

Specification

1. Introduction.

HEE exists to support the delivery of excellent healthcare and health improvement to the patients and public of England by ensuring that the workforce of today and tomorrow has the right numbers, skills, values and behaviours, at the right time and in the right place.

HEE Technology Enhanced Learning (HEE TEL) is responsible for the spread and adoption of technology and innovation for education and learning within Health Education England (HEE) and across the NHS. It is seeking to contract with suppliers that will contribute specialist expertise in the design, creation and delivery of e-learning content and other digital tools, under the brand of e-Learning for Healthcare.

e-Learning for Healthcare (e-LfH), a programme within TEL, provides content creation and development, hosting and maintenance of e-learning related products across its own hub, other national learning systems and platforms and has developed many programmes of learning and content in partnership with professional bodies, charities and royal colleges.

2. Background

HEE TEL has had a partnership with the MindEd Consortium since 2012. Since its launch, the MindEd programme has delivered a series of successful e-learning projects, commissioned by the Department of Health, Department for Education, Health Education England, and NHS England. These projects have been delivered in seven programme stages, delivering almost 500 different e-learning sessions across two different technical platforms.

The Royal College of Psychiatrists (RCPsych) currently acts as host, under the terms of the MindEd Consortium Agreement, and provides a place of focus from which the programme can operate, supporting the programme activities as part of their own organisation.

HEE TEL's partnership with the MindEd consortium exists with the arrangement that both parties collaborate with each other in relation to the development of MindEd resources. This covers the operational sustainability of the MindEd e-Learning for Healthcare Programme which sits on the e-Learning for Healthcare hub and is hosted at RCPsych on behalf of the full consortium.

3. Scope of Contract

HEE TEL support the sustainability of the MindEd Programme which is intended to deliver three primary aims:

- Governance of the MindEd Programme
- Administration support for MindEd promotion and operational activity
- Review and update of up to 100 MindEd e-learning sessions, dependent upon identified need and availability of review authors.

It is essential for HEE TEL to maintain the MindEd programme and expand on the existing resources for 2020-21. To achieve this HEE TEL, require the support of the MindEd team to continue the monitoring, reviewing, and updating of the resources on an on-going basis.

4. Detailed Requirements

The objectives of the work programme for the period are:

- Ensure provision of programme Governance through the MindEd Consortium and the MindEd Programme Board. This allows for the support of the post of MindEd Consortium Executive.
- Ensure proper administration support for operational monthly reporting. This provides support for the post of the MindEd Operations Administrator.
- Enable responsive attention to the MindEd contact email, capturing user feedback and responding to requests for promotional materials etc.
- Identification of individual sessions for review based on the agreed criteria, encompassing active usage, date since last review and potential need for change in a weighted analysis.
- Management of the session review process, with the support of the HEE e-LfH technical team

5. Service Levels and Key Performance Indicators (KPIs) and Contract Management and Review

Service Delivery

- The parties shall undertake the Services to achieve the key objectives set out above. The parties shall undertake the following:
- Run at least two MindEd Consortium meetings during the period of service. This includes all secretariat duties.
- Supported by the HEE e-LfH team, provide a monthly report of usage and statistical trends.
- Provide administration support for MindEd operational activities including, but not limited to, monitoring of the MindEd email account, responding to queries, arranging distribution of promotional materials, and collaborating with the HEE e-LfH communications team in promoting the MindEd resources.
- On a quarterly basis, run an analysis of MindEd session usage and review factors to derive an agreed review weighting. Using this weighting, identify between 20 and 30 sessions which can then be subject to review.
- For each session subject to review, contact the author, or a suitable substitute and ask them to review the session. The MindEd team will manage this review process, on the understanding that not all authors may be available and that the total number of sessions reviewed will be subject to availability of suitable reviewers, and their responsiveness.
- Regular meetings should justify continuation of the project, show value for money and progress is being made.
- Further instalments will not be paid unless the supplier can provide evidence that they are making progress.

Constraints and Dependencies

- All session updates will be made through the HEE e-LfH team, either Instructional Designers or other technical support roles.
- The MindEd Consortium will meet at least twice each year. Consortium Subgroups may meet more frequently as required. The MindEd Programme Board will meet at least four times each year.
- Session reviews will be undertaken, where possible, by the original author wherever possible. Where this is not possible, a suitable alternative will be sought. The review process depends upon the availability of suitable review authors.

6. Contract Period

- From 1 September 2020 to 31 March 2021
- A budget of £124,040 (ex VAT) has been set aside for this.
- HEE will start the procurement process in 2020-21 to ensure this is in place for 1 April 2021.