**F15652**

**ITIL v4 Training**

**Request for Information**

Portsmouth Hospitals University NHS Trust (PHU) IT department are seeking opportunities for training their staff in ITILv4 methodology (IT Infrastructure Library – ITIL).

Through NHS South of England Procurement Services (SoEPS), an RFI is being launched and we are seeking information from companies able to provide this service. PHU may require a full business case depending on responses and services available.

At this stage the Trust has no preference for how the required services are to be provided, but all options should be considered. The Trust seeks your views for this requirement and asks several set questions below. Please try to respond to as many as you can as your views are valuable.

This is a process designed to help the Trust establish the type of solutions available and form a view of the most suitable approach in order to secure best value for money.

**Introduction to Portsmouth Hospitals University NHS Trust IT department**

Portsmouth Hospitals University NHS Trust is a large acute trust that provides a comprehensive range of secondary care and specialist services to more than 675,000 people across southeast Hampshire. It also offers selected tertiary services to a wider catchment area in excess of 2 million people, including Chichester and the Isle of Wight.

The IT department main office is based within central Portsmouth, away from the main hospital site. However, there is an onsite presence of several IT staff who provide onsite support as required.

The department consists of around 120 staff including, but not limited to: IT administrators, customer service advisors, network and infrastructure engineers, data warehouse specialists, developers, clinical system specialists, project managers, business managers as well as a management team.

Historically the department undertook ITIL level 3 training in 2016/17 where all staff members were trained in ITIL foundation. Where appropriate a minority of staff were then trained to intermediate levels relevant to their roles.

With the introduction of ITIL level 4, there is now an appetite to bring the department up to date and seek the most efficient and cost-effective way of getting all staff to a minimum foundation level.

There is an opportunity for some staff to potentially complete a bridging course, however, there has been significant staff turnover and increase since the original training and this may not be the most cost-efficient method of all staff achieving ITIL level 4 foundation.

The proposed solution must provide all staff from all levels with training and qualifications in ITIL v4 Foundation and allow the department to continue to function with its role of supporting the Trust IT infrastructure whilst this occurs. Staff can be released in groups to complete training courses if this is the preferred option.

**Please note** this is not the beginning of a Tender exercise however information will be used to better inform the Invitation to Tender - a further Tender advertisement will be issued at the appropriate time as required to start the procurement process.

Your feedback at this point will not have a bearing on any future tender submissions you may wish to offer at a later date. You will not be disadvantaged if you choose not to respond to this RFI, but it will be helpful to understand your views at this early stage, so you are encouraged to respond as fully as you can. By responding to this RFI, the Trust will also be made aware of your interest in a future tender and can ensure that you are notified directly when this is issued.

Please complete your response and return via email to [dean.frecknall@porthosp.nhs.uk](mailto:dean.frecknall@porthosp.nhs.uk) by **12:00 Thursday 30 June 2022.**

Thank you for your participation.

**Provide your company details:**

|  |  |
| --- | --- |
| **Organisation Name** |  |
| **Name of Respondent** |  |
| **Respondent email** |  |
| **Respondent telephone contact** |  |

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| --- | --- | --- | --- | --- |
| **Organisation Type – place “X” in one box** | NHS Trust / Foundation Trust |  | NHS Trust / Foundation Trust |  |
| Limited Liability Partnership |  | PRIVATE Limited Company |  |
| Social Enterprise |  | PUBLIC Limited Company |  |
| Other – please state: |  | | |

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| **Is the Organisation a small medium enterprise? (SME defined as employing fewer than 250 people and where annual turnover does not exceed circa £42m). Please state “Yes” or “No”** |  |

**Requested Information**

***NB this is not a tender*** *- these questions are asked for information purposes to enable us to better understand the market and help define procurement strategy options prior to tendering.*

Please respond to each of the questions below in the unshaded response section as indicated

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| **1** | **Training Models**  Please briefly describe your potential options for training circa 120 staff in ITIL v4 Foundation, considering a range of current ITIL knowledge and in some cases, no previous experience.  Please also include:   * links to your website where we could obtain further details of the specific ITIL services. * examples of training models recommended (e.g., classroom based or online, group size, duration) * details around exam completion, success rate and opportunities for individuals to re-sit |
| **RESPONSE** |
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| **2** | **Your Solution**  Please provide your recommended solution for PHU IT based on current known information. This should be the approach you feel would work best for the department to ensure prompt completion but maintain day-to-day required tasks. |
| **RESPONSE** |
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| **3** | **Benefits**  Please detail any benefits to the training solution proposed which may impact decision making. |
| **RESPONSE** |
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| **4** | **Training Duration, Availability and Future Proofing**  From your experience what duration would you anticipate for the complete training of 120 IT staff to foundation level?  Considering your availability what is a reasonable expectation for completion?  Thinking ahead, how you would envisage future proofing/modifying the offering to ensure the training provides optimal benefit (e.g., are you aware of any ITIL updates in the future which may affect the optimum time for us to complete the training)? |
| **RESPONSE** |
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| **5** | **Design Specification**  What information would you require from PHU IT department in our future correspondence to be able to complete an extensive and unambiguous, fully costed quote/tender submission. |
| **RESPONSE** |
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| **6** | **Alternative to ITIL v4 Foundation**  Whilst we are specifically requesting details of ITIL v4 Foundation training, are there any alternatives that you feel could also be considered? Please include reasons for your recommendations. |
| **RESPONSE** |
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| **7** | **Indicative Pricing and Pricing Model**  Please provide approximate indicative costs for providing your service.  Please also explain how your contract pricing model is broken down e.g., course materials, training provision, assessment costs. |
| **RESPONSE** |
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| **9** | **Frameworks**  Are there any UK Public Contracts Regulations compliant frameworks that you participate in directly or via partners that we could consider using for the procurement of this service?  If yes, please provide details. |
| **RESPONSE** |
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| **10** | **Your Solution in Action – Reference site**  Please outline where you have already implemented/provided your service, preferably within an acute hospital or healthcare environment and identify a reference site should the Trust wish to request an evaluation of the service provided. |
| **RESPONSE** |
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| **11** | **Other Supplier Feedback**  Please use the space below to provide any further information or comments. |
| **RESPONSE** |
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**Main/Sub Contractors**

The Trust may consider using competitive tendering as a potential route to procure the service and wish to offer suppliers the opportunity to:

1. submit their contact details for inclusion in a list headed “Wish to be a Sub Contractor and contacted by potential Main Contractors;” and/or
2. submit their contact details for inclusion in a list headed “Wish to be a Main Contractor and contacted by potential Sub Contractors.”

Suppliers wishing to appear on either or both lists should complete the table below. Both lists will be circulated to all Suppliers responding to this Request for Information document.

**Contact details**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Supplier Name:** |  | | | | |
| **Point of Contact:** |  | | | | |
| **Point of Contact Email:** |  | | | | |
| **The list that details are to appear on** (place “X” in box as appropriate) | To be a Main Contractor: | **Yes** |  | **No** |  |
| To be a Sub-Contractor: | **Yes** |  | **No** |  |

**Important notice about using this opportunity**

The Trust gives no endorsement or takes any responsibility for the suitability of Suppliers appearing on either of the lists. It is the responsibility of Suppliers to undertake their own investigations and draw their own conclusions about the suitability of other Suppliers when entering a business relationship. This procedure is only intended to allow the exchange of contact information between Suppliers.

Suppliers should use their judgment about whether they wish to contact potential main/sub-contractors appearing on the lists.

Suppliers are under no obligation to use this opportunity and will not be disadvantaged if they choose not to do so. If in the future the Trust chooses to complete this requirement, Suppliers who do not use this opportunity may still choose to offer a tender submission containing a main or subcontractor relationship at either Pre-Qualifying or Invitation to Tender stage.