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| Request For Price For  Culture Change Programme  Ref. C101229 |
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# About our Trust

## Dartford and Gravesham NHS Trust

Is one of the largest hospital trusts in North Kent, with services at four sites serving a local population of over 500,000 people. The Trusts vision is to be an outstanding hospital Trust providing the best possible care for patients that is safe, well-coordinated, in the right place and designed around the patient’s needs.

We have a strong focus on innovation and improvement to deliver the best care as possible to our patients. As our local populations are increasing, our services are undergoing a period of expansion and service development. We are continuously looking for ways to develop models of best practice as well as new ways of working to enhance and improve the services we offer to our local populations. Our nationally renowned Urology Centre, formally opened by Simon Stevens, Chief Executive of NHS England is testament to our development and advancement in the care and technology we have developed for our patients. We are a founding member of Guys and St Thomas’ Healthcare Alliance which creates a unique relationship that will enable us to access expertise, and the knowledge of a major London teaching hospital closer to home. Providing better care and better outcomes for the people of Dartford and Gravesham and the community we serve.

# The Requirement

At Dartford & Gravesham NHS Trust, we are creating an organisation that is enriched by a diversity of perspectives, cultures and backgrounds where no one is excluded and everyone will have the opportunity to fulfil their potential, experience joy in work and deliver better services for people.

We will create a just and learning culture to build knowledge, awareness, competence and capability and create high quality relationships within the Trust. We recognise that many staff do not have the skills, knowledge and expertise to manage the complexities of being part of a diverse workforce that not only understands but celebrates difference.

To address this, change needs to happen at all levels. All staff should feel enabled to contribute towards the development of a compassionate, caring and inclusive environment where difference is celebrated and inappropriate behaviour and comments are not left unchallenged. This includes a culture where there is zero tolerance for harassment and bullying and people are kind to each other.

When healthcare staff work in kinder cultures not only does their wellbeing improve, patient wellbeing does too. When people experience kindness in stressful clinical situations, they get better outcomes. And being kind has its benefits - people who demonstrate kindness are calmer, happier, more productive and less stressed.

We will develop our culture change programme to instil a kinder culture within our workplace. This includes the development of a proactive approach, joint training, jointly agreed policies and early identification of problems. This approach can promote trust, a shared understanding and create a positive culture.

We are looking to partner with a supplier who can deliver a programme that can offer us a behavioral framework (via an e-learning platform) to help us achieve a more respectful, kinder working environment.

The selected supplier will be expected to:

Please see Annex B – Technical Questions on page 10

# Contract Duration

The Authority is looking to appoint to a sole Supplier for the provision of the requirement. The contract will be for a period of 2 years with an option to extend for 1 periods of 12 months, pending price and performance.

# Procurement Timetable

| **Activity** | **Date Due** |
| --- | --- |
| Publish quotation documents and notices | 02nd of September 2022 |
| Deadline for Clarification Questions | 07th of September 2022 |
| Deadline for Submission of Quotation | 09th of September 2022 |
| Contract Award | 15th of September 2022 |
| Contract Start Date | 20th of September 2022 |

# Procurement Process

Darenth Valley Hospital has adopted Atamis eSourcing for all of its quotation activity. This quote process will be conducted entirely via self-service downloading of all documentation and submission in an electronic format only (unless otherwise requested) through a secure Tenderbox. Any communication regarding this quote must also to be received via email through the Tenderbox in order to keep an accurate record all activity relating to the quote.

All submitted responses (your offer) must be capable of acceptance in its own right with no need for negotiation or clarification.

## Evaluation

This requirement will be awarded on the basis of the most economical advantageous tender which fits the criteria. The award criteria are:

70% Technical

30% Financial

Suppliers should note that in evaluating responses, the Authority will only consider information provided in response to this quote. Suppliers, including incumbent suppliers must not assume that the Authority is familiar with the Bidders’ involvement in existing services, contracts or procurements.

Quotes must be submitted in English and in Pounds Sterling.

Quotes are to remain open for acceptance by the Authority, for a minimum of 90 days from the return date.

# Clarification Questions

## Clarification questions from Suppliers

Should Suppliers have any questions on this documentation, they should only be sent in writing via the Authority’s e-Sourcing messaging system.

Clarification questions must not be submitted by any other means.

# Terms and Conditions of Contract

The contract will include the NHS Contract for Goods and Provision of Services. It is vital that the Supplier reviews these carefully, and takes account of all information such as, key performance indicators and insurance requirements and that their proposal fully takes account of these. By submitting a response, suppliers are agreeing to be bound by the terms of the NHS Terms and Conditions.

# Instruction to Suppliers

No information contained in this document or in any communication made between the Authority and any potential supplier in connection with this document shall be relied upon as constituting a contract, agreement or representation that any contract shall be offered in accordance with this document. The Authority reserves the right, subject to the appropriate procurement regulations, to change without notice the basis of, or the procedures for, the competitive process or to terminate the process at any time. Under no circumstances shall the Authority incur any liability to any supplier in respect of this document, any supporting documentation and/or the Quote process.

The supplier is expected to examine all of the instructions, forms, and specifications that comprise this document. Failure to provide all of the requested information, in the correct format, may result in the return being rejected. Where information or documentation to be submitted by economic operators is or appears to be incomplete or erroneous, or where specific documents are missing, the Authority may request the economic operators concerned to submit, supplement, clarify or complete the relevant information or documentation within an appropriate time limit.

# Transparency (PPN01/17)

As a result of government policy to achieve greater transparency in public procurement and help deliver improved value for money, the Authority is obliged to publish quotation documents for all contracts with a whole life value of over £10,000 on Contracts Finder - <https://www.contractsfinder.service.gov.uk/Search>

# Freedom of Information Act (FOIA)

Suppliers should be aware of the Authority's obligations and responsibilities under the Freedom of Information Act (FOIA) to disclose, on request, recorded information held by them. Information provided by suppliers in connection with this procurement exercise, or with any Contract that may be awarded as a result of this exercise, may therefore have to be disclosed by the Authority in response to such a request, unless the Authority decides that one of the statutory exemptions under the FOIA applies.

The Authority may also include certain information in the publication scheme which it maintains under the FOIA. In certain circumstances, and in accordance with the Code of Practice issued under section 45 of the FOIA or the Environmental Information Regulations 2004, the Authority may consider it appropriate to ask suppliers for their views as to the release of any information before a decision on how to respond to a request is made.

In dealing with requests for information under the FOIA, the Authority must comply with a strict timetable and the Authority would, therefore, expect a timely response to any such consultation within five working days.

If suppliers provide any information to the Authority in connection with this procurement exercise, or with any Contract that may be awarded as a result of this exercise, which is confidential in nature and which a supplier wishes to be held in confidence, then suppliers must clearly identify in their offer documentation the information to which suppliers consider a duty of confidentiality applies.

Suppliers must give a clear indication which material is to be considered confidential and why it is considered to be so, along with the time period for which it will remain confidential in nature. The use of blanket protective markings such as “Commercial in Confidence” will no longer be appropriate. In addition, marking any material by virtue of such marking will no longer be appropriate.

Where a supplier has indicated that information is confidential, the Authority may be required to disclose it under the FOIA if a request is received. The Authority cannot accept that trivial information or information which by its very nature cannot be regarded as confidential should be subject to any obligation of confidence.

In certain circumstances where information has not been provided in confidence, the Authority may still wish to consult with suppliers about the application of any other exemption such as that relating to disclosure that will prejudice the commercial interests of any party. The decision as to which information will be disclosed is reserved to the Authority in question, notwithstanding any consultation with the supplier.

# Sustainability Strategy

The UK Government defined sustainability in “Securing our Future”, 2005. The Department of Health and the NHS Sustainable Development Unit have adopted this definition, which states that the five guiding principles of sustainability are:

* Living within environmental limits.
* Ensuring a strong, healthy and just society.
* Achieving a sustainable economy.
* Promoting good governance.
* Using sound science responsibly.

The Authority is committed to helping achieve this target by reducing carbon emissions in its operations and encouraging users to use sustainable modes of transport that will reduce carbon emissions and traffic congestion, which will improve air quality in London.

Air pollution, which is a problem derived from exhaust fumes from cars, domestic combustion or factory smoke, is a major health issue particularly in large cities such as London. According to the World Health Organisation (WHO), it is estimated that 3.7 million people died in 2012 as a consequence of outdoor air pollution. In the UK, it is estimated that 40,000 deaths annually are caused by air pollution according to the Royal College of Physicians.

The Authority will continue to develop projects, plans, innovations and activities that can contribute to achieving the objectives of the Travel Plan.

The Authority will continue to educate staff and visitors of the benefits of sustainable and active travel and support them in maximising the health, environmental and economic benefits.

# NHS Single-Use Plastics Reduction Campaign Pledge (N/A)

Between 2013 and 2018, NHS services across England used more than 600 million disposable cups and millions of other disposable cutlery pieces, as well as many other avoidable single-use clinical and non-clinical plastic items. While much NHS plastic waste is already recovered for recycling or energy from waste we are still a significant contributor to the 34 billion tonnes of plastic that will pollute our natural environment by 2050.

We are asking all providers, retailers and suppliers to the NHS, as well as a number of partner organisations, to sign up to a plastic reduction pledge. Through the scheme, signatories commit to:

* By April 2020, no longer purchase single-use plastic stirrers and straws, except where a person has a specific need, in line with the government consultation
* By April 2021, no longer purchase single-use plastic cutlery, plates or single-use cups made of expanded polystyrene or oxo-degradable plastics
* By April 2021, go beyond these commitments in reducing single-use plastic food containers and other plastic cups for beverages – including covers and lids

In addition, we ask trusts, retailers and suppliers that have signed the pledge to provide NHS England and NHS Improvement with four data-submissions on the volumes of single-use plastic catering items purchased.

The Authority is also looking at reducing plastic waste from as many areas as possible, including where practical common clinical products such as gloves, gowns and hygiene products. The Authority also wishes to work with the supply chain on plastic packaging.

Making this pledge and providing the evidence requested will help demonstrate how organisations have made progress in minimising the use of plastics, as required by the 2019/20 NHS Standard Contract.

We ask that the Authorities suppliers confirm this commitment by signing the pledge. Signatories to the pledge should confirm two points of contact for sustainable development within their organisation when they sign up to the pledge:

* A senior responsible officer (Director level)
* A sustainable development lead for your organisation

# Communications

All communications must be through the Authority’s eSourcing portal, potential suppliers are not to communicate with any Authority employees regarding this requirement without the permission of Procurement.

Should communications not be possible via the portal then contact can be made via the Procurement lead for this requirement:

**E: david.brown46@nhs.uk**

**M: +44 07830 542620**

Suppliers found to be communicating outside of these channels will be excluded from the process.

# Misrepresentation

If you seriously misrepresent any factual information and so induce an authority to enter into a contract, there may be significant consequences. You may be excluded from the procurement procedure, and from bidding for other contracts for three years. If a contract has been entered into you may be sued for damages and the contract may be rescinded. If fraud, or fraudulent intent, can be proved, you or your responsible officers may be prosecuted and convicted of the offence of fraud by false representation, and you must be excluded from further procurements for five years.

# Annex A - Cost

Please can you supply a breakdown of the following costs:

E-Learning module (including integration costs)

E-Licences – Annual fee per user or annual organisation licence

Any software upgrade/ development costs

**Annex B – Technical Questions**

1. Define the blended learning strategy including classroom, workshops, virtual and digital learning.
2. Deliver outcomes that will enable our staff and managers to:
   * Instill a kinder culture within our workplace, working collaboratively with multiple stakeholders including but not limited to; Trust steering groups, project teams and service teams including Wellbeing, Organizational Development and HR
   * Speak up safely and freely (Speak up culture), knowing and understanding HOW to speak up
   * Resolve conflict in a respectful way, using Difficult Conversation and mediation techniques to resolve conflict at an early stage
3. Be able to deliver a multi-faceted approach including training, self-study aids and e-learning, utilising tools and interventions that will drive behaviour change.
4. Deliver outcomes that are aligned with our Trust Values
5. Provide comms’ and marketing materials to publicise the programme
6. Provide a train the trainer service, including the provision of relevant training materials, guides and presentation slides
7. Provide interactive e-learning modules that can be hosted on Engage (Kalladus), our Learning Management System
8. Provide e-learning licences, potentially for all Trust staff (~4000 staff)

Please also give explanation how the system will interact and any interdependencies the system will need to enable smooth operation in the Trust.