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Tender

Building and embedding our community management approach

Social Care Wales

F02: Contract notice

Notice identifier: 2022/S 000-021335

Procurement identifier (OCID): ocds-h6vhtk-0358b8

Published 3 August 2022, 4:52pm

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.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://www.sell2wales.gov.wales>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.sell2wales.gov.wales>

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

Building and embedding our community management approach

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

in 2021/22 we worked with a supplier to help us develop our approach to community management and launch the Evidence Community on a digital platform. This brought about a step change in how we view communities and our role in supporting and enabling them. The supplier worked with us to develop guidance on when and how to establish a community of practice.

We have additional communities planned that will underpin our support for social care innovation and data. To help us further build and embed our community management approach we are looking for an expert supplier who will:

- support us to conduct user research to develop the purpose and scope of additional communities
- provide coaching and mentoring to develop our community managers and the communities we establish
- provide us with insight and analysis of running a community, and ongoing resource and skills requirements
- coach and support the team to develop skills in meaningful engagement with community members
- provide regular overviews and analysis of metrics and emergent themes
- develop impact/success measures for the community

- develop guidance for maintaining thriving communities
- support us to expand community management to incorporate data, improvement, and workforce development teams, building communities around themes most meaningful to people working in social work and social care.

Project deliverables include:

- a range of established communities, each with a clear purpose
- a team of community managers equipped with the skills to establish, maintain and grow communities
- a directory of assets including:
 - playbook on maintaining thriving digital communities
 - guidance on metrics analysis
 - sprint review slide decks (outlining the journey, completed work, risks and mitigations)
 - sprint retro boards (with synthesised analysis of blockers and enablers that help us understand how we work best as a team)
 - tools for content flow and tracking
 - guidance on skills building for the community manager role (including workshop outlines, exercises, indicative reading and practical experience)

II.1.5) Estimated total value

Value excluding VAT: £185,000

II.1.6) Information about lots

This contract is divided into lots: No

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
- 79998000 - Coaching services
- 80000000 - Education and training services
- 80400000 - Adult and other education services

II.2.3) Place of performance

NUTS codes

- UKL - Wales

Main site or place of performance

We envisage majority of activity to be carried out virtually

II.2.4) Description of the procurement

Who the users are and what they need to do:

We are using Digital Place for Communities, which enables us to host our Evidence Community on a closed platform. We will use the same platform to support our Innovation, Data and theme-based communities. These digitally-enabled communities include practitioners, decision-makers, researchers, partners who offer support to innovate, and individuals who work within or access social care.

As someone working in social care, I want to be part of communities that help me:

- find research and share examples of good evidence enriched practice
- find and share new and promising ways of working
- find and share data, and approaches to using data
- think creatively about how to best support people

- collaborate with other practitioners, researchers and people supporting innovation.

As someone leading in social care, I want to be part of communities that help me:

- find and share evidence and new ways of working that can inform the planning, organising and commissioning of services
- network with researchers and colleagues to find and share evidence enriched policies, approaches and innovation
- develop a learning culture that nurtures leadership and learning at all levels.

As someone researching social care, I want to be part of communities that help me:

- share emergent themes and findings
- collaborate with others to inform future activity, ensuring it's relevant, applicable, practice informed and giving it greater impact.

As someone working in Social Care Wales, I want to:

- support communities to find, share and collaborate around social care research, data and innovation
- understand the priorities and specific needs of communities so I can tailor support effectively.

II.2.5) Award criteria

Quality criterion - Name: Quality of written proposal and interview / Weighting: 75

Price - Weighting: 25

II.2.6) Estimated value

Value excluding VAT: £185,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

6

This contract is subject to renewal

Yes

Description of renewals

The initial contract will run until 31 March 2023 with the option to extend for an additional two years to a maximum expiry date of 31 March 2025. A break clause will be inserted at the end of each year (31 March 2023 and 31 March 2024) which Social Care Wales reserves the right to not enact.

II.2.10) Information about variants

Variants will be accepted: No

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

There is a budget of 100,000 GBP for year one of the contract, 50,000 GBP for year two of the contract and 35,000 GBP for year three of the contract pending approval of contract extension(s). All costs are inclusive of VAT.

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

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.2.2) Time limit for receipt of tenders or requests to participate

Date

2 September 2022

Local time

12:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English, Welsh

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 2 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

2 September 2022

Local time

12:00pm

Place

Remote/electronic opening of Sell2Wales postbox.

Information about authorised persons and opening procedure

The Sell2Wales postbox will be opened by Social Care Wales's Procurement Manager.

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic invoicing will be accepted

Electronic payment will be used

VI.3) Additional information

NOTE: To register your interest in this notice and obtain any additional information please visit the Sell2Wales Web Site at

https://www.sell2wales.gov.wales/Search/Search_Switch.aspx?ID=123711.

The buyer has indicated that it will accept electronic responses to this notice via the Postbox facility. A user guide is available at https://www.sell2wales.gov.wales/sitehelp/help_guides.aspx.

Suppliers are advised to allow adequate time for uploading documents and to dispatch the electronic response well in advance of the closing time to avoid any last minute problems.

(WA Ref:123711)

The buyer considers that this contract is suitable for consortia.

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