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Contract

## **Building and embedding our community management approach**

Social Care Wales

F03: Contract award notice

Notice identifier: 2023/S 000-030262

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

Published 13 October 2023, 12:28pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Social Care Wales

South Gate House, Wood Street

Cardiff

CF10 1EW

#### **Email**

[procurement@socialcare.wales](mailto: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](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

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## **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.1.6) 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.2.11) 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.

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## **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 000-021335](#)

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## **Section V. Award of contract**

### **Contract No**

N/a

A contract/lot is awarded: No

### **V.1) Information on non-award**

The contract/lot is not awarded

No tenders or requests to participate were received or all were rejected

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## **Section VI. Complementary information**

### **VI.3) Additional information**

(WA Ref:135559)

### **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