

**Invitation to tender and statement of requirement**

**October 2021**

**Provision of a political monitoring service**

Contract owner: Dinah Godfree

# 1. Purpose of document

- 1.1 The purpose of this document is to invite proposals for the provision of a political monitoring service for the Professional Standards Authority (Authority).
- 1.2 This document contains the following sections:
  - Introduction to the Authority
  - Statement of requirement
  - Tender proposal and evaluation criteria
  - Procurement procedures.

## 2. Introduction to the Authority

- 2.1 The Authority promotes the health, safety and wellbeing of patients, service users and the public by raising of regulation and voluntary registration of people working in health and care. We are an independent body, accountable to the UK Parliament.
- 2.2 We oversee the work of ten statutory bodies that regulate health professionals in the UK and social workers in England. We review the regulators' performance and audit and scrutinise their decisions about whether people on their registers are fit to practise.
- 2.3 We also set standards for organisations holding registers for people in unregulated health and care occupations and accredit those organisations that meet our standards.
- 2.4 To encourage improvement, we share good practice and knowledge, conduct research and introduce innovative ideas including our concept of right-touch regulation. We monitor policy developments in the UK and internationally and provide advice to governments and others on matters relating to people working in health and care.
- 2.5 We are committed to being independent, impartial, fair, accessible and consistent. More information about our work and the approach we take is available at [www.professionalstandards.org.uk](http://www.professionalstandards.org.uk).

### Our Values

- 2.6 Our values act as a framework for our decisions. They are at the heart of who we are and how we would like to be seen by our partners. Our values are:
  - Integrity
  - Respect
  - Transparency
  - Fairness
  - Teamwork
- 2.7 Our values are explicit in the way we work, how we approach our oversight of the registration and regulation of those who work in health and social care, how we develop policy advice, and how we engage with all our partners. We strive to be consistent in the way we apply our values.
- 2.8 We are independent but hold ourselves accountable to the public and to the parliaments and assemblies of the UK for what we do and how we do it.
- 2.9 We listen to the views of people who receive care. We seek to ensure that their views are considered in the registration and regulation of people who work in health and social care.

- 2.10 We develop and promote right-touch regulation<sup>1</sup>. This is regulation that is proportionate to the risk of harm to the public and provides a framework in which professionalism can flourish and organisational excellence can be achieved<sup>2</sup>. We apply the principles of right-touch regulation to our own work.

### Supplying the Authority

- 2.11 The Authority is responsible for purchasing the goods and services necessary to achieve its role as the health and social care authority.
- 2.12 Therefore, we aim to achieve the following values:
- To provide a modern, efficient, transparent and responsible procurement service
  - To achieve value for money by balancing quality and cost
  - To ensure contracts are managed effectively and outputs are delivered
  - To ensure that processes have regard for equality and diversity
  - To ensure that procurement is undertaken with regard to law and best practice.

### Small and Medium Enterprises

- 2.13 The Authority will aim to flag up tendering opportunities which are thought to be suitable for SMEs or consortia of SMEs. The purpose is to encourage competition and provide SMEs with access to public sector contracts. It is not intended to give SMEs an advantage, but to level the playing field so that SMEs have opportunity to compete with larger firms. Flagging certain contracts does not mean that SME's cannot bid for non-flagged contracts, or that larger firms cannot win flagged opportunities.
- 2.14 Please note that this only applies when the Authority is letting advertised contracts, it does not apply when using our own frameworks or those let by other public bodies.
- 2.15 If this contract is suitable for SMEs, then the following wording should be included:
- 2.16 The Authority considers that this contract may be suitable for economic operators that are SME's and voluntary organisations. However, any selection of tenderers will be based on the criteria set out for the procurement process, and the contract will be awarded based on the most economically advantageous tender.

<sup>1</sup> Professional Standards Authority, 2010. *Right-touch regulation*. Available at [www.professionalstandards.org.uk/policy-and-research/right-touch-regulation](http://www.professionalstandards.org.uk/policy-and-research/right-touch-regulation)

<sup>2</sup> Organisational excellence is defined as the consistent performance of good practice combined with continuous improvement

**Small and medium enterprises and voluntary organisations:**

<b>Enterprise Category</b>	<b>Headcount</b>	<b>Turnover</b>	<b>or</b>	<b>Balance Sheet Total</b>
<b>Micro</b>	<b>&lt;10</b>	<b>≤ € 2 million</b>		<b>≤ € 2 million</b>
<b>Small</b>	<b>&lt;50</b>	<b>≤ € 10 million</b>		<b>≤ € 10 million</b>
<b>Medium</b>	<b>&lt;250</b>	<b>≤ € 50 million</b>		<b>≤ € 43 million</b>
<b>Large</b>	<b>&gt;251</b>	<b>&gt; € 50 million</b>		<b>&gt; € 43 million</b>

2.17 Please ensure that you indicate how your organisation is categorised on the form of tender document which should be submitted along with your proposal.

### 3. Statement of Requirement

#### Background to the project

- We are seeking a monitoring service which is tailored to our interests and covers political and parliamentary activity across the UK, as well as tracking key stakeholders and issues, and identifying mentions of the Authority. We intend to award a four year contract.
- The monitoring service is used primarily by the Standards and Policy team but is also used to keep the whole organisation, including its Board, briefed on key political and parliamentary activity and supports the breadth of the Authority's strategic activities. Access to the service will be required by multiple members of staff.

#### Project Objectives & Scope

- Our objective is to ensure that we have the necessary intelligence to inform our oversight, public protection and thought leadership activity and to support our engagement with stakeholders.
- We require a tailored service that can be flexible in adapting to potentially shifting priorities, provides us with timely information, and will be responsive to queries or requests for additional insight. The service provider will need to have a strong understanding of the Authority's role and the health and social care regulatory sector.
- We anticipate the service will provide the following (this is an indicative rather than exclusive list):
  - Alerts when the Authority is mentioned
  - Timely and tailored updates about relevant parliamentary, policy and stakeholder activity
  - Regular digests and updates about relevant forthcoming events
  - Identification of relevant consultations, APPG work and other relevant business that aligns with the Authority's strategic aims
  - A responsive named point of contact
- We will not require media monitoring, advertising, conference or event support services.

## **Project Outputs, deliverables and contract management**

- The provider will deliver a reliable, flexible and responsive monitoring service which meets the needs of the Authority.

### **Contract management requirements**

- The supplier will have a lead point of contact within the Standards and Policy team.
- We intend to award a four year contract.
- We expect to work with the provider to develop and refine service delivery over the lifetime of the contract and anticipate that this will be an iterative process within the first few months, with multiple meetings (which may occur remotely) and input from the Authority to identify priority topics, and then will continue *ad hoc* throughout the life of the contract.
- The contract will be reviewed in two years' time and may be terminated following the review. The Authority retains the right to break the contract if the provider fails to meet the requirements of service delivery.

## **Project timescales**

We intend to award a four-year contract

## **Budget and Payment Schedule**

Payment will be made annually at the start of each contracted year.

## **Further project related information for bidders**

### **Sub-Contractors**

Contractors may use sub-contractors subject to the following:

- That the contractor assumes unconditional responsibility for the overall work and its quality
- That individual sub-contractors are clearly identified, with fee rates and grades made explicit to the same level of detail as for the members of the lead consulting team.

Internal relationships between the contractor and its sub-contractors shall be the entire responsibility of the contractor. Failure to meet deadlines or to deliver work packages by a subcontractor will be attributed by the Authority entirely to the contractor.

## 4. Tender response and evaluation criteria

### The tender response

The proposals for this project should include an outline of how bidders will meet the requirement outlined in section (ii) "Statement of Requirement". The following information should be included:

#### Understanding of customer's requirements

Demonstrate an understanding of the requirement for the service sought.

#### Pricing

A fixed annual fee for the service inclusive of all expense.

### Evaluation Criteria

Tenders will be assessed for compliance with procurement and contractual requirements which will include:

- Completeness of the tender information
- Tender submitted in accordance with the conditions and instructions for tendering
- Tender submitted by the closing date and time
- Compliance with contractual arrangements.

Tenders that are not compliant may be disqualified from the process. We reserve the right to clarify any issues regarding a bidder's compliance. It will be at the Authority's sole discretion whether to include the relevant bidder's response in the next stage of the process.

Tenders will be evaluated according to weighted criteria as follows:

#### Service delivery (50%)

The proposal should set out how the service will be delivered. It must:

- Explain the methodology and delivery mechanisms to ensure that the requirements of this specification are met in terms of quality;
- Explain how this service will be delivered, including a clear breakdown of what the Authority will receive and an indication of regularity
- Explain how your organisation will work in partnership with the Authority to ensure that the organisation's needs are met;
- Outline how the proposed approach will be tailored to the Authority's requirements and how this may be adapted to reflect changing priorities or political events over the lifetime of the contract;
- Explain the resources that will be allocated to delivering the required outcomes/output, and what other resources can be called upon if required.

### **Experience (30%)**

The proposal should set out any experience relevant to the project requirement. It must:

- Evidence an understanding of the Authority's monitoring needs;
- Highlight the organisation's relevant experience and expertise in monitoring related to the regulatory and/or health and social care sectors;
- Provide details of the consultant(s) who will be delivering the service.

### **Cost / Value for money (20%)**

A **fixed fee** for delivery of the service (inclusive of all expenses),

### **Marking Scheme**

Score 0	Unanswered or totally inadequate response to the requirement. Complete failure to grasp/reflect the core issues
1	Minimal or poor response to meeting the requirement. Limited understanding, misses some aspects
3	Good understanding and interpretation of requirements, providing clear evidence of how the criterion has been met
5	Excellent response fully addressing the requirement and providing significant additional evidence of how the criterion has been met and how value would be added

## 5. Procurement procedures

### Tendering Timetable

- 5.1 Tenders are required to be open for a minimum of 10 working days.
- 5.2 The timescales for the procurement process are as follows:

Element	Timescale
Invitation to tender issued	22 October 2021
Deadline for the submission of all relevant forms	8 November 2021 (midday)
Deadline for submission of proposals	8 November 2021 (midday)
Shortlisted suppliers notified	11 November 2021
Interviews / presentations	W/C 15 November 2021
Award contract	19 November 2021
Project Inception Meeting	W/C 22 November 2021

### Tendering Instructions and Guidance

#### *Amendments to ITT document*

- 5.3 Any advice of a modification to the invitation to tender will be issued as soon as possible before the tender submission date and shall be issued as an addendum to, and shall be deemed to constitute part of, the invitation to tender. If necessary, the Authority shall revise the tender date to comply with this requirement.

#### *Clarifications and queries*

- 5.4 Please note that, for audit purposes, any query in connection with the tender should be submitted via email and should be saved accordingly. The response, as well as the nature of the query, will be notified to all suppliers without disclosing the name of the supplier who initiated the query.

#### *Submission process*

- 5.5 Tenders will be accepted no later than the submission date and time shown above. Tenders received after the closing date and time may not be accepted. Bidders have the facility to email later versions of tenders to the relevant member of staff until the closing date/time.
- 5.6 Please submit the supplier questionnaire along with your proposal.
- 5.7 An evaluation team will evaluate all tenders correctly submitted against the stated evaluation criteria.
- 5.8 By issuing this invitation to tender the Authority does not undertake to accept the lowest tender, or part or all any tender. No part of the tender submitted will be returned to the supplier

### *Cost and pricing information*

- 5.9 Tender costs remain the responsibility of those tendering. This includes any costs or expenses incurred by the supplier in connection with the preparation or delivery or in the evaluation of the tender. All details of the tender, including prices and rates, are to remain valid for acceptance for a period of 90 days from the tender closing date.
- 5.10 Tender prices must be in sterling.
- 5.11 Once the contract has been awarded, any additional costs incurred which are not reflected in the tender submission will not be accepted for payment.

### *References*

- 5.12 References provided as part of the tender may be approached during the tender stage.

### *Contractual information*

- 5.13 Following the evaluation of submitted tenders, in accordance with the evaluation criteria stated in this document, a contractor may be selected to perform the services and subsequently issued with an order.
- 5.14 Any contract awarded, as a result of this procurement will be placed with a prime contractor who will take full contractual responsibility for the performance of all obligations under the contract. Any sub-contractors you intend to use to fulfil any aspect of the services must be identified in the tender along with details of their relationship, responsibilities and proposed management arrangements.
- 5.15 The proposal should be submitted in the form of an unconditional offer that is capable of being accepted by the Authority without the need for further negotiation. Any contract arising from this procurement will be based upon the Authority's standard procurement terms and conditions. You should state in your proposal that you are willing to accept these terms and conditions.
- 5.16 The Authority does not expect to negotiate individual terms and will contract based on terms that will be outlined by the Authority. If you do not agree to the conditions of a contract, then your tender may be deselected on that basis alone and not considered further.
- 5.17 The Authority may be prepared to consider non-fundamental changes to the standard terms and conditions in exceptional circumstances. If there are any areas where you feel you are not able to comply with the standard Authority terms and conditions, then details should be submitted as a separate annex to the proposal using the following format:

<b><i>Clause Number</i></b>	<b><i>Existing Wording</i></b>	<b><i>Proposed Wording</i></b>	<b><i>Rational for amendment</i></b>
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- 5.18 Any services arising from this ITT will be carried out pursuant to the contract which comprises of:
- The Authority terms and conditions
  - Service schedules
  - This invite to tender and statement of requirement document; and
  - The chosen supplier's successful tender.
  - The Authority's transparency obligations and the Freedom of Information Act 2000 (FOIA)
- 5.19 The Authority complies with the Government's transparency agenda and as a result, there is a presumption that contract documentation will be made available to the public via electronic means. The Authority will work with the chosen supplier to establish if any information within the contract should be withheld and the reasons for withholding it from publication.
- 5.20 Typically, the following information will be published:
- Contract price and any incentivisation mechanisms
  - Performance metrics and management of them
  - Plans for management of underperformance and its fiscal impact
  - Governance arrangements including through supply chains where significant contract value rests with subcontractors
  - Resource plans
  - Service improvement plans.
- 5.21 Where appropriate to do so information will be updated as required during the life of the contract, so it remains current.
- 5.22 In addition, as a public authority, the Authority is subject to the provisions of the FOIA. All information submitted to a public authority may need to be disclosed by the public authority in response to a request under the FOIA. The Authority may also decide to include certain information in the publication scheme which it maintains under the FOIA.
- 5.23 If a bidder considers that any of the information included in its proposal is commercially sensitive, it should be identified and explained (in broad terms) what harm may result from disclosure if a request is received and the time applicable to that sensitivity. Bidders should be aware that even where they have indicated that information is commercially sensitive the Authority may be required to disclose this

information under the FOIA if a request is received. Bidders should also note that the receipt of any material marked “confidential” or equivalent by the public authority should not be taken to mean that the public authority accepts any duty of confidence by that marking. If a request is received the Authority may also be required to disclose details of unsuccessful bids

5.24 Please use the following matrix: to list such information:

Para. No.	Description	Applicable exemption under FOIA 2000