

Invitation to Tender

for

Professional Adviser

June 2017

1. Overview of Scottish Public Services Ombudsman (SPSO)

The Scottish Public Services Ombudsman (SPSO) is the final stage for complaints about organisations providing public services in Scotland and deals with complaints about councils, the NHS, housing associations, most water and sewage providers, the Scottish Government and its agencies and departments, colleges and universities, prisons and most Scottish public bodies. The Ombudsman, Mr Jim Martin, is an independent public official appointed by HM The Queen on the nomination of the Scottish Parliament. His decisions can be judicially reviewed by the Court of Session.

In addition to a complaints investigation role, SPSO also has a role in championing improvement in public service through learning from complaints. This work is carried out by SPSO through the Complaints Standards Authority (CSA). The first act of the CSA was to set out a Statement of Complaints Handling Principles (approved by the Scottish Parliament) which apply to all public sector complaints handling procedures.

The Ombudsman's Investigation Reports must be laid before the Scottish Parliament and are all available to view on the SPSO website – <http://www.spsso.org.uk/our-findings>

Approximately 58 staff are based at the offices in Edinburgh and details of the Ombudsman's team are available at: <http://www.spsso.org.uk/about-us>

The Ombudsman's most recent Annual Report is available at: <http://www.spsso.org.uk/media-centre/annual-reports>

2. Professional Adviser - Scope

The Ombudsman is inviting tenders for the provision of consultancy services relating to advising on healthcare complaints. This will include NHS, Prison health and social work complaints.

Key Deliverables

The Adviser will be accountable to the Ombudsman and will endeavour to provide advice within timescales agreed on a case by case basis, taking no longer than 20 working days unless otherwise agreed. The process may include analysing internal and external correspondence and on occasion interviewing complainants. The Adviser will have access to all relevant files.

Additional deliverables

The Adviser may be invited to contribute to in-house staff training and guidance on clinical matters, to contribute to SPSO publications including the Annual Report and to present to external audiences.

3. Invitation to Tender Response

Your tender should include:

- An anonymised report which you have provided for your employer or other organisation. The report [or extract] should be no more than **500 words**. Examples you may include are – complaint response, clinical advice, peer or service review, significant event review or similar scrutiny or professional report.

This report should demonstrate your ability to analyse complex information and produce a concise, logical and balanced opinion.

- A statement of support of your tender where the following questions are answered in no more than **300 words**.

- What is your professional role i.e. physician, nurse, dentist, physiotherapist?
- What specialities within your professional role can you provide advice on i.e. acute medicine, vascular surgery, community nursing? Please list all appropriate specialties / areas of interest.
- What is your registration of regulatory body status, number and date of renewal? (Please note, SPSO seeks to appoint advisers who have current relevant practice experience. Advisers must have relevant experience gained within a two year period of each fixed term appointment.)
- What specific experience do you have in providing clinical advice?
- What skills and expertise can you bring to this role?
- Are there potential conflicts of interest i.e. this may include the Board you work in or associates within your profession?

- A **CV** highlighting relevant skills and experience with details of two professional referees. Please confirm your employment status and your Professional Indemnity Insurance and Public Liability Insurance cover you / your company has in place.

4 Contract Terms

4.1 Length of contract

The contract will be for a 12 month term.

4.2 Location

Office space can be made available within the SPSO's office in Edinburgh. The Adviser may also choose to work from elsewhere, but is likely to be required to attend the SPSO office for case discussions with Complaints Reviewers.

4.3 Confidentiality

All records, working papers, reports and other information held by the Adviser in fulfilling this contract will remain the property of the SPSO. At the end of the contract all applicable paperwork must reside with the SPSO.

The Adviser must undertake not to publish or communicate the results or content of any of their work to anyone other than the SPSO and the complainant. This undertaking continues beyond the life of the contract.

Any breach of confidentiality of contract or restricted information will constitute a material breach of contract and enable the SPSO to terminate the contract.

4.4 Releasing personal information

SPSO makes publicly available relevant professional background information of its advisers, with their prior agreement. Our advisers personal details (such as names) are generally not released. From time to time, we may ask advisers if they would be content to release their details to one or both parties involved in a complaint and we may do so, with the advisers consent or if, in the unlikely event of a legal ruling, we were required to do so.

5 Pricing

The rate being offered by SPSO for this work is currently £250-£350 per day (based on a 7 hour day), depending on the area of practice. This does not include VAT. Invoices for work done should be submitted monthly. It is anticipated that the work will be conducted at our offices in Edinburgh or at the Adviser's own premises except for travel to and from case related meetings.

6 Process

6.1 Questions

Any questions relating to this tender should be sent via e-mail to recruitment@spsso.org.uk Informal inquiries can be directed to Dr Dorothy Armstrong darmstrong@spsso.org.uk

6.2 Submission date

The deadline for submission of an Invitation to Tender is at **17:00 on Friday 30th June 2017**. The SPSO reserves the right to amend the dates if required.

7. Evaluation process and criteria

Upon receipt the SPSO will review and evaluate the proposal. The SPSO may request clarification from the service provider if there are questions concerning the proposal.

Proposals will be evaluated on:-

- Understanding of the SPSO's requirements
- Quality of draft sample report
- Skills and relevant experience for the adviser role
- References
- Confirmation of status as registered practitioner
- Demonstrable ability to meet specified timescales for providing advice
- Interviews with SPSO representatives (for those that are short-listed, where appropriate)

8. Terms and Conditions

8.1 Confidentiality

The candidate will not issue any public statements or otherwise disclose any information concerning this tender, the process and its participation in the process without the prior written approval of the SPSO.

8.2 Legal Disclaimer

This tender is an invitation to propose and does not in any manner create an offer or other obligation on the part of the SPSO to enter into any contract.

All expenses and costs incurred by the candidate in completing, submitting and delivering the bids, together with any costs incurred during the post tender stage, will be to the Adviser's account.

8.3 Use of Information

This tender and any other information furnished hereunder shall be used solely for the purpose of responding to this tender. Reproduction of any part of this tender is authorised only to the extent necessary for the preparation of your response. The candidate shall ensure that all such copies are destroyed when no longer required in connection with this tender. The above shall supersede any confidentiality agreements between the SPSO and the candidate.

9 Timeline

An indicative timetable is set out below. The SPSO reserves the right to amend the dates if required.

Issue invitation to tender	8 th June 2017
Response due date	21 st July 2017
Shortlisting	24 th July 2017
Meeting with short-list providers	1 st – 11th August 2017
Award contract	August 2017
Contract start date	September 2017 (by mutual agreement)