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Contract

Developing and delivering a deliberative approach to public engagement and participation on data usage in health and care in Wales

Social Care Wales

F03: Contract award notice

Notice identifier: 2024/S 000-015094

Procurement identifier (OCID): ocds-h6vhtk-037e9f

Published 13 May 2024, 9:53am

Section I: Contracting authority

I.1) Name and addresses

Social Care Wales

South Gate House, Wood Street

Cardiff

CF10 1EW

Email

procurement@socialcare.wales

Telephone

+44 3003033444

Country

United Kingdom

NUTS code

UKL - Wales

Internet address(es)

Main address

<http://www.socialcare.wales>

Buyer's address

https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA0289

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.4) Type of the contracting authority

Other type

Welsh Government Sponsored Body

I.5) Main activity

Social protection

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Developing and delivering a deliberative approach to public engagement and participation on data usage in health and care in Wales

II.1.2) Main CPV code

- 73000000 - Research and development services and related consultancy services

II.1.3) Type of contract

Services

II.1.4) Short description

Underpinning our work around data is the priority we place on discussion with the public about how and why we use data about them for different purposes. This is a core principle of the Statement of Strategic Intent. The need for good public engagement around data sharing has also been emphasised in the recent report on the use of health data for research, *Better, broader, safer: using health data for research and analysis*. We know this is a key element of building public trust and demonstrating that the organisations who use health and social care data are trustworthy.

To support this engagement we are seeking an experienced and expert supplier to work with Social Care Wales and their partners in developing and delivering a deliberative approach to engaging with the people of Wales about the use of health and social care data.

Aims and objectives

The aim of this project is to launch our public engagement work around the sharing of health and social care data to support direct care, analysis for service improvement, and research. This work will help us identify how the public views the balance between privacy and using health and social care data for different purposes. It will allow us to identify what we can do to demonstrate trustworthiness.

We have included a discovery phase in this project because we recognise the need for expert help to define a clear scope, purpose and approach for our deliberative engagement work.

We will use the outputs and learning to support Welsh Government's Data Promise project and inform the development of further 'data policy'.

Outputs

We require:

- a discovery report, setting out the options for the engagement approach
- a detailed report on the findings and recommendations from the engagement
- an executive summary of up to 10 pages
- a repository of the engagement design documentation, materials and outputs to maximise the transparency of the process.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £275,000

II.2) Description

II.2.2) Additional CPV code(s)

- 73110000 - Research services
- 73000000 - Research and development services and related consultancy services
- 73220000 - Development consultancy services
- 73200000 - Research and development consultancy services
- 79315000 - Social research services

II.2.3) Place of performance

NUTS codes

- UKL - Wales

Main site or place of performance

TBC

II.2.4) Description of the procurement

Approach

We are seeking an experienced supplier to undertake a discovery exercise to inform an approach and plan for deliberative engagement with the public about the use of health and social care data.

a. Discovery

- Requirements gathering from key stakeholder groups and project sponsors (Including the National Data Resource and Data Promise working group).
- Looking at existing work that has already occurred on engagement with the public about the use of data (UK and international).
- Understanding potential issues that are unique to Wales, including the needs and challenges of engaging with particular groups of people.
- Agreeing goals, scope and objectives.
- Developing specific use cases into engagement exercises.
- Present recommendations and a plan for public engagement, including whether events will be held in person or on-line.

The financial pressures on public services following Covid-19 are well known. These pressures present some uncertainty with respect to budgets for data projects in health and social care.

Suppliers should therefore present a range of options in the discovery report for our deliberative engagement approach. These options should include a variety of methods for delivering the objectives of this work as well as value for money.

Options should be presented with the respective pros and cons of each approach outlined along with cost and project duration. Suppliers should provide at least two options within the budget range of GBP 75,000 to GBP 250,000.

A break-clause will be in effect at this stage which would allow the supplier or Social Care Wales not to proceed to the next phase of work should they choose.

b. Delivering deliberative engagement events

- Development and refinement of the questions for a deliberative engagement process,

recognising the existing legislative arrangements around data

- Design and delivery of the engagement events, including:

~ Sampling, recruitment and support of citizens, with attention to sel-dom-listened-to and hard to reach groups, including but not limited to those with protected characteristics

~ Identification of suitable expert witnesses with support from Social Care Wales, NHS Wales, Welsh Government and their partners

~ Detailed reporting and outputs to inform decisions on data sharing and information governance in Wales

Depending on the preferences of the citizens, the supplier should be ready to conduct the engagement events in both Welsh and English, using simultaneous translation. All outputs, data collection, and project communications must be made available in both Welsh and English, in accordance with the standards outlined in Section 5.1.

The cost for translation and quality assurance of the translation should be included within the price schedule and the potential supplier must set out how this requirement will be met. The supplier will have a good understanding of the requirement to provide bilingual services and will either offer the in-house capability to deliver such a service or have in place a service level agreement with a sub-contractor to support its delivery of bilingual services. A list of translators who are members of the Association of Welsh Translators and Interpreters is available at: <https://www.cyfieithwyr.cymru/en/find-a-translator-interpreter>.

The supplier should ensure that the Welsh language version is treated no less favourably than the English and is fully fit for purpose and ready for publication.

We expect the supplier to take a collaborative approach to both stages, working with our partner organisations across Wales. Adopting meaningful co-production and co-design approaches should form part of the preparation for this work. We are committed to improving equality, diversity and inclusivity in all our work and will expect this priority to inform the make-up of participants in the engagement exercises.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 80

Price - Weighting: 20

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2.14) Additional information

Phase 1 – Discovery: GBP 25,000

Phase 2 – Design and delivery: up to GBP 250,000

- Discovery report to be delivered by early February 2023

- Design and Delivery phase to commence in February 2023 with all engagement exercises to have concluded by July 2023 and final products delivered by 31 October 2023.

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2022/S 000-031036](#)

Section V. Award of contract

Contract No

N/A

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

29 March 2023

V.2.2) Information about tenders

Number of tenders received: 4

Number of tenders received from SMEs: 0

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 4

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

The Involve Foundation

18 Victoria Park Square

London

E29PF

Country

United Kingdom

NUTS code

- UKI42 - Tower Hamlets

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Initial estimated total value of the contract/lot: £275,000

Total value of the contract/lot: £11,817

V.2.5) Information about subcontracting

The contract is likely to be subcontracted

Value or proportion likely to be subcontracted to third parties

Value excluding VAT: £11,817

Proportion: 100 %

Section VI. Complementary information

VI.3) Additional information

Social Care Wales was unable to award the contract in full

(WA Ref:135563)

VI.4) Procedures for review

VI.4.1) Review body

High Court

Royal Courts of Justice, The Strand

London

WC2A 2LL

Telephone

+44 2079477501

Country

United Kingdom