

General Service Specification

Lot 1 – Provision of First Aid Training for Leicestershire Partnership NHS Trust

1. Background Information

1.1 Aims

The aim of this tender exercise is to source a supplier to deliver first aid training to the appropriate staff within the Leicestershire Partnership NHS Trust (LPT) workforce.

1.2 Tender Requirements

Interested bidders are asked to respond to the electronic questionnaire for Lot 1 with their proposal and costs in accordance with this Invitation. The budget for this contract is not to be disclosed and bidders are required to submit a bid which they feel is best value for money.

1.3 General Overview

Following the reorganisation of healthcare delivery within Leicestershire and Rutland, Leicestershire Partnership NHS Trust wishes to engage with a single provider for the provision of first aid training.

The organisation provides a range of high quality physical health, mental health and learning disability services, for the people of Leicester, Leicestershire and Rutland. Approximately 6000 staff are employed by the Trust. Further information regarding the organisation's profile can be found at <http://www.leicspt.nhs.uk>

The requirement for first aid training is identified through a risk assessment undertaken by LPT. Individuals within areas are then nominated to attend the appropriate level of training and undertake the duties of a first aider.

1.4 National Drivers

LPT is required to comply with the Health & Safety First Aid Regulations 1981.

Service Requirements

2.1 Service Description

The table below illustrates the levels of first aid training required for the successful bidder to carry out as and when requested by the Trust:

Name of Course	Staffs groups who require training
First aid at work	Nominated persons identified through a risk assessment
	Course description
	The course to be designed to qualify individuals to become a first aider at work Length of course - 3 day Course content – Training to be delivered to the standards laid down by the HSE first aid regulations. Assessment – On completion of the course individuals will receive a HSE first aid at work certificate valid for 3 years
First aid at work requalification	The course to be designed to refresh individuals who have who have a HSE first aid at work certificate
	Course description
	Length of course - 2 day Course content - Training to be delivered to the standards laid down by the HSE first aid regulations. Assessment – On completion of the course individuals will receive a HSE first aid at work certificate valid for a further 3 years.
Emergency First aid at work	Nominated persons identified through a risk assessment
	Course description
	The course to be designed to qualify individuals to become an emergency first aider at work Length of course – 1 day Course content – Training to be delivered to the standards laid down by the HSE first aid regulations. Assessment – On completion of the course individuals will receive a HSE emergency first aid at work certificate valid for 3 years.
Emergency First aid at work skills refresher	A refresher course for those who have attended the Emergency first aid at work course
	Course description
	Length of course – 1/2 day Course content – Training to be delivered to the standards laid down by the HSE first aid regulations. Assessment – On completion of the course individuals will receive a HSE emergency first aid at work certificate valid for 3 years.

3. Service Delivery

3. 1 Model for Delivery

The delivery model will be direct training delivered by the successful bidder. Training will be delivered at an instructor to student ration of 1:12. Training will be delivered within the HSE first aid regulations. All first aid training courses will be approved by the HSE.

3.2 Planning

Following agreement of the number of courses to be delivered, a training delivery timetable will be produced which will inform the provider of dates and times required for the delivery of the various types of first aid training. An annual plan will be produced by the Trust which will be reviewed quarterly.

3.3 Days of Operation

First Aid Training is required to be delivered during the working week of Monday to Friday, normally between the hours of 0900 -1700. No training will be required on bank holidays or at weekends.

3.4 Provision of venues for training:

Training venues will be provided and arranged by LPT.

3.5 Provision of Equipment

All equipment for delivering the training must be provided by the successful bidder. Bidders are required to provide details of the equipment they will use and how this equipment is maintained.

3.6 Evaluation of training

An evaluation tool of the user experience will be developed by the successful bidder and evaluations will be reviewed within a service review meeting.

3.7 Administration of bookings

Marketing, bookings and attendance record keeping will be managed by LPT. Attendee lists and evaluation forms will be provided 5 working days before a course, and will be expected to be returned completed to LPT within 5 working days.

3.8 Training incidents/ Concerns

The Provider will notify a named LPT representative of any incident or complaint which occurs during a training session within 2 working days.

4. Performance Monitoring

Service review meeting will be arranged on a 6 monthly basis to discuss the delivery of the service, unless agreed otherwise.

Bidders are required to have a business continuity plan in place which addresses all aspects of business continuity, and approach or response to activities or occurrences that may affect that continuity. For example, sick leave, weather, unplanned situations, etc.

Due to circumstances such as winter pressures it is expected that LPT has flexibility in rearranging planned training dates up to 5 working days prior to the commencement of the training.

5. Requirements

In response to the uploaded questionnaire, bidders must include information to demonstrate:

- a) previous delivery of first aid training
- b) a high level of customer satisfaction of previous courses delivered
- c) the ability to sustain the delivery of a volume of courses
- d) evidence of resource to provide this service
- e) proposals on how you intend to provide and manage this service

If sub-contractors will be required, bidders must provide an explanation of what involvement / responsibilities the sub-contractor(s) will have, along with details of previous similar work which has been carried out between the bidder and the subcontractor.

6. Pricing

Tenders must include pricing in accordance with the questionnaire.

The pricing must be a rate per course for each of the courses listed in section 2.1. No additional charges are applicable for this service.

7. Insurance

If you are bidding for the First Aid Training lot only, the Trust requires the successful bidder to have professional indemnity insurance of £2 million, rather than £5 million.

Please confirm that you have the relevant insurance, including professional indemnity, employment liability and / or public liability, whichever is applicable to your submission, or will arrange this immediately if you are successful with your submission, and will maintain this throughout the duration of the contract.

8. Variation of contract

LPT may, from time to time, vary the contract by adding or deleting services or sites by giving written notice to the successful bidder. There will be no penalty for services or sites removed. Charges for services or sites added to the schedule will be based on the contracted price for the same or similar services or sites, or agreed separately between the Trust and the Provider.

9. Sustainability

Sustainable procurement is an integral part of Government policy. It not only contributes to a number of environmental goals, but also helps reduce costs and make Government more efficient.

The Government's sustainable procurement policy aims to:

- Reduce waste, carbon emissions, energy and water consumption, waste generation and recycling in line with targets for the Central Government Estate
- Protect biodiversity
- Stop the buying of unsustainable products, such as timber and timber products from unsustainable or illegal sources
- Support fair and sustainable economic growth

By achieving these four things, we will not only protect natural resources and tackle climate change, but also reduce our operating costs as we do so.

Bidders must submit their environmental and transport policies, along with suggestions on sustainability and environmental improvements that you propose in carrying out this service.