

Specification for the development of a workforce strategy for health and social care

Invitation to Tender

Section 1 – General information

1.1 Background

Background information on the work Social Care Wales can be found on our website <https://socialcare.wales/about>.

Background information on Health Education and Improvement Wales can be found via this link <http://www.heiw.wales/>

1.2 Budget

The programme of work is to be split into two phases as indicated in section 3 of the specification (Expected Outputs).

The budget for phase one of this project is £70,000 (inclusive of VAT) and will take account of all costs for this project including translation, travel, subsistence, etc.

The budget for phase two is £45,000 (inclusive of VAT) again taking account of all costs for this project including translation, travel, subsistence, etc.

The Supplier will provide full financial breakdown of the costs for phase 1 & 2 associated with the project for consideration through the evaluation process.

Prices must be quoted in pounds sterling and clearly state if VAT will or will not be charged.

1.4 Complementary documents

The following documents are attached to this Invitation to Tender (ITT)

- Appendix 1 – Specification
- Appendix 2 – Response document
- Appendix 3 – Social Care Wales' tone of voice guidelines
- Appendix 4 – Social Care Wales' branding guidelines

Section 2 – Instructions and information on tender process

These instructions are designed to ensure that all Suppliers are given equal and fair consideration. It is important, therefore, that Suppliers provide all information asked for in the format and order specified. If there is any doubt as to what is required, or if Suppliers have difficulty in providing the information requested, they should act in accordance with the procedure for raising queries, set out in 2.4.

2.1 Timetable and administration arrangements

The target timetable for the procurement process is as follows:

Milestone	Required completion date	Outputs
Deadline for bids	21 November 2018, 12pm	Tender submission
Tender evaluation	28 November 2018	
Potential interviews	5 December 2018	
Contract awarded	Week commencing 10 December 2018	Letter of intent followed by formal contract
Methodology meeting – Supplier and project managers	11 December 2018	

Whilst dates are indicative, the project team will make every endeavour to ensure that dates given are adhered to.

2.2 Return of responses

Suppliers are invited to submit a Tender response to Social Care Wales' Requirements in relation to the provision of the the development of a workforce strategy for health and social care.

Suppliers should provide an electronic response to this ITT by submitting a full proposal via sell2wales by **21 November 2018, 12pm (noon)**. An area will be available on sell2wales to upload relevant, additional documents as part of your submission. Please note, hard copy responses will not be considered.

Responses may be submitted in either Welsh or English.

We would like you to provide a cover sheet for your response, which includes:

- A brief introduction to your organisation
- Lead contact
- Contact details
- Details of two organisations you have previously undertaken similar work for, who we may contact for references.

We would like you to complete Appendix 2 which relates to the quality and financial requirement of the Tender. The quality area includes detail of your approach to the work, along with your relevant experience and how your organisation would provide a high-quality service to Social Care Wales.

The financial area of the tender includes a breakdown of activity, proposed rates and other costs as identified in the submission.

2.3 Shortlisting

Following the initial evaluation, Social Care Wales and Health Education and Improvement Wales may conduct a shortlisting exercise, whereby shortlisted Suppliers will be invited to Social Care Wales Cardiff office for an interview including a presentation on **5 December 2018 from 10am**. The interview may include, but is not limited, to highlight and expand on the proposed project plan and methodology for the project and clarify elements of the Tender. The interview will be attended by representative from both Social Care Wales and Health Education and Improvement Wales.

It is essential that the proposed project lead and person/s responsible for development are available to attend this interview, with other relevant members of the delivery team. If it is identified that they will not be available, please confirm this in your Tender return.

2.4 Queries

This ITT is being provided on the same basis to all Suppliers. Social Care Wales will not enter into discussion in relation to the Requirement, other than to answer generic queries.

All enquiries for clarification or further information in respect of this ITT must be sent through the question and answer portal on sell2wales. Social Care Wales endeavour to answer all questions as quickly as possible, but cannot guarantee a minimum response time.

Should Suppliers wish to avoid such disclosure (for example, on the basis that the request or response contains commercially confidential information or may give another Suppliers a commercial advantage) the enquiry can be sent to bethan.roberts@socialcare.wales marked 'in confidence – not to be circulated to other Suppliers'. The Supplier must set out the reason/s for the request for non-disclosure. If in the opinion of Social Care Wales that content of the information referred to is not considered to be reasonably designated as commercially sensitive, Social Care Wales will inform the Supplier who may then withdraw and/or resubmit the relevant information.

2.5 Assumptions

Whilst every effort has been made to give an accurate description of the requirements set out in this ITT, Suppliers responding to the ITT should form their

own conclusions about the methods and resourced needed the meet the requirements.

Suppliers must not make assumptions that Social Care Wales has experience of their organisation or their service provision, even if on a current or previous contract. Suppliers will only be evaluated on the information provided in their response.

Section 3 – Evaluation and award criteria

3.1 Evaluation approach

In accordance with the evaluation criteria for this project, bids will be evaluated on the basis of most economically advantageous tender. Bids will be evaluated following the award criteria and weights outlined below, producing a total score of maximum 100 points.

Tenders will be evaluated in accordance with the scoring methodologies expressed in relation to specific questions and/or sections in this Section 3.

IMPORTANT:

- Failure to provide a response to any of the questions set out in this section may also lead to the Supplier being disqualified from the competition

3.2 Evaluation criteria, sub-criteria

The essential requirements for the award of this commission are:

- A proven track record of undertaking similar commissions of developing sector wide workforce strategies including varied approaches to stakeholder engagement
- Evidence of an understanding of the context of the Welsh Health and Social Care workforce
- Evidence of experience of working collaboratively with a wide range of stakeholders across Wales co-productively
- A proven track record of developing consultation materials

In accordance with the evaluation criteria for this framework, submissions will be evaluated on the basis of most economically advantageous tender. The overall award criteria are weighted quality 80% and financial 20%, and are broken down as follows:

	Weighting
Quality	80%
A proven track record of undertaking similar commissions of developing sector wide workforce strategies including varied approaches to stakeholder engagement	20%
Provide the name, experience and role of those who will undertake the project and a main point of contact for the service to Social Care Wales and Health Education and Improvement Wales. Any constraints on the availability of persons included should also be mentioned.	10%
An understanding of the context of the Welsh Health and Social Care workforce.	10%
Experience of working collaboratively with a wide range of stakeholders across Wales and facilitating engagement events	10%
Proven track record of developing consultation materials	10%

Provide a detailed project plan and methodology to meet specification requirements and delivery to timescale	20%
Financial	20%
Cost of undertaking project	20%
Total	100%

3.3 Evaluation of quality – 80%

Quality responses will be evaluated using the scoring methodology identified in the below scoring matrix.

Score	Scoring Principles
0	<p>Very Poor: the response is significantly below what would be expected because of one or all of the following: The response indicates a significant lack of understanding relating to the requirements The response fails to meet the requirement</p>
1	<p>Poor (meets some of the requirement) The response meets elements of the requirement but gives concern in a number of significant areas. There are reservations because of one or all of the following: There is at least one significant issue meeting considerable attention. Proposals do not demonstrate competence or understanding The response is light and unconvincing.</p>
2	<p>Satisfactory (meets most of the requirement) The response meets most of the requirement but there is at least one significant issue of concern, or several smaller issues. These would require of some further clarification or attention later in the procurement process, and may arise through lack of demonstrated capability and/or appropriate evidence. The response therefore shows: Basic understanding of the requirements Sufficient competence demonstrated through relevant evidence Some areas of concern that require attention.</p>
3	<p>Good (meets the requirement) The response broadly meets what is expected for the criteria. There are no significant areas of concern, although there may be limited minor issues that need further exploration or attention later in the procurement process. The response therefore shows: Good understanding of the requirements Sufficient competence demonstrated through relevant evidence Some insight demonstrated into the relevant issues.</p>
4	<p>Excellent (exceeds the requirement). The response exceeds what is expected for the criteria. Leaves no doubt as to the capability and commitment to deliver what is required. The response therefore shows: Very good understanding of the requirements Excellent proposals demonstrated through relevant evidence</p>

	Considerable insight into the relevant issues. The response is also likely to propose additional value in several respects above that expected
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3.4 Evaluation of price – 20%

Tenders are ranked according to the total price with the individual tender totals converted into a score. The maximum score for each respective sub-criterion is awarded to the lowest acceptable bid with other tender values being scored in proportion for the cost of the project.

3.5 Final combined score

The weighted scores resulting from (i) Quality Requirements and (ii) Price evaluations are combined to provide final weighted score.

Section 4 – Conditions applying to this tender

4.1 Tender submission requirements

Suppliers should answer all questions as accurately as possible using the format as well as requests for other information. Where a question is not relevant to the Supplier this should be indicated with an explanation (where applicable).

Any information submitted to Social Care Wales in response to any question or requirement must be pertinent to that question or requirement. Any information not considered pertinent will not be considered by Social Care Wales.

Vague or nebulous Tender responses are merely stating 'to be considered' or 'to be discussed' are not acceptable. If a Supplier cannot be specific in its Tender response relating to any particular matter, then the reason/s as to why a full response cannot be provided must be stated.

Where supporting documents are required (e.g. examples of previous relevant work), they should preferably be included after the question to which they relate. If they are pre-printed documents, they may be appended to the Tender submission.

It is important that Tender responses to the questions provide specific evidence of an ability to meet the Requirement/s. Please do not provide general organisational literature, marketing or promotional brochures and web-links as these will not be considered to be an appropriate response, will not be considered in the evaluation process and may provide detrimental to your Tender.

Suppliers must notify Social Care Wales immediately of any change in the information submitted in your Tender response at any time during the procurement process.

Tender responses will be checked for completeness and compliance with the instructions before responses are evaluated.

Social Care Wales reserves the right to refuse to consider your Tender if the response is incomplete or is found to be inaccurate.

All Tender responses and submissions provided may form part of any subsequent agreement or contract based upon this procurement exercise.

Social Care Wales reserves the right to require some or all Suppliers to clarify and/or expand the answers contained in their Tender submissions, in writing. Requests for further information will be made in writing to Suppliers. Failure to respond promptly or adequately may result in the Supplier's disqualification from the procurement process.

4.2 Costs and expenses

Each Supplier shall be solely responsible for all the costs it incurs in the preparation and submission of its Tender, up to and including the award of the contract. This

shall also cover the cost of attending any pre- or post-Tender meetings, potential interview, and, should a Supplier be successful, the preparation of the contract documents.

Social Care Wales shall in no event be responsible or liable for any such costs regardless of the conduct or outcome of the bidding process.

4.3 Right to reject Supplier responses

Social Care Wales reserves the right to reject or disqualify a Supplier where:

- The Tender response is submitted late, is completed incorrectly, is materially incomplete or fails to meet Social Care Wales' Requirements, which have been notified to Suppliers;
- The Supplier and/or a member/s of its supply chain are guilty of material misrepresentation in relation to information provided by the Supplier in the Tender response;
- The Supplier and/or a member/s of its supply chain breach any of the terms and conditions of this Tender or other documents issued by Social Care Wales; and
- There is a change in identity, control, financial standing or other factor impacting on the selection and/or evaluation process affecting the Supplier and/or a member/s of its supply chain.

4.4 Pricing

Prices must be quoted in pounds sterling and clearly states if VAT will or will not be charged.

4.5 Tender updates

Social Care Wales may issue updates, which will be identified by a number and the date. Such updates will contain details of any amendments, additions or variation to the information contained in this ITT, together with any further information, which may assist the Suppliers in the preparation of their submissions. No statements issued by Social Care Wales in relation to this or any other documents shall be deemed to form part of this tender process unless ratified by an update.

4.6 Conflict of interest.

Suppliers are instructed to ensure that their potential appointment to deliver the Requirement has not and will not create any conflict of interest or any situation that might compromise or prejudice Social Care Wales' duty to manage an open, fair, non-discriminatory and competitive procurement process. In the event of a conflict (or potential conflict) arising at any time during the procurement process, the affected Supplier must report the occurrence of an actual or potential conflict and the means for resolving it to Social Care Wales as soon as reasonably practicable.

Failure to declare any actual or potential conflict and/or failure to address such conflict to the reasonable satisfaction of Social Care Wales may result in a Supplier being disqualified from this procurement.

4.7 Confidential information

Confidential information means all information which is supplied by Social Care Wales to a Supplier whether in writing, orally or in any other form, directly or indirectly from or pursuant to discussions with such Supplier or which is obtained through observations made by such Supplier which is designated by Social Care Wales as confidential or which is otherwise of a confidential nature.

Each Supplier shall hold in confidence any confidential information, provided that such Supplier shall not be restricted from passing such information to its professional advisers, its potential sub-contractors (subject to obtaining appropriate confidentiality agreements from them) but only to the extent necessary to enable it to prepare its bid and participate in this procurement.

4.8 Copyright

Suppliers are reminded that the copyright to this ITT rests with Social Care Wales and its appointed advisers. This ITT may not either in whole or in part be copied, reproduced, distributed or otherwise made available to any other third party without the prior written consent of Social Care Wales except in relation to the preparation of a Tender. All documentation supplied by Social Care Wales in relation to this ITT is, and shall remain the property of Social Care Wales and must be returned on demand, without any copies being retained.

4.9 Canvassing

Any Supplier who directly or indirectly canvasses any member of Social Care Wales or any of its officials or representatives concerning the award of contract for the Requirement may be disqualified.

4.10 Collusive submissions

Any Supplier who:

- Fixes or adjusts its Tender rates and prices quoted by or under or in accordance with any agreement or arrangement with any other person; or
- Communicates to any person other than Social Care Wales the amount or approximate amount of its proposed Tender (except where such disclosure is made in confidence in order to obtain quotations necessary for the preparation of the Tender for insurance or similar activity); or
- Offers or agrees to pay or gives or does pay or give any sum of money inducement or valuable consideration directly or indirectly to any person for doing or having done or causing or having caused to be done in relation to any other tender or proposed tender any act or omission;

will be (without prejudice to any other civil remedies available to Social Care Wales and without prejudice to any criminal liability which such conduct by a Supplier may attract) disqualified.

The Supplier warrants that its Tender shall be bona fide and shall be intended to be competitive and that it has not done and will not do at any time any of the acts set out in paragraph 4.10.

4.11 Publicity

No publicity regarding the procurement of the Requirement or the award of any contract will be permitted unless and until Social Care Wales has given express written consent to the relevant communication.

4.12 Social Care Wales' rights

Social Care Wales reserves the right to:

- waive the requirements of this ITT;
- disqualify any Supplier that does not submit a compliant Tender response in accordance with the instructions in this ITT;
- withdraw this ITT at any time, or to re-invite Tender responses on the same or any alternative basis; and/or
- choose not to award any contract as a result of the current procurement process; and
- make whatever changes it sees fit to the timetable, structure or content of the procurement process, depending on approvals processes or for any other reason.

4.13 Governing Law

The laws of England and Wales (as applied in Wales) and the exclusive jurisdiction of the Courts of England and Wales sitting in Cardiff; shall apply to this Tender, the procurement process and the Requirement generally and, subject to applicable law, any dispute, including any non-contractual dispute arising therefrom.