

<http://www.assembly.wales/en/Pages/Home.aspx>

<http://gov.wales>

NHS Wales

<http://www.wales.nhs.uk/ourservices/directory>

Housing Associations – Registered Social Landlords Wales

<http://gov.wales/topics/housing-and-regeneration/publications/registered-social-landlords-in-wales/?lang=en>

Universities in Wales

<http://www.uniswales.ac.uk/universities/>

Colleges in Wales

<http://www.collegeswales.ac.uk/Find-a-College>

Schools in Wales (nursery, primary, middle, secondary, special, independent schools and pupil referral units)

<http://gov.wales/statistics-and-research/address-list-of-schools/?lang=en>

Northern Ireland Public Bodies

Northern Ireland Government Departments

<http://www.northernireland.gov.uk/gov.htm>

Northern Ireland Public Sector Bodies and Local Authorities

<https://www.nidirect.gov.uk/contacts/contacts-az/general-register-office-northern-ireland>

Schools in Northern Ireland

<http://apps.education-ni.gov.uk/appinstitutes/instmain.aspx>

Universities in Northern Ireland

<https://www.nidirect.gov.uk/articles/universities-and-colleges-northern-ireland>

Health and Social care in Northern Ireland

<http://www.hscni.net/>

Northern Ireland Housing Associations

[http://www.nihe.gov.uk/index/about/contact\\_us\\_home/your\\_nearest\\_office.htm](http://www.nihe.gov.uk/index/about/contact_us_home/your_nearest_office.htm)

Police Service of Northern Ireland

<http://www.psnl.police.uk/index.htm>

Any corporation established, or a group of individuals appointed to act together, for the specific purpose of meeting needs in the general interest, not having an industrial or commercial character, and (i) financed wholly or mainly by another contracting authority listed above in this section of this Framework Agreement;

(ii) subject to management supervision by another contracting authority listed above in this section of this Framework Agreement; or

(iii) more than half of the board of directors or members of which, or, in the case of a group of individuals, more than half of those individuals, are appointed by another contracting authority listed above in this section of this Framework Agreement

(iv) an association of or formed by one or more of the Contracting Authorities listed above in this section of this Framework Agreement

Entities which are not public sector bodies may also use the Framework Agreement if the Authority is satisfied that:

- such entity is calling-off goods and/or services directly, solely and exclusively in order to satisfy contractual obligations to one or more public sector bodies, all of which are entitled to use the Framework Agreement on their own account;
- all goods to be called-off by it are to be used directly, solely and exclusively to provide goods and/or services at sites occupied by such public sector body(ies); and
- it will pass the benefit of the call-off contract to such public sector body(ies) directly, in full and on a purely “pass-through” basis. Accordingly there must be no mark-up, management fee, service charge or any similar cost solely in relation to the supply of goods and/or services imposed on the relevant public sector body(ies), who must be able to benefit from the terms of the Framework Agreement in a like manner and to the same extent as if using the Framework Agreement on its/their own account.

Any ‘bodies governed by public law’ which under the Public Contracts Regulations 2015 means bodies that have all of the following characteristics

(a) they are established for the specific purpose of meeting needs in the general interest, not having an industrial or commercial character;

(b) they have legal personality; and

(c) they have any of the following characteristics:—

(i) they are financed, for the most part, by the State, regional or local authorities, or by other bodies governed by public law;



- (ii) they are subject to management supervision by those authorities or bodies; or
- (iii) they have an administrative, managerial or supervisory board, more than half of whose members are appointed by the State, regional or local authorities, or by other bodies governed by public law.

Awards of further business can only be made either by Direct Award or following a mini-competition managed through the Framework. The published NHS Terms and Conditions of that contract will apply to all awards including further competitions.

This Framework is valid for four years, ending 12:00 on 30<sup>th</sup> June 2024. Employers may enter into contracts which extend beyond the lifetime of the Framework.

#### **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 Framework, to access information, or to bid for business via the Framework.

### **For Suppliers – How to Participate**

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

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

Suppliers wishing to join this Framework 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 successfully placed on the Framework 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.dennis@nhs.net](mailto:simon.dennis@nhs.net) 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))