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Tender

Assessing local authority social services data maturity in readiness for the National Data Resource (NDR)

Social Care Wales

F02: Contract notice

Notice identifier: 2022/S 000-036512

Procurement identifier (OCID): ocids-h6vhtk-039411

Published 23 December 2022, 11:47am

Section I: Contracting authority

I.1) Name and addresses

Social Care Wales

South Gate House Wood Street

Cardiff

CF10 1EW

Contact

Lowri Sian Cousins

Email

lowri.cousins@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>

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

<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

Assessing local authority social services data maturity in readiness for the National Data Resource (NDR)

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

Social Care Wales have worked with Digital Health and Care Wales and the Association of Directors of Social Services in Wales (ADSS Cymru) to agree on the scope and specifications for this tender. We are looking to commission an experienced supplier to deliver:

a) a maturity assessment in respect of data readiness for the NDR. The supplier will use a data maturity assessment tool in each of the 22 local authorities in Wales to:

- assess overall social care data maturity.
- assess local authority readiness for the NDR programme.
- make recommendations for improvement for the individual local authority, and for the NDR programme.

b) a discovery exercise with local authorities to determine:

- the information they would wish to share with partners in health and other social services providers
- the health information they see as critical in being able to provide the care and support required by the people of Wales.

c) options and recommendations for developing a standardised approach to social care data in Wales, which considers the current and future digital landscape and policy direction of health and care delivery in Wales.

The supplier will have significant expertise and experience in the following:

- a) Expert knowledge of social care with an understanding of delivery of social services by local authorities.
- b) Experience of undertaking data maturity assessments in a large public sector organisation.
- c) An understanding of the latest research about data maturity models.
- d) Expertise in the benefits of organisational data maturity and behaviours that help to achieve it.
- e) Expertise in data standards and interoperability.
- f) Expertise in large-scale CRM systems, particularly those that support health and care.
- g) Experience or knowledge of technical aspects of automated data exchange.
- h) Methodical and organised and able to work to deadlines.
- i) Ability to communicate technical matters in an accessible (Plain English) format.
- j) Expertise in UK data legislation would be helpful.

II.1.5) Estimated total value

Value excluding VAT: £250,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 73000000 - Research and development services and related consultancy services
- 73110000 - Research services
- 73220000 - Development consultancy services
- 73200000 - Research and development consultancy services
- 79315000 - Social research services
- 85000000 - Health and social work 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

We expect suppliers have their plan approved by Social Care Wales and ADSS Cymru before commencing the assessment process. It is expected that eight local authorities would be completed in phase one (to 31 March 2023), with the remaining 14 completed in 2023/24. Further budget may be available in 2022/3 if more local authorities can be part of assessments before 31st March 2023.

Social Care Wales and ADSS Cymru will provide the names and contact details for the first local authorities at the beginning of the contract. Assessments can be conducted concurrently if desired.

It is important that local authorities understand the following before commencement of the assessment:

- a) The time requirements that are placed upon them.

b) The personnel that will be required to take part

c) Any prior documentation, information, systems architecture, business processes, roles and responsibilities etc.

We feel it is important that local authorities are also able to use the findings from the assessment of their data capabilities to understand the areas they are performing well in and those that require further work. It is important that the supplier takes a supportive approach that enhances the data journey authorities are each on, this is not an audit, but an assessment to support our improvement in use of social care data in Wales.

Social Care Wales will expect suppliers to present their individual findings back to each of the local authorities using the main report as a template, or by providing a bespoke report for each authority. Each of these reports should be accompanied by areas of progress a list of recommendations and actions applicable to each local authority in order to improve their data maturity.

Aims and objectives

At the end of the contract, it is expected that the supplier will have:

- communicated frequently with the contract manager.
- regularly met stakeholders through virtual (Teams) and/or face to face meetings.
- undertaken a data maturity assessment of each of the 22 local authorities' social care data.
- provided a report in Welsh and English to each local authority outlining their individual data maturity assessment and presented their findings and recommendations.
- established common challenges amongst local authorities when considering the use of social care data.
- identified vulnerabilities in data maturity that may prevent stakeholders from successfully providing data into the NDR
- collaborated with local authorities to determine a set of basic requirements for data needs and expectations about sharing across organisational boundaries.
- provided a report in Welsh and English outlining their overall assessment of social care data maturity in Wales and presented their findings and recommendations.
- provided a list of national recommendations actions required to ensure readiness for social care data inclusion into the NDR.

- provided a list of actions and recommendations to each local authority following their data maturity assessment.
- provided options for developing a standardised approach to social care data in Wales.
- provided a list of core data items for sharing to/from partners.
- provided formal feedback to stakeholders on their findings and recommendations.
- provided the tools and knowledge so that local authorities are able to undertake their own data maturity assessments in the future.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 80

Price - Weighting: 20

II.2.6) Estimated value

Value excluding VAT: £250,000

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

Start date

13 February 2023

End date

29 March 2024

This contract is subject to renewal

No

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

Phase 1 – Up to 31 March 2023

Phase 1 will consist of a planning phase. If suppliers were able to commence data maturity assessments, then this can be accommodated in phase one contract.

Phase 2 – Up to 31 March 2024

Phase 2 will consist of maturity assessments on the outstanding local authorities and the delivery of a national report (or those remaining from Phase 1).

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

20 January 2023

Local time

12:00pm

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

English, Welsh

IV.2.7) Conditions for opening of tenders

Date

20 January 2023

Local time

12:00pm

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=127776.

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:127776)

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