

Health Innovation *East*



Invitation to Tender

Provision for training: navigating difficult conversations, negotiating and reaching successful resolutions.

About Health Innovation East

Our purpose at Health Innovation East (HIE) is to help the best innovations in health and care reach the people, places, and problems where they bring most benefit.

We are a team of clinicians, data scientists, life sciences industry experts and skilled programme leaders passionate about helping the best innovations in health and care reach the people, places, and problems where they bring most benefit. Whether working with global companies, pioneering start-ups, leading universities, or regional health providers, we never lose sight of the patients and communities we serve.

Introduction to programme

We are an established and trusted partner to the NHS England, East of England team and are jointly running a programme of work looking at job planning within medical professionals.

There are different workstreams of this programme focussing on training and myth busting for staff undertaking the job planning process. We have recognised a training need for staff leading conversations around job planning. We wish to prevent difficult conversations that can damage professional relationships and the trusted relationship between the employee and employer.

We are thus seeking **a suitably qualified supplier to provide training in navigating difficult conversations, negotiation skills and reaching successful resolutions.**

This training will be offered to all acute, community and mental health providers across the NHS East of England region.

This document sets out the lot available, the expected criteria suppliers should address in their bids, along with the timescale, methodology and process for submission, scoring and award. Any **questions regarding this lot can be directed to** helen.bengtsson@healthinnovationeast.co.uk

The following table sets out the intended timetable for the submission of bids, their assessment, and the conclusion of the contractual arrangements.

Date	Milestone
22 June 2026	ITT published and made known to suppliers
29 June 2026	By 17:00 Suppliers to submit any questions for clarification
01 July 2026	By 17:00 HIE to provide written responses to all questions to all suppliers
03 July 2026	17:00 deadline for all submissions
10 July 2026	Scoring of applications conclude, applicants notified by email, and preferred supplier notified
TBC	Contract commences
September 2026	Delivery commences

Project specification

Audience – Operational and clinical staff involved in job planning and productivity across all acute, community and mental health providers in the NHS East of England region.

Aim – Offer new skills or renew/refresh existing skills to enable staff to lead the job planning process confidently and skilfully.

Health Innovation East is a business name of Eastern Academic Health Science Network which is registered in England as a company limited by guarantee with company number 08530726. Registered office is at Unit C, Magog Court, Shelford Bottom, Cambridge, CB22 3AD, England.

Suggested format/methodology

We are open to hearing proposals that offer remote or in person approach to the ITT. However the training is deployed, staff should have a tangible resource (slides or training booklet) by the end of the training.

Trainers must be experienced healthcare sector trainers (they do not need to be from healthcare backgrounds, but they must demonstrate an ability to deliver training in this sector). Accreditation of trainers would be advantageous but not essential.

It is envisaged that the training would be developed to be interactive and allow skills to be put into practice within the training. If an e-learning tool is suggested, innovative ways to encourage practice and reflection would be required.

It is essential that you demonstrate how your recommended approach ensures equity of access and inclusivity.

Budget - Our indicative budget for this service is between £16,000 and £24,000 (plus VAT). Please provide a full breakdown costing.

Timelines - This programme would commence from September 2026 and need to complete by end of March 2027.

Assessment criteria

You are required to respond to all the quality criteria below in a document not exceeding 4 sides of A4, or PowerPoint presentation not exceeding 10 slides.

70% of the marks will be assigned against the quality criteria with the remaining 30% allocated against the financial proposal.

Scoring Methodology

0	The Provider is unable to fulfil the requirement, or no response is received
1	The Provider is only able to partly fulfil the requirement
2	The Provider can fulfil the requirement
3	The Provider exceeds fulfilment of the requirement

Quality – weighted at 70% of total score

The Provider has demonstrated that:

Review deliverables	All the objectives and products contained within the specification will be delivered.
	Comprehensive and suitable solutions are proposed for all aspects of the work, with the rationale for each.
	Solutions provide equitable and inclusive access to all.
Capability	Project challenges have been identified and suitable mitigations proposed.
	Experience of undertaking at least two similar pieces of work, delivered to timescale, supported by references.
	The availability of suitably competent staff who have relevant experience, evidenced by CVs.
	An understanding and application of data confidentiality and information governance issues.
	Able to deliver the activities within the project timeline.

Price – weighted at 30% of total score

Price	Price will be evaluated by the bid with the lowest cost scoring 100 and all other bidder prices being expressed as an inverse proportion. For example, where maximum value for an opportunity is £20,000. Bid A – Price £16,000 = scores 100 Bid B – Price £18,000 = scores 90 Bid C - Price £20,000 = scores 80
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Responses

We invite interested suppliers to submit their response describing how they would deliver the described requirements within the time and budget envelope.

If you have any questions on the invitation document or the deliverables, please contact helen.bengtsson@healthinnovationeast.co.uk by **17:00 BST on Monday 29 June**.

Completed responses should be sent by email to helen.bengtsson@healthinnovationeast.co.uk by **17:00 BST on Friday 03 July**.

We will circulate all questions raised (without disclosing the source of the enquiry) and all responses to those contacted about this opportunity unless they are considered commercially sensitive. Our view on whether a question is commercially sensitive or not shall be final.

We reserve the right to conduct clarifications if necessary; these may be conducted via email or by inviting bidders to attend a clarification meeting. To ensure that both the Health Innovation East's and bidders' resources are used appropriately, we will only invite up to three highest scoring bidders to attend a clarification meeting, should a clarification meeting be required. Scores will be moderated based on any clarifications provided during this meeting. You are responsible for all your expenses when attending such meetings.

Health Innovation East reserves the right to vary all dates in this Invitation to quote, to terminate this procurement process and/or decide not to award a contract.

Contact

For any questions and to submit a bid: helen.bengtsson@healthinnovationeast.co.uk