



# Invitation to Tender for the provision of a

## Data Protection Officer (DPO) as a Service

Life Sciences Hub Wales Reference:	LSHW/006/2025
Procurement Contact:	Adam James-Price <a href="mailto:adam.james-price@lshubwales.com">adam.james-price@lshubwales.com</a>

**COMMERCIAL IN CONFIDENCE**

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## 1. Background

1.1 Established in 2014, Life Sciences Hub Wales Ltd is a private company limited by guarantee with Welsh Government being its sole member and controlled by an independent Board of Directors.

Our vision is for Wales to become a place of choice for health, care and wellbeing innovation. Our aim is to help the people of Wales benefit from improved healthcare and economic wellbeing. We do this by working with innovative partners to find solutions for the NHS, healthcare and social care providers.

1.2 Life Sciences Hub Wales's role is to:

- **Convene** industry, healthcare, social care, and academia to share ideas, raise awareness of needs, identify opportunities for codeveloping solutions and sharing knowledge, and to foster collaboration.
- **Integrate** the health and social care innovation ecosystem providing an infrastructure for better collaboration, meeting industry needs for interaction, supporting the system to become the country's most powerful driver of innovation for the benefit of the people and our economy.
- **Accelerate** adoption of transformative innovation identifying promising opportunities supporting system change and delivering a staged pipeline of innovation.
- **Advocate** for the health and wealth of Wales, showcasing excellence and opportunities for collaboration, making sure Wales has input into UK policies and attracts investment.

1.3 Further context regarding the Life Sciences Hub Wales vision is provided below:

*Our vision is to make Wales the place of choice for health, care and wellbeing innovation.*

### **Who we are**

*We're here to help propel inspiring life science innovations into frontline use in health and social care in Wales. We're connectors, facilitators and drivers. Our team works as a dynamic interface that supports industry, health and social care organisations and academic institutions who share our goal: using new ideas to manage, avert and prevent poor health.*

*Our open dialogue with frontline providers means we have deep understanding of the most critical challenges and priorities facing the sector. And our relationships with key academic institutions mean access to testing and research is made simpler. That means when innovators approach us, we can help shape their ideas to make them most relevant to an end user. And we'll take frontline needs and priorities to innovators for dedicated development, too.*

*We bring all of these groups to the table: to listen, share and explore. Put simply, we match health and social care needs with innovation to drive progress, together.*

*We're here to help make it happen.*

*Visit the Life Sciences Hub Wales website at: [lshubwales.com](http://lshubwales.com)*

1.4 Additional context is provided via the [Life Sciences Hub Wales introductory explainer video](#) Life Sciences Hub Wales introductory explainer video ([English](#) / [Cymraeg](#)) and via [How we're supporting digital innovation in Wales](#).



## 2. Overview of the Requirement

- 2.1 Life Sciences Hub Wales seeks to procure the services of a suitably qualified and capable outsourced Data Protection Officer (DPO) services to ensure continued compliant with current and future data protection legislation, and to ensure that all organisational data continues to be processed in accordance with conforming and best practice information governance principles.
- 2.2 The Data Protection Act 2018 (Chapter 2) (UK GDPR) introduced a duty for organisations such as Life Sciences Hub Wales to appoint a data protection officer (DPO). This legal requirement helps public sector bodies demonstrate compliance as part of an enhanced focus on accountability.
- 2.3 Life Sciences Hub Wales has relied on outsourced DPO services provision since 2021, with an in-house DPO resource in place prior that.
- 2.4 The successful supplier, in providing dedicated DPO services to Life Sciences Hub Wales, will:
  - Assist with monitoring internal compliance.
  - Inform and advise on data protection obligations and emerging issues.
  - Provide advice regarding Data Protection Impact Assessments (DPIAs) and act as a contact point for data subjects and the Information Commissioner's Office (ICO) as required.

As well as providing the above, the successful supplier will assume all other responsibilities expected of a DPO.

- 2.5 The successful supplier, as dedicated DPO to Life Sciences Hub Wales, must be independent, an expert in data protection and adequately resourced to provide the required, necessary services.
- 2.6 The successful supplier must act as an extension to the wider Life Sciences Hub Wales team, providing advice and guidance from the perspective of Life Sciences Hub Wales. Advice and guidance (etc) is to be provided directly on behalf of Life Sciences Hub Wales, including the editing of documentation at request.
- 2.7 The full Specification is provided below in [\*\*Part 13\*\*](#).
- 2.8 Life Sciences Hub Wales envisions the need for circa x18 days of DPO services per annum, principally to be retained as x1.5 days service provision per calendar month for use as needed, with unused days to be 'banked' for use later in the term as needed.
- 2.9 The proposed Contract length is an initial 12-month period, with the option to extend up to a further 24-months, in separate 12-month instalments on each occasion, at the sole discretion of Life Sciences Hub Wales.
- 2.10 The anticipated maximum Contract value is up to £10,000 per annum (excluding VAT) for each 12-month period, for a total potential Contract value of up to £30,000 (excluding VAT).

### 3. Submission of Responses

3.1 The proposed procurement timetable is set out below. Note that the dates provided are indicative only and Life Sciences Hub Wales reserves the right to revise them at any time during the process without liability.

Activity	Date	Responsible
Invitation to Tender Published	2 <sup>nd</sup> February 2026	Life Sciences Hub Wales
Deadline for Submission of Clarification Questions	18 <sup>th</sup> February 2026	Supplier
Deadline for Submission of Responses	27 <sup>th</sup> February 2026	Supplier
Evaluation (inc. all internal approvals)	2 <sup>nd</sup> March to 26 <sup>th</sup> March 2026	Life Sciences Hub Wales
Contract Award	27 <sup>th</sup> March 2026	Life Sciences Hub Wales
Contract Start	1 <sup>st</sup> April 2026	Life Sciences Hub Wales and Supplier

3.2 Tender submissions are to be submitted in electronic format to the Postbox facility on [sell2wales.gov.uk](https://sell2wales.gov.uk) by **14:00 on Friday 27<sup>th</sup> February 2026**. Responses received after the deadline may not be considered. A [Suppliers' Postbox user guide](#) is available under the 'Help and Support' section of the Sell2Wales website.

3.3 Clarification questions (queries) in relation to the tender are to be sent to Adam James-Price at [tenders@lshubwales.com](mailto:tenders@lshubwales.com). The deadline date for clarification questions in relation to the tender is **17:00 on Wednesday 18<sup>th</sup> February 2026**. Clarification questions received after the deadline may not receive a response, at the sole discretion of Life Sciences Hub Wales.

3.3.1 At the sole discretion of Life Sciences Hub Wales, clarification questions and their responses that are deemed suitable and appropriate for circulation (i.e. that are not commercially sensitive or likely to impact on the competitive interests of any other party) will be shared for the benefit of all participating tenderers.

3.4 Should tenderers encounter any issues when emailing the [tenders@lshubwales.com](mailto:tenders@lshubwales.com) address (send errors etc) they are requested to contact Adam James-Price at [adam.james-price@lshubwales.com](mailto:adam.james-price@lshubwales.com) instead.

3.5 Responses may be received in Welsh or English. Tenders submitted in Welsh will not be treated less favourably than those submitted in English. All subsequent correspondence/communication will be conducted in keeping with the language of the submitted tender.

### 4. Procedural and Response Requirements

4.1 This Invitation to Tender document, together with any and all other associated tender documents provided to tenderers in connection with this procurement contain procedural and response requirements that tenderers must follow. Failure to comply with or adhere to any procedural or response requirement may result in the exclusion of the tenderer from the procurement and the invalidation of their response, at Life Sciences Hub Wales's sole discretion.

## 5. Acceptance of Tenders

- 5.1 Except for manifest error, or as may otherwise be expressly agreed by both Life Sciences Hub Wales and the tenderer, the content of submitted tender responses with regards to this procurement will be deemed to be binding upon the tenderer and open for acceptance by Life Sciences Hub Wales.
- 5.2 Prior to submitting their response, tenderers are responsible for ensuring that its staff, and those of any sub-contractors, are fully aware of all the technical, commercial and legal requirements relating to this procurement.
- 5.3 Life Sciences Hub Wales does not commit itself to accept the lowest priced tender or any tender submission received in response to this procurement. No submission shall be deemed to have been accepted unless such acceptance has been notified to the tenderer in writing.
- 5.2 No part of the submitted tender response will be returned to the tenderer.

## 6. Modifying the Procurement

- 6.1 Neither this Invitation to Tender document, any corresponding tender notice nor any additional information given as part of this procurement shall be regarded as a commitment or representation on the part of Life Sciences Hub Wales (or any other person) to enter into a contractual arrangement.
- 6.2 Life Sciences Hub Wales reserves the right to terminate or otherwise cancel this procurement at any point during the process, and/or to otherwise not award any contract as a result of this procurement. With regards to lots, any decision by Life Sciences Hub Wales not to award a lot does not prevent Life Sciences Hub Wales from awarding the remaining lots.
- 6.3 With regards to terminating or otherwise cancelling the procurement and/or otherwise not awarding any contract as a result of this procurement; Life Sciences Hub Wales shall not be liable for any costs incurred by the tenderer resulting from this action.
- 6.4 Life Sciences Hub Wales reserves the right at any time to:
  - Issue amendments, modifications or additional information to any documentation which forms part of this procurement, including the specification;
  - Require a tenderer to clarify any part of their response and tender submission in writing and/or provide additional information. Failure by a tenderer to respond in-line with instructions may result in their tender submission being invalidated;
  - Alter the procurement timetable for this procurement;
  - Re-run any part of the procurement on the same or alternative basis; and
  - Otherwise amend the procurement as described herein.
- 6.5 The Specification (Part 13) sets out the Life Sciences Hub Wales requirements in full. It is possible that during the life of any implemented agreement that changes to the specification, service or other requirements will arise.



6.6 Changes to the Specification will be implemented by issuing written amendments to all those affected by the changes. Life Sciences Hub Wales holds the sole right to implement changes in this manner.

## 7. Expenses and Losses in Tender

7.1 Tenderers must bear all the costs associated with the preparation and submission of their tender response and any further costs incurred prior to award of the contract.

7.2 Life Sciences Hub Wales will not be responsible for expenses or losses that may be incurred by any tenderer in the preparation and submission of their tender response and otherwise in their participation within this procurement process, regardless of the conduct or outcome of the procurement.

## 8. Prices

8.2 The prices stated in the tender response will be deemed to be the full inclusive value for the provision of the requirement as described in the Specification (Part 13), including all costs and expenses, risks and obligations set forth in or to be implied from the Invitation to Tender.

8.3 All prices are to be stated in sterling exclusive of Value Added Tax (VAT).

## 9. Payment Terms

9.1 In adherence to the Procurement Act 2023 payment will be made within 30-days of receipt of valid invoice, with invoices to be issued in accordance with the payment scheduled agreed before or at contract award.

9.2 For an invoice to be considered valid and acceptable for payment it must be sent electronically (i.e. via email) and must include the following information as minimum:

- The name of the supplier;
- A description of the goods, services and/or works supplied to Life Sciences Hub Wales (as applicable);
- The sum requested; and
- A unique invoice reference / number.

9.3 All invoices are to be submitted to [invoices@lshubwales.com](mailto:invoices@lshubwales.com).

9.4 Should an invoice be considered invalid and/or the sum payable is disputed the supplier shall be notified as soon as practicable and the 30-day payment term will be considered on-hold until all queries are resolved.

## 10. Details Confidential

- 10.1 The tenderer (whether their submission is accepted or not) and all other recipients of the Invitation to Tender document (whether they submit a tender response or not) shall treat the details of this document as private and confidential.
- 10.2 Any submission received in response to this Invitation to Tender shall be treated likewise by Life Sciences Hub Wales, except where requested in compliance with the Freedom of Information Act 2000.

## 11. Security

- 11.1 The successful supplier must strictly adhere to the obligations of a "Data Processor" as specified in the Data Protection Act 2018 (DPA 2018) and retained EU GDPR 679/2016, Article 28. In line with the Data Protection Act 2018, Chapter 2, the supplier is responsible for ensuring that all personal data processed while delivering services, goods, or works under this agreement is handled in compliance with the standards set out in Chapter IV. To ensure compliance, a Data Processing Agreement will be established between the successful supplier and Life Sciences Hub Wales, ensuring full adherence to the requirements of Article 28 of the Data Protection Act 2018.
  - Servers holding Life Sciences Hub Wales data must reside in a pre-defined location in the UK and access to those servers must be controlled and limited to known, authorised individuals only.
  - Any statement regarding this project made by the Supplier must be agreed by Life Sciences Hub Wales prior to issue.
  - The successful supplier must inform the Life Sciences Hub Wales immediately of any actual or suspected security breaches involving Life Sciences Hub Wales data in accordance with the provision of the Data Processing Agreement.
  - The successful supplier must have in place a security policy or acceptable use policy covering usage of their network and appropriate use of removable media and the policy must be clearly communicated and staff trained appropriately.

## 12. Welsh Language Requirements

- 12.1 The successful supplier will need to ensure that services provided through this contract, if awarded, are compliant with the Life Sciences Hub Wales Welsh Language policy requirements.
- 12.2 The requirements in relation to this contract are:
  - Support Life Sciences Hub Wales to ensure that any/all protected data collected in Welsh is processed with due consideration of the Welsh Language Standards, i.e. employee language skills surveys, stakeholder language preferences etc.



- Any contact with the public not mentioned above must comply with the principle of treating the Welsh and English languages on a basis of equality.

12.3 Further for details see: <https://lshubwales.com/governance/welsh-language> and <https://www.gov.wales/welsh-language>

## 13. Specification

### 13.1 Introduction

13.1.1 As per Part 2 (Overview):

*Life Sciences Hub Wales seeks to procure the services of a suitably qualified and capable outsourced Data Protection Officer (DPO) services to ensure continued compliant with current and future data protection legislation, and to ensure that all organisational data continues to be processed in accordance with conforming and best practice information governance principles.*

*The Data Protection Act 2018 (Chapter 2) (UK GDPR) introduced a duty for organisations such as Life Sciences Hub Wales to appoint a data protection officer (DPO). This legal requirement helps public sector bodies demonstrate compliance as part of an enhanced focus on accountability.*

*Life Sciences Hub Wales has relied on outsourced DPO services provision since 2021, with an in-house DPO resource in place prior that.*

*The successful supplier, in providing dedicated DPO services to Life Sciences Hub Wales, will:*

- *Assist with monitoring internal compliance.*
- *Inform and advise on data protection obligations and emerging issues.*
- *Provide advice regarding Data Protection Impact Assessments (DPIAs) and act as a contact point for data subjects and the Information Commissioner's Office (ICO) as required.*

*As well as providing the above, the successful supplier will assume all other responsibilities expected of a DPO.*

*The successful supplier, as dedicated DPO to Life Sciences Hub Wales, must be independent, an expert in data protection and adequately resourced to provide the required, necessary services.*

*The successful supplier must act as an extension to the wider Life Sciences Hub Wales team, providing advice and guidance from the perspective of Life Sciences Hub Wales. Advice and guidance (etc) is to be provided directly on behalf of Life Sciences Hub Wales, including the editing of documentation at request.*

*Life Sciences Hub Wales envisions the need for circa x18 days of DPO services per annum, principally to be retained as x1.5 days service provision per calendar month for use as needed, with unused days to be 'banked' for use later in the term as needed.*



*The proposed Contract length is an initial 12-month period, with the option to extend up to a further 24-months, in separate 12-month instalments on each occasion, at the sole discretion of Life Sciences Hub Wales.*

*The anticipated maximum Contract value is up to £10,000 per annum (excluding VAT) for each 12-month period, for a total potential Contract value of up to £30,000 (excluding VAT).*

13.1.2 To meet its legal obligations Life Sciences Hub Wales requires the services of a qualified outsourced data protection specialist, the aim of which is to proactively deliver an outsourced DPO service with the purpose of ensuring robust, safe and compliant information governance practices are at the core of service delivery through providing advice and support on an as required and agreed basis.

13.1.3 The intention is that the successful supplier, acting as an outsourced DPO to Life Sciences Hub Wales, providing additional support, capacity, resilience and expertise when required in a proactive, rather than reactive, approach.

13.1.4 Life Sciences Hub Wales has robust data protection arrangements in place, which are articulated in a suite of policies and processes. Overall operational responsibility for these rests with the Head of Governance, Risk and Compliance (the Company Secretary).

13.1.4.1 The arrangements in place are proportionate to Life Sciences Hub Wales's data processing needs, which are largely limited to the contact details of individuals and companies in a professional capacity. Typically, the only protected personal data collected relates to Life Sciences Hub Wales's own employees. Further information can be found on our website in the Life Sciences Hub Wales [Privacy Statement](#).

13.1.4.2 All Life Sciences Hub Wales employees undertake training on GDPR, both at the point of induction, and periodically through an online e-module as part of statutory and mandatory training. Data Protection arrangements are regularly subjected to internal audit, with positive outcomes on each occasion.

13.1.4.3 Life Sciences Hub Wales has a schedule of annual committee meetings in place for its Board, Audit and Risk Assurance Committee (ARAC) and Human Resources and Remuneration Committee (HRRAC). Assurance and updates related to data processing etc are provided to ARAC on a quarterly basis.

13.1.5 The desired outcomes of the required DPO as a Service provision include, but are not limited to the following:

- Implementation and continued management of robust data protection standards.
- Provision of ongoing specialist advice and support to the Company on data protection issues and risks as they arise (likely to be ad hoc in nature).
- Ensuring Life Sciences Hub Wales maintains an awareness of any developments in data protection legislation, public policy or good practice, that would impact on its internal controls, compliance or business operations.
- Application of a proportionate approach to the development and maintenance of data protection arrangements, which although robust, will be proportionate to the data needs and scale of Life Sciences Hub Wales.
- Effective and resilient management and mitigation related to regulatory and reputational risk.



- A decrease in the potential for compliance failure across the organisation.

*For the avoidance of doubt note that the list of outcomes provided above is not considered all-encompassing nor exhaustive and is provided only as a high-level indication.*

13.1.6 The key Life Sciences Hub Wales stakeholders aligned to the DPO as a Service arrangement include:

- Head of Governance, Risk and Compliance.
- Chief Executive Officer.
- Governance Administrator.
- Procurement Manager.

## 13.2 The Services

13.2.1 Life Sciences Hub Wales seeks the services of a suitably qualified and experienced outsourced DPO service to demonstrate compliance with evolving data protection legislation, remove the day-to-day burden of data protection compliance from internal resources, to provide additional expertise and best practice guidance and to support the implementation and maintaining of appropriate data protection standards

13.2.2 The DPO service provision must include for expert advice regarding all aspects of UK data protection legislation, including GDPR and Freedom of Information (FOI).

13.2.3 The successful supplier must nominate a dedicated person to act as the named DPO for Life Sciences Hub Wales, and must ensure that sufficient resource and capacity is available to support the DPO to enable the provision of a robust and resilient service.

13.2.4 In providing services as the dedicated DPO to Life Sciences Hub Wales the successful supplier must, as a minimum:

- Undertake compliance reviews of Life Sciences Hub Wales Data Protection arrangements, including policies and processes, contracts and confidentiality agreements (Non-Disclosure Agreements) etc, and provide an assessment of robustness and proportionality.
- Provide advice and support regarding Data Privacy Impact Assessments (DPIAs).
- Deliver occasional training to Life Sciences Hub Wales staff regarded relevant topics such as data protection, FOI etc (dates and frequency to be agreed between Life Sciences Hub Wales and the successful supplier). Training to be delivered remotely via Microsoft Teams, unless otherwise agreed by Life Sciences Hub Wales and the successful supplier.
- Support Life Sciences Hub Wales response to internal and external audits relating to data processing and the wider DPO remit.
- Periodic (quarterly) assurance reporting to Life Sciences Hub Wales committee(s).
- Preparation of DPO progress reports and annual reports.



- Production of a risk-based annual DPO workplan. The annual workplan will be a collaborative effort developed between the successful supplier and the Life Sciences Hub Wales Head of Governance, Risk and Compliance, and drafted based on organisational needs and risks.
- Issuing of Data Protection Alerts and Industry Bulletins.
- Advise on records management and data sharing.
- Undertaking or supporting data mapping exercises.
- Data Protection advice on proposed contracts ensuring compliance with the DPA and relevant law.
- Supporting the implementation and maintenance of standards, which may include undertaking a gap analysis of current requirements.
- Provision of advice and review compliance with data protection laws and UK GDPR.
- Developing, implementing and embedding a Privacy Framework to complement the Governance Framework.
- Liaison as appropriate with the Information Commissioners Office (ICO).
- Reporting breaches of standards to the relevant bodies such as ICO as appropriate and investigating these where required.
- Attend the quarterly meetings of the Data Governance Group. This new group will steer Life Sciences Hub Wales's data and systems development.

*For the avoidance of doubt note that the list of service requirements and DPO responsibilities provided above is not considered all-encompassing nor exhaustive and is provided only as a high-level indication of the requirement at this stage.*

The minimum service requirements outlined above must be included as an all-inclusive and encapsulated offering within the successful suppliers Day Rate.

13.2.5 The successful supplier will be expected to develop a detailed understanding and appreciation of the Life Sciences Hub Wales business operations and strategic direction at pace once appointed, to ensure that all advice related to Data Protection and data processing etc is applicable, accurate and proportional.

13.2.6 Delivery of the required services will be centred around the Life Sciences Hub Wales main office location in Cardiff, however the majority of the outsourced DPO service is expected to be undertaken remotely via Microsoft Teams, with on-site attendance agreed and confirmed in advance between Life Sciences Hub Wales and the successful supplier.

13.2.7 Below is an indicative outline of annual activity for 2026/27 related to DPO remit, provided as an indication of the support required against planned activity over the initial 12-month term:

**DPIAs for Review in 2026/27:**

- Circa. x25 DPA's to be reviewed annually. DPA's are always reviewed internally by the Head of Governance, Risk and Compliance in the first instance, and may be issued for further review by the DPO if required, based on the subject matter and/or associated risk etc.



**Policies for Review in 2026/27:**

- Data Protection Policy;
- Password Policy;
- Information Security Policy;
- Security Policy; and
- Security Handbook.

**Planned Procurement Activity for 2026/27 (That will Likely Require a DPIA):**

- Confidential Waste Collection;
- Design Services (Communications and Marketing);
- Outsourced IT Support Services;
- Insurance Broker; and
- Any other emerging procurement that includes the need for data processing.

13.2.7.1 Life Sciences Hub Wales also has a robust internal audit plan in place, but there are no audits related to DPO services (i.e. Data Protection or Freedom of Information etc) planned for 2026/27.

13.2.7.2 Audits for both Data Protection and Freedom of Information are scheduled for 2027/28, to be confirmed in advance.

13.2.8 Below is a high-level outline of annual Life Sciences Hub Wales Committee meetings relevant to the DPO, to provide an indication of planned, routine activity on an annual basis:

- Quarterly ARAC meetings, that require the submission of quarterly Information Governance assurance reports. The successful supplier will be required to contribute content to the quarterly reports but will not be required to attend the quarterly meetings, only attending on an exceptional basis as required (to be confirmed in advance by Life Sciences Hub Wales).
  - For further context, the Information Governance assurance report is drafted by the Life Sciences Hub Wales Head of Governance, Risk and Compliance who will seek contribution from the successful supplier regarding key activity undertaken each quarter in alignment with the DPO workplan.
- Annual ARAC development session related to Information Governance. The successful supplier will be required to attend and contribute to the session, requirements to be confirmed by Life Sciences Hub Wales in advance.
- Attend the quarterly meetings of the Data Governance Group. This new group will steer Life Sciences Hub Wales's data and systems development.

13.2.9 Note that the indicative information provided above for both 13.2.7 and 13.7.8 above is provided as a high-level indication for the benefit of Tenderers at this stage only, and is not considered an all-encompassing or exhaustive list of activities and requirements related to the required DPO services.

## 13.3 Standards

- 13.3.1 The successful supplier is required to comply with all applicable legislation (including without limitation the Data Protection Act 2018 and Welsh Language Act 1993) in their dealings with the Life Sciences Hub Wales.
- 13.3.2 The successful supplier must hold current and valid Cyber Essentials Plus accreditation at the point of award, to be maintained throughout the term of the agreement.
- 13.3.3 It would be beneficial, but not mandatory, for the successful supplier to be ISO:27001 accredited.
- 13.3.4 Life Sciences Hub Wales requires that all employees of the successful supplier who, for the purposes of the agreement, work alongside Life Sciences Hub Wales employees to be aware of the relevant policies and guidance written for Life Sciences Hub Wales employees and to comply with their principles.

13.3.4.1 All applicable policies will be provided to the successful supplier at the time of contract award.

## 13.4 Life Sciences Hub Wales Responsibilities

- 13.4.1 The Life Sciences Hub Wales Head of Governance, Risk and Compliance is, and will continue to assume the role and responsibilities of, the Company's Freedom of Information Officer, and will be responsible for responding to routine requests (with support from the successful supplier, as required).
- 13.4.2 The Life Sciences Hub Wales Head of Governance, Risk and Compliance will attend ARAC on the successful supplier's behalf, presenting reports to which the successful supplier will have contributed to.
- 13.4.3 Unless directly advised otherwise by Life Sciences Hub Wales, the successful supplier will only need to provide content in English, Life Sciences Hub Wales will seek Welsh language translation via a previously sourced third-party translator as required.

## 13.5 Record Keeping and Reporting

- 13.5.1 The successful supplier will be required to prepare and submit a quarterly management report that demonstrates progress against the agreed DPO workplan.
- 13.5.2 The successful supplier will be required to invoice monthly in areas for DPO days provided in the last month, providing summary timesheet details to demonstrate time spent.
- 13.5.3 During the provision of the service, the successful supplier is required to manage all Life Sciences Hub Wales data appropriately, in-line with UK GDPR, the Data Protection Act 2018, the Freedom of Information Act 2000 and the Welsh Language Act 1993.

## 13.6 Governance

- 13.6.1 Life Sciences Hub Wales will appoint a Contract Manager (likely the Head of Governance, Risk and Compliance) to act as the direct point of contact between the organisation and the successful supplier.



- 13.6.2 The successful supplier must also appoint a dedicated Contract Manager to act as the direct point of contact between their organisation and Life Sciences Hub Wales.
- 13.6.3 Any/all service issues, risks etc are to be brought to the attention of the Contract Managers in the first instance.

## 13.7 Quality and Performance Management

- 13.7.1 Unless otherwise agreed by Life Sciences Hub Wales, where the successful supplier's performance against the delivery plan (as agreed at each instance of call-off) fails to achieve agreed performance requirements Life Sciences Hub Wales may instruct them to provide proposals to resolve the underperformance in the form of an improvement plan. The successful supplier shall provide their proposals within fourteen days of this instruction. Such proposals shall include, but not be limited to, an explanation of the root cause of the underperformance, key action points to remedy the situation and a timescale by which the underperformance will be rectified. Life Sciences Hub Wales shall give an instruction to resolve the underperformance either by accepting the successful supplier's Improvement Plan or by instructing how otherwise the underperformance is to be addressed.

In the event that the successful supplier fails to improve performance in line with their Improvement Plan and Life Sciences Hub Wales reasonably considers that the underperformance relating to the KPIs significantly affects the continuing viability of the provision of the service then Life Sciences Hub Wales may terminate the Contract.

## 13.8 Entry and Exit Planning

- 13.8.1 Once awarded, Life Sciences Hub Wales and the successful supplier will have an initial kick-off meeting wherein priority actions related to the required DPO service will be discussed, including the development of an annual DPO work plan to be agreed by both parties and implemented for use.
- 13.8.2 At the end of the agreement the outgoing Supplier will be required to return all relevant documents and/or data which is no longer required for legal or regulatory purposes to Life Sciences Hub Wales, and to give assurance that all other documentation and/or data has been destroyed.

## 13.9 Contract Duration

- 13.9.1 If awarded, the Contract is expected to commence 1<sup>st</sup> April 2026.
- 13.9.2 Except for early termination, the Contract will run for a period of 12-months and will end 31<sup>st</sup> March 2027.
- 13.9.3 At the sole discretion of Life Sciences Hub Wales the contract may be extended by a further 24-months, in separate 12-month instalments, giving a latest possible date of expiry of 31<sup>st</sup> March 2029.

## 14. Assessment Process

### 14.1 Overview of the Assessment Process

14.1.1 The Assessment Process is comprised of three parts as detailed below:

1. Qualification Questionnaire;
2. Quality Award Criteria; and
3. Commercial Award Criteria.

Tenderers are required to respond to each part in full in order for their submission to be deemed compliant and eligible for inclusion within the evaluation process.

14.1.2 The Qualification Questionnaire, provided as a supporting template for completion entitled '*Outsourced DPO Services (LSHW.006.2025) – Qualification Questionnaire*' includes a number of qualifying questions wherein Tenderers must self-certify that their organisation meets the Life Sciences Hub Wales mandatory requirements (by responding as instructed in each instance).

14.1.2.1 The Qualification Questionnaire includes a number of Pass / Fail questions; unless otherwise clearly stated, wherever a question is stated as Pass / Fail a response of 'No' will be deemed as a failure to meet the Life Sciences Hub Wales minimum requirements and will invalidate the Tenderers response. The response will be discounted and will not be evaluated further.

14.1.3 Responses that meet all of the Qualification Questionnaire criteria will progress to the next stage of the evaluation process; the Quality and Commercial evaluation. The award criteria are detailed below.

### 14.2 Award Criteria

14.2.1 The agreement (if awarded) shall go to the Supplier submitting the Most Advantageous Tender (MAT), in terms of value for money based on the award criteria specified below.

Ref	Question	Weighting	Page Limit
<b>Quality Criteria</b>			
<b>Q1</b>	<p><i>Consider the Life Sciences Hub Wales requirement as per Section 13 (Specification).</i></p> <p>Detail the recent relevant experience (within last 3-years) of the individual(s) proposed for deployment to the Life Sciences Hub Wales requirement.</p> <p>Demonstrate how this recent experience aligns to, and will be leveraged for the benefit of, the Life Sciences Hub Wales requirement as per the specification.</p> <p><i>For the avoidance of doubt, the response to Q1 will be evaluated in its entirety and will receive one single score in-line with the Life Sciences Hub Wales scoring methodology (i.e. the question has no sub-criteria).</i></p>	20%	3 Pages A4



<b>Q2</b>	<p><i>Consider the Life Sciences Hub Wales operating context as per Part 1 (Background) and requirement as per Part 13 (Specification).</i></p> <p>Detail your organisation's recent relevant experience (within last 3-years) of providing outsourced DPO services to client organisations that have a similar operating context to Life Sciences Hub Wales.</p> <p>Demonstrate how this experience will be leveraged for the benefit of the Life Sciences Hub Wales requirement.</p> <p><i>For the avoidance of doubt, the response to Q2 will be evaluated in its entirety and will receive one single score in-line with the Life Sciences Hub Wales scoring methodology (i.e. the question has no sub-criteria).</i></p>	15%	3 Pages A4
<b>Q3</b>	<p><i>Consider the Life Sciences Hub Wales requirement as per Section 13 (Specification).</i></p> <p>Outline in detail your organisation's proposal for the provision of the required outsourced DPO services to Life Sciences Hub Wales.</p> <p>Demonstrate how your organisation proposes to work with Life Sciences Hub Wales to provide a robust, effective and proportionate outsourced DPO service.</p> <p><i>For the avoidance of doubt, the response to Q3 will be evaluated in its entirety and will receive one single score in-line with the Life Sciences Hub Wales scoring methodology (i.e. the question has no sub-criteria).</i></p>	15%	3 Pages A4
<b>Q4</b>	<p>Describe in detail how your organisation ensures that all client and third-party data is processed and managed as safely and appropriately as possible.</p> <p>Detail the systems, processes, tools, policies approaches etc utilised by your organisation to ensure that data is safeguarded and processed responsibly.</p> <p><i>For the avoidance of doubt, the response to Q4 will be evaluated in its entirety and will receive one single score in-line with the Life Sciences Hub Wales scoring methodology (i.e. the question has no sub-criteria).</i></p>	10%	2 Page A4
<b>Total Quality Score Available:</b>			<b>60%</b>
<b>Commercial Criteria</b>			
Day Rate for the provision of DPO Services (DPO Day Rate)			40%
<b>Total Commercial Score Available:</b>			<b>40%</b>
<b>Total Tender Score Available:</b>			<b>100%</b>

14.2.2 The tender carries a maximum score of 100%.

### Quality Assessment

14.2.3 The Quality assessment shall carry 60% of the available 100%. The Quality assessment will be undertaken following the scoring methodology provided in Annex 1.

14.2.4 For the Quality Assessment Tenderers are required to complete and return a Quality response template by responding to each of the Quality questions as per the guidance outlined within the template document and within the Invitation to Tender document. The Quality response template



is provided as a supporting attachment entitled '*Outsourced DPO Services (LSHW.006.2025) – Quality Response Template*'.

14.2.5 Tenderer's will need to achieve a minimum Quality score of 35% (out of a possible score of 60%) in order to be considered for contract award. Any response that achieves a Quality score of less than 35% following assessment will be deemed unsuccessful and will not be considered further.

#### **Commercial Assessment**

14.2.6 The Commercial assessment shall carry the remaining 40% of the available 100%.

14.2.7 For the Commercial Assessment Tenderers are required to complete and return a Commercial response workbook by inserting the requested information as per the workbook guidance. The Commercial response workbook is provided as a supporting attachment entitled '*Outsourced DPO Services (LSHW.006.2025) - Commercial Response Workbook*'.

14.2.8 The Commercial assessment will be evaluated on a proportional vs best basis and will be evaluated using the following calculations:

Part	Evaluation Calculation	Weighting
DPO Day Rate (per Annum)	$(40\%) / (\text{Tenderers DPO Day Rate per Annum} / \text{Lowest DPO Day Rate per Annum})$	40%
<b>Total Available Commercial Score:</b>		<b>40%</b>

14.2.9 The total Quality score and total Commercial score will be combined to give a Total tender score. The highest scoring compliant tender shall be deemed the MAT.

## **14.5 Non-Compliance**

14.5.1 Tender submissions received will first be evaluated for completeness and adherence to the mandatory response requirements. Failure to comply with the response instructions or provide the information requested may invalidate the submission entirely, at Life Sciences Hub Wales's sole discretion.

14.5.2 In the event of non-compliance with the specification during the term of contract, if awarded, the following procedure will be followed:

- Notification of complaint and requirement to comply;
- Notification of unacceptable practices and/or substantial noncompliance to the specification;
- Recourse to the conditions of contract.

## **14.6 Financial Standing and Resources**

14.6.1 Life Sciences Hub Wales wishes to ensure that tenderers have the necessary financial standing and resources to meet their obligations throughout the duration of the contract. This may include (where appropriate) considering the contractor's level of existing work commitments and the potential impact on resources that awarding a contract would have.

14.6.2 In deciding whether to submit a tender response, tenderers should also be aware and take into consideration the risks of becoming over-reliant on Life Sciences Hub Wales business, or indeed that of any customer. In doing so, tenderers should take into account earnings from any other work undertaken for Life Sciences Hub Wales as well as potential earnings from this contract.

## 14.7 Further Guidance

14.7.1 Tenderers must examine the Invitation to Tender document, as well as any supporting documentation, in full as these indicate what information must be provided in order for their response to be deemed complete and compliant. Incomplete or unqualified tenders may be rejected as non-compliant, at the sole discretion of Life Sciences Hub Wales.

14.7.2 These instructions are designed to ensure that all proposals are given equal and fair consideration. It is important therefore that tenderers provide all of information requested.

14.7.3 The tenderer shall ensure that each and every sub-contractor, consortium member and adviser abide by the terms of these instructions and conditions of tender.

14.7.4 It is the tenderer's responsibility to ensure that all information required is supplied and is accurate and, should there be doubt as to the content of the Invitation to Tender and/or supporting documentation, to seek additional information as required via formal clarification questions.

14.7.5 Tenderers must ensure that they read all questions carefully and respond in accordance with the criteria below:

- Where supporting information is expressly requested (i.e. CVs, policies, process documents etc.) this can be provided as an appendix to your response. For the avoidance of doubt, this will be in addition to the maximum page limit outlined;
- Supporting information not expressly requested by Life Sciences Hub Wales (i.e. attachments and appendices) will not be considered nor evaluated as part of the submission;
- Tenderers must not include links or shortcuts to external resources (i.e. websites etc.), these links will not be opened and will not be considered nor evaluated as part of the submission;
- Tenderers must outline in their response any areas in which they do not fully meet the requirement;
- The name of the file(s) submitted must include your organisations name;
- No commercial information is to be provided within the Quality response; and
- Tenderers must provide itemised pricing for all envisaged costs for the provision of proposed the services as per their response.

## 14.8 Documents and Information to be Submitted

14.8.1 For ease of reference, for your tender response to be considered a compliant submission it must include the following:



- A completed Qualification Questionnaire (including signed Form of Tender) as outlined in Part [14.1.2](#);
- A response to the Award Criteria as outlined in Part [14.2.4](#), i.e. a response to each of the Quality questions via a completed Quality response template; and
- A completed Commercial response workbook as outlined in Part [14.2.6](#).

## ANNEX 1: Evaluation Guidance and Scoring Methodology

The Contract Award Evaluation Criteria ([Part 14.1](#)) will be assessed against the Quality Evaluation Scoring Table A1.

**Table A1: Quality Evaluation Scoring Table**

Capability	Evidence	Remark	Score
Tenderer is clearly able to meet the needs of the Life Sciences Hub Wales	<ul style="list-style-type: none"> <li>Evidence is consistent, comprehensive, compelling, directly relevant to the project in all respects and highly credible.</li> <li>A clear, concise and explicitly relevant response that fully demonstrates an excellent understanding of the subject matter and meets all Life Sciences Hub Wales expectations.</li> </ul>	Absolute Confidence	10
Tenderer is likely to be able to meet the needs of the Life Sciences Hub Wales.	<ul style="list-style-type: none"> <li>Evidence is sufficient (in qualitative terms), convincing, and credible.</li> <li>The Tenderer has presented a clear, precise demonstration of how they will meet the Life Sciences Hub Wales requirements as outlined in the Specification.</li> </ul>	Confidence	8
Small risk that the Tenderer will not be able to meet the needs of the Life Sciences Hub Wales.	<ul style="list-style-type: none"> <li>Evidence has minor gaps, or to a small extent is unconvincing, lacks credibility or irrelevant to the project.</li> <li>The Tenderer has provided adequate information that demonstrates how they will meet the Life Sciences Hub Wales requirements as outlined in the Specification.</li> </ul>	Minor Concerns	6
Moderate risk that the Tenderer will not be able to meet the needs of the Life Sciences Hub Wales	<ul style="list-style-type: none"> <li>Evidence has moderate gaps, is unconvincing.</li> <li>The Tenderer has provided limited information to demonstrate how they will meet the Life Sciences Hub Wales requirements as outlined in the Specification.</li> </ul>	Moderate Concerns	4



Significant risk that the Tenderer will not be able to meet the needs of the Life Sciences Hub Wales.	<ul style="list-style-type: none"><li>• Evidence has major gaps, is unconvincing in many respects, lacks credibility, or largely irrelevant to the project.</li><li>• The Tenderer has provided a response that does not illustrate an acceptable level of understanding of the subject matter and fails to meet most of the Life Sciences Hub Wales requirements as outlined in the Specification.</li></ul>	Major Concerns	2
Tenderer will not be able to meet the needs of the Life Sciences Hub Wales.	<ul style="list-style-type: none"><li>• No answer provided.</li><li>• No evidence or misleading evidence.</li><li>• The Tenderer has provided information that fails to demonstrate how they will meet the Life Sciences Hub Wales requirements as outlined in the Specification.</li></ul>	Not acceptable	0