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Contract

Building and embedding our community management approach

Social Care Wales

F03: Contract award notice

Notice identifier: 2023/S 000-030266

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

Published 13 October 2023, 12:38pm

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

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
- coach and support other Social Care Wales staff to develop skills in meaningful engagement with community members (this will include a range of staff who won't be community managers but will contribute to running communities and embedding the approach across the organisation)
- provide us with insight and analysis of running a community, and ongoing resource and skills requirements
- 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.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £185,000

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
- 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.

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 000-025506](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

22 December 2022

V.2.2) Information about tenders

Number of tenders received: 3

Number of tenders received from SMEs: 3

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

Number of tenders received from tenderers from non-EU Member States: 3

Number of tenders received by electronic means: 3

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

V.2.3) Name and address of the contractor

Basis Ltd

Tintagel House, 92 Albert Embankment

London

SE17TY

Telephone

+44 2032392407

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

Initial estimated total value of the contract/lot: £185,000

Total value of the contract/lot: £180,810

Section VI. Complementary information

VI.3) Additional information

(WA Ref:135560)

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