

Responses may be submitted in either Welsh or English



**Invitation to Tender
and
Specification**

**Service Design for Embedding Positive Cultures in Residential
Care across Wales**

**Lot 1: Co-design and Test Leadership Support Programme &
Tools for nurturing positive cultures in adult social care
services across Wales**

**Lot 2: Programme evaluation and impact assessment of the co-
design and testing of a new leadership programme and
tools for nurturing positive cultures in adult social care
services across Wales**

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Section 1 – General Information

1.1 Background

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

The social care sector covers many areas and activities and therefore to help better explain what 'social care' really means we've created two short and simple videos - [New video resources to help building a better understanding of social care in Wales - Social Care Wales - Research, Data & Innovation](#)

1.2 Budget

Lot 1: There is a budget of £145,000 (inclusive of any applicable VAT) agreed for this tender.

Lot 2: There is a budget of £45,000 (inclusive of any applicable VAT) agreed for this quote.

The Supplier will provide full financial breakdown of the costs 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.

1.3 Duration

Lot 1: The contract will run from 27 July 2026 until 31 March 2028.

Lot 2: The contract will run from 27 July 2026 until 30 June 2028.

1.4 Lot structure

The contract will be divided into the following two Lots. Social Care Wales intends to appoint one provider per Lot:

Lot 1 – Co-design and Test Leadership Support Programme & tools for Adult Social Care Providers

Lot 2 – Programme evaluation and impact assessment of the co-design and testing of a new leadership programme and tool for nurturing positive cultures in adult social care services across Wales

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Suppliers may submit bids for one or both Lots. However, a Supplier may not be awarded both Lots due to an unavoidable conflict of interest (i.e. evaluating their own work).

In the event that a Supplier is ranked highest in both Lots, the Supplier will be awarded Lot 1 only. The award for Lot 2 will then be offered to the next highest-ranking compliant bidder

1.5 Monitoring

The Supplier's performance under the terms of the contract will be reviewed by a named project manager on behalf of Social Care Wales. Performance will be measured against the specification and delivery timescales, with quality control measures agreed as part of the contract.

1.6 Joint or consortia bids

Response to this ITT from consortia, must include:

- Full details of the consortium members
- Names of personnel of assigned for the delivery of the Contract, including which elements of the Contract such consortium members / personnel (as the case may be) are assigned to deliver.

1.7 Preliminary Market Engagement

The following preliminary market engagement has taken place in relation to this requirement, prior to the publication of the Tender Notice:

Sell2Wales UK2 – Preliminary Market Engagement Notice ID APR606349
Remote via MS Teams at 11am-12pm on Monday, 20 April 2026

The preliminary market engagement session successfully clarified the scope and expectations of the tender:

If you would like a copy of the recording, please email

Procurement@socialcare.wales

1.8 Complementary documents

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

- Specification
- Appendix 1 – Wales Procurement Specific Questionnaire
- Appendix 2 – Technical / Quality Response Document
- Appendix 3 – Financial / Pricing Response Document
- Appendix 4 – Social Care Wales' Tone of Voice Guidelines
- Appendix 5 – Social Care Wales' Branding Guidelines
- Appendix 6 – Form of Tender

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Section 2 – Procurement Process: Key Stages

To ensure all Suppliers receive equal and fair consideration, it is essential that responses are provided in the specified format and order. Suppliers should carefully follow all instructions and include all requested information.

If there is any uncertainty about what is required or difficulty in providing the requested information, Suppliers should refer to the clarification process outlined in Section 3.3 and seek guidance accordingly.

2.1 Procurement Process Timeline

The target timeline for the procurement process is as follows:

	Milestone	Date
1	Publish Tender Notice and Tender Documents on Sell2Wales	19 May 2026
2	Clarification Portal Live on Sell2Wales	17:00, 9 June 2026
3	Tender Submission Deadline	12pm, 15 June 2026
4	Assessment of WPSQs	15/16 June 2026
5	Individual Stakeholder Tender Evaluation	16 - 29 June 2026
6	Stakeholder Consensus Tender Evaluation	29 June 2026 & 1 July 2026
7	Preferred Supplier Selection, Internal Reporting / Sign-Off	w/c 6 July 2026
8	Notify Suppliers, and Issue Supplier Assessment Summaries	13 July 2026
9	Publication of Contract Award Notice (CAN) via Sell2Wales	13 July 2026
10	Standstill Period (Lot 1)	13 - 22 July 2026
11	Contract Award via Sell2Wales	w/c 27 July 2026
12	Contract Mobilisation	27 July 2026

Please note that Social Care Wales reserves the right, in its absolute discretion, to amend the timeline or extend any period in connection with the procurement process. All Supplier will be notified simultaneously of any changes to the timeline.

2.2 Invitation to Tender

Tender Notice and associated tender documents will be published via Sell2Wales. Interested Suppliers must submit an electronic response to all necessary tender documents in line with the requirements outlined in section 3.4.

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Should there be any system issues, the Sell2Wales technical helpline is 0800 222 9004.

2.3 Clarifications

This Tender is issued on an equal basis to all Suppliers. Social Care Wales will not engage in individual discussion regarding to the Requirements, other than to respond to general clarification queries.

All requests for clarification or additional information must be submitted via the Question and Answer (Q&A) portal on Sell2Wales. The portal will be live between the dates outlined in the procurement process timeline (3.1). Following the portal closing date no further clarifications may be raised.

Social Care Wales endeavour to answer all questions as quickly as possible but cannot guarantee a specific response time.

Please note that all questions submitted via the Q&A portal on Sell2Wales will be considered as non-commercially sensitive. In accordance with the systems functionality, responses will be published anonymously on the portal and made available for all interested parties.

If a Supplier believes that a clarification request contains commercially sensitive information, or could provide a competitive advantage to other Suppliers, the query should be submitted directly to procurement@socialcare.wales clearly marked as 'In Confidence – Not to be Circulated to Other Suppliers'. The Supplier must provide a rationale for requesting non-disclosure.

If Social Care Wales determines that the information does not reasonably qualify as commercially sensitive, the Supplier will be notified. The Supplier may then choose to either:

- Withdraw the query, or
- Resubmit the clarification via the Q&A portal on Sell2Wales.

2.4 Bidding for Lots

The contract will be divided into the following two Lots. Social Care Wales intends to appoint one supplier per Lot:

Lot 1 - Co-design and Testing of a Leadership Support Programme and Tool

- Focus: Adult social care providers
- Objective: To co-design and test a leadership support programme and accompanying tools to support positive cultures within services

Lot 2 - Programme Evaluation and Impact Assessment

- Focus: Evaluation of the outputs delivered under Lot 1
- Objective: To assess the effectiveness and impact of the co-designed leadership programme and tools in promoting positive cultures across adult social care services in Wales

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2.4a Bidding and Award Rules

- Suppliers may submit bids for one or both Lots.
- However, a supplier will not be permitted to deliver both Lots, as this would create a conflict of interest (i.e. evaluating their own work).

2.4b Conflict of Interest Rule

Where a supplier is the highest-ranking bidder for both Lots:

- The supplier will be awarded Lot 1 only.
- The award of Lot 2 will be offered to the next highest-ranking compliant bidder for that Lot.
- If the highest-ranking bidder declines Lot 2, Social Care Wales reserves the right to offer the award to the next highest-ranking compliant bidder.
- Bidders must clearly declare any proposed subcontractors or consortium arrangements in their WPSQ submission (Appendix 1). Organisations involved in delivering Lot 1 (whether as a lead contractor, consortium member, or subcontract) will not be permitted to participate in Lot 2.

2.5 Tender Submission

2.5a Tender Submission Deadline

Suppliers must provide an electronic tender response by submitting a full proposal via Sell2Wales by the deadline outlined in the procurement process timeline (3.1)

A full proposal consists of completion and submission of:

Appendix 1 – WPSQ

Appendix 2 – Quality Response

Appendix 3 – Financial Response

Appendix 6 – Form of Tender

2.5b Tender Submission Process

Suppliers must submit their tender response in line with the following guidance.

Submission Format:

- Submissions must be provided directly within the Appendix Templates (1, 2, 3 & 6)
- Submissions must be provided in the existing template formats (Word & Excel – not PDF)
- Do not submit general marketing or promotional materials, full CVs, or any documents that are not directly relevant to the ITT.
- Do not attach additional documents (unless explicitly requested within the Quality Question), as they will not be accepted or scored
- Suppliers are required to adhere strictly to the word count limits specified in the Evaluation Criteria (4.1).
- Any information provided in excess of the stated word limits will not be considered

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- Word counts include all text entered in the response fields, except for in-text diagrams, graphics, citations, and footnotes. However, any text within these elements should be kept brief and used only to support the main response — not to bypass the word count limit.
- Suppliers must clearly label word counts at the end of each response (e.g., "Word count: 489/500").
- Submissions must only be submitted electronically via Sell2Wales. Hard copies will not be accepted.

Language:

- Tender submissions may be made in **either Welsh or English**.

Supplier Responsibility:

- Whilst every effort has been made to give an accurate description of the requirements set out in this ITT, Suppliers are responsible for their own conclusions regarding the methods and resources needed to meet these requirements.
- Suppliers must not assume that Social Care Wales has prior knowledge of their organisation or service provision, even if they have previously worked with Social Care Wales on a current or previous contracts.
- Evaluations will be based solely on the information provided in the Supplier's response.

2.6 Conditions of Participation Stage

This procurement includes both above-threshold and below-threshold Lots.

Completion of the Wales Procurement Specific Questionnaire (WPSQ) is mandatory only for suppliers bidding for Lot 1.

Suppliers bidding solely for Lot 2 will not be required to meet Conditions of Participation. Where information is requested through the WPSQ for Lot 2, this is for information and assurance purposes only, and will not be used to assess filter or exclude bidders prior to award.

2.6a Lot 1:

As part of their tender submission Suppliers must complete a Wales Procurement Specific Questionnaire (WPSQ). The WPSQ is a standardised pre-qualification questionnaire which outlines the Conditions of Participation that Suppliers must meet to be eligible for award of the contract. .

This stage of the process ensures that all Suppliers proceeding to bid can fulfil the contract's obligations in line with the Procurement Act 2023, the Welsh Procurement Policy Statement, and Social Care Wales' requirements.

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Following the tender submission deadline the Procurement Team will assess WPSQ responses. Failure to meet any of the mandatory Conditions of Participation within the WPSQ will result in the supplier being disqualified from the procurement process for Lot 1.

2.6b Lot 2:

The WPSQ applies only to Lot 1 for the purposes of assessing Conditions of Participation.

Suppliers submitting bids solely for Lot 2 will not be assessed against Conditions of Participation and will not be rejected for failing to meet WPSQ requirements relating to Lot 1.

Where sections of the WPSQ are identified as applicable to Lot 2, Suppliers must complete these for information and assurance purposes only.

The information provided in these sections will be used solely for pre-award due diligence checks and will not be used to assess, filter, or exclude Suppliers from the procurement process for Lot 2.

2.7 Tender Evaluation

Suppliers who successfully pass the WPSQ stage will progress to the tender evaluation phase, which will be carried out by a designated stakeholder evaluation panel. This panel will always consist of a minimum of three members, selected on a case-by-case basis to ensure their roles and expertise are relevant to the specific contract requirements. Panel members may be drawn from both within and outside of Social Care Wales.

2.7a Individual Stakeholder Evaluation

Each stakeholder will independently review all submitted tenders based on the predefined evaluation criteria (see section 4). This process will ensure that every stakeholder has an opportunity to assess each proposal from their perspective, considering relevant technical, financial, and strategic factors. The individual assessments will then be compiled for further discussion and consensus.

2.7b Stakeholder Consensus Evaluation Meeting

Following the individual evaluations, a group consensus meeting will be held to discuss and align the individual assessments of all stakeholders. The aim of this meeting is to reach a consensus on the overall ranking of the tenders, ensuring that all perspectives are considered, and that the final evaluation is fair and balanced. This collaborative process will ensure transparency and equal consideration for all Suppliers.

2.8 Award Stage

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2.8a Assessment Summaries

Once a preferred Supplier is identified, all Suppliers that submitted a tender will be notified of the tender outcome via an Assessment Summary. Each Assessment Summary will provide information to enable each Supplier to understand why its individual tender submission was either successful or unsuccessful. They will receive feedback on their score against each award criterion and the reasons why the tender was not given the score immediately above (except where the highest score was achieved) along with their overall total score.

Unsuccessful Suppliers will also receive an explanation of why the tender was unsuccessful along with a copy of the above information provided to the most advantageous tender and therefore successful Supplier (redacted for confidentiality where required)

Assessment Summaries will be provided at the same time to all Suppliers.

2.8b Contract Award Notice (CAN) –applies only to Lot 1

Once a preferred Supplier is identified a Contract Award Notice (CAN) will also be published on Sell2Wales. The CAN will provide information to the market **before** a contract is awarded and only once the tenderers have been provided with their assessment summaries. Publication of the CAN will commence the standstill period.

2.8c Standstill Period –applies only to Lot 1

Once a preferred Supplier is identified, an eight working-day Standstill Period will be observed. The standstill period provides an opportunity for any Suppliers to raise concerns or request further clarification before the final contract award is made. This is a mandatory period to ensure fairness and transparency in the process.

2.9 Contract Mobilisation Stage – Applies only to Lot 1

Upon the conclusion of the standstill period and after any necessary clarifications or challenges have been addressed, the contract will be officially awarded. A Contract Details Notice will be published on Sell2Wales, and all participating Suppliers will be notified accordingly. Once the contract award is confirmed, the Supplier will begin the process of contract mobilisation. This stage will include an inception meeting allowing contract managers / project leads to meet and commence the delivery of services as outlined in the contract. Social Care Wales and the Supplier will work collaboratively to ensure smooth and timely contract commencement.

Section 3 – Evaluation Stages and Award Criteria

3.1 Compliance Check

Following receipt of tenders, Social Care Wales will undertake an overall compliance check to ensure that the tenders comply with the instructions or procedural requirements set out in the Tender Notice and/or associated procurement documents. Tenders which fail to comply with the instructions or procedural requirements may be determined by Social Care Wales to be non-compliant and therefore rejected.

Social Care Wales may also disregard a tender response that contains:

- a) any caveats or any other statements or assumptions qualifying the supplier's Tender Response that are not capable of assessment in accordance with the assessment methodology; or seeks to qualify the requirements in any way.
- b) Gaps, omissions, misrepresentations, error, uncompleted sections, or changes to the format of the tender documentation provided.

3.2 Wales Procurement Specific Questionnaire (WPSQ)

3.2(a) Preliminary questions

Suppliers will be required to provide a response to all the preliminary questions including indicating which lots they are bidding for, if relevant. Where the requirement is divided into lots, Suppliers who fail to indicate which lots they are bidding for or who do not comply with the instructions as to how to bid in respect of the Lots, may be determined by Social Care Wales to be non-compliant and therefore excluded from the procurement.

3.2(b) Core Supplier Information

Suppliers will be required to be registered on the Central Digital Platform and to provide core information in relation to their own organisation and their connected persons, as well as that of any associated persons or sub-contractors which they are relying on to satisfy the conditions of participation. Social Care Wales may disregard a tender response where the Supplier fails to provide the relevant information from the Central Digital Platform in the PDF file format requested.

Social Care Wales may also disregard a tender response from a Supplier that is not a United Kingdom Supplier or a treaty state Supplier or that intends to sub-contract the performance of all or part of the contract to a Supplier that is not a United Kingdom supplier or a treaty state Supplier.

3.2(c) Exclusions and Debarment

Once the initial compliance check has been carried out, Social Care Wales will confirm that neither the Supplier nor any related persons within its corporate group, associated persons relied on to meet the conditions of participation, or proposed sub-contractors are listed in the Cabinet Office debarment list. To the extent that any such entities are listed on the debarment list, Social Care Wales will consider whether to exclude the

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Supplier from participating in the procurement in accordance with its obligations under the Procurement Act 2023.

Social Care Wales will also consider, in respect of each Supplier that submitted a tender, whether the Supplier or any related persons within its corporate group, associated persons relied on to meet the conditions of participation, or proposed sub-contractors, are excluded or excludable Suppliers and will consider whether to disregard the tender submitted in accordance with its obligations under the Procurement Act 2023. If the Supplier is an excluded or excludable Supplier only by virtue of an associated person or proposed sub-contractor, Social Care Wales will notify the Supplier or its intention to disregard its tender response and provide the Supplier with reasonable opportunity to replace the associated person or sub-contractor. If as a consequence of this process Social Care Wales disregards a tender response from an excluded or excludable Supplier or is aware of an associated person or sub-contractor having been replaced, it will give notice of this fact within 30 days of its decision to the Procurement Review Unit (PRU).

3.3 Conditions of Participation

Conditions of Participation apply only to Lot 1.

Suppliers bidding on Lot 1 must meet all Conditions of Participation to proceed to the next stage of the evaluation process and ultimately be eligible for award. These conditions are considered mandatory eligibility criteria and will be assessed on a pass/fail basis through the WPSQ.

Failure to meet any of the Conditions of Participation, or to provide sufficient evidence when requested, will result in the Supplier being disqualified from further consideration for Lot 1.

Suppliers bidding solely for Lot 2 are not required to meet Conditions of Participation and will not be assessed or excluded on this basis.

Where a Supplier submits bids for both Lots, the assessment of Condition of Participation will apply only to Lot 1 and will not affect the evaluation of Lot 2.

An explanation of how the assessment of the Conditions of Participation will be assessed for Lot 1 is included in Appendix 1.

3.4 Tenders

In accordance with the evaluation criteria for this project, tenders will be evaluated based on the most advantageous tender (MAT) model.

Tenders will be evaluated following the award criteria and weights outlined below, producing a total score of maximum 100 points.

Tenders will be evaluated using the scoring methodologies outlined for the specific questions and/or sections detailed in Section 3.

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IMPORTANT:

- Scoring a zero in relation to any scored question = Fail, resulting in disqualification
- Failure to provide a response to any of the scored questions will register a zero score = Fail, resulting in disqualification of the Supplier from the evaluation process.

3.4a Evaluation Criteria

In accordance with the evaluation criteria for this tender, submissions will be evaluated using the MAT model.

Lot 1 - Co-design and Test Leadership Support Programme & tools for Adult Social Care Providers

The overall award criteria are weighted:

- 70% Quality
- 10% Social Value
- 20% Financial, broken down as follows:

	Word Count	Weighting
Quality - using Appendix 2		70%
Q1 Relevant Experience – Please provide evidence of your organisation’s experience in delivering co-design and testing service or tools in complex public service or social care settings of a similar scale and nature including at least 2 case studies. Explain how you will apply lessons learned and recognised best practice to successfully deliver this contract. Your response should include: <ul style="list-style-type: none">• The context and objectives of the work• The user groups involved (e.g. leaders, front-line staff, regulators, people with lived experience)• The scale and duration of delivery (e.g. number of sites, organisations, regions)• How the service or tool was tested and iterated in practice• The outcomes achieved and how success was measured (for organisations, people, or systems)• Lessons learned and how these will directly inform your approach to this contract	1,000	20%

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<ul style="list-style-type: none"> • Any challenges encountered in previous projects and how you addressed them • Demonstrated ability to work collaboratively with multiple stakeholders, networks and national bodies 		
<p>Q2 Understanding of Welsh Context: Demonstrate your understanding of the Welsh adult social care context and explain how this understanding will shape your approach to co-design and testing the leadership support service and tool.</p> <p>Your response could include, but not limited to:</p> <ul style="list-style-type: none"> • Key features of Welsh adult social care • How this may affect stakeholder engagement, co-design methods, testing environments, use of tools etc. 	1,000	25%
<p>Q3 Approach: Describe your proposed approach to co-designing, prototyping and testing:</p> <ul style="list-style-type: none"> • a leadership support service (Phase 2), and • tools(Phase 3). <p>Your response must explain how your approach will:</p> <ul style="list-style-type: none"> • Engage leaders, managers, frontline staff and other stakeholders in meaningful co-design • move from ideas to testable prototypes, and iterate based on real-world use • ensure the approach is inclusive, trauma-aware and ethically sound • deliver bilingual, accessible outputs throughout <p>You do not need to describe the evaluation methodology, but should explain how your approach will generate high-quality learning and data to support independent evaluation.</p>	1,000	25%
<p>Q4 Project Plan & Communication - Please describe your project management approach, including how you will manage timelines, risks, quality assurance and communication with Social Care Wales.</p> <p>Your response should include:</p> <ul style="list-style-type: none"> • Proposed governance arrangements and how you will work with Social Care Wales and Partners • Your suggested communications approach and how you will meet bi-weekly and monthly reporting requirements 	750	15%

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<ul style="list-style-type: none"> Your understanding of the programmes key risks, and your approach to for managing this A proposed project plan (a Gannt chart or equivalent may be embedded or attached as part of this response and will not count towards the word limit) 		
<p>Q5 Team – Please describe and evidence the skills, expertise and roles of the team who will deliver this contract.</p> <p>Your response must:</p> <ul style="list-style-type: none"> Identify the named individuals who will be involved in delivering the contract Clearly set out each individual’s role, responsibilities and time commitment Describe their relevant experience and expertise in relation to the requirements of this specification - full CVs are not required. Demonstrate the capacity, role and contribution of Welsh-speaking staff, highlighting how bilingual capability will be applied in practice (e.g., facilitating engagement, attending meetings, producing written outputs, responding to stakeholders). <p>If any part of the Welsh-language delivery will be undertaken by a subcontractor, you must identify the subcontractor within this response, similarly providing named individuals, and clearly evidencing their responsibilities, capability and experience.</p>	750	15%
<p>Social Value - using Appendix 2</p>		10%
<p>Q6. Social Care Workforce Impact – How will your work on this project contribute to</p> <ul style="list-style-type: none"> Knowledge transfer and sustainability beyond the project How will you embed equality, diversity and inclusion throughout this contract how will you promote and strengthen the use of the Welsh language to ensure people can participate in the language of their choice? How will you ensure meaningful engagement with underrepresented groups A more motivated, valued, and resilient social care workforce across Wales? 	[750 words]	100%

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<ul style="list-style-type: none"> • what long term social value will your approach deliver beyond this contract 		
Financial – Using Appendix 3		20%
<p>Please provide a fully itemised cost breakdown that includes all activities, deliverables, and bilingual requirements, including:</p> <ul style="list-style-type: none"> ○ Breakdown of costs by phase including number of days for each phase ○ Hourly rates and estimated number of hours for team members ○ Translation & bilingual delivery costs ○ Travel and subsistence (if applicable) ○ Any other overheads <p>The total cost should be all inclusive.</p>		100%
Total		100%

Lot 2 – Programme evaluation and impact assessment of the co-design and testing of a new leadership programme and tool for nurturing positive cultures in adult social care services across Wales

The overall award criteria are weighted:

- 70% Quality
- 10% Social Value
- 20% Financial, broken down as follows:

	Word Count	Weighting
Quality – using Appendix 2		70%
<p>Q1 Relevant Experience: Please provide in developing and undertaking programme evaluation where you have worked with stakeholders to develop a theory of change (or equivalent) and subsequently measure and assess impact or a project / programme. Explain how you will apply lessons learned and recognised best practice to successfully deliver this contract.</p> <p>Your response should include:</p> <ul style="list-style-type: none"> • The context and objectives of the work • The user groups involved • The scale and duration of delivery (e.g. number of sites, organisations, regions) 	1,000	20%

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<ul style="list-style-type: none"> • Any Frameworks used, business cases and reports where possible • The outcomes achieved and how success was measured (for organisations, people, or systems) • Lessons learned and how these will directly inform your approach to this contract • Any challenges encountered in previous projects and how you addressed them • Demonstrated ability to work collaboratively with multiple stakeholders, networks and national bodies 		
<p>Q2 Understanding of the Welsh Social Care Sector: Demonstrate your understanding of the sector. Explain how this understanding will shape and inform your proposed approach to evaluating the co-design and testing of the leadership programme and self-assessment tool.</p> <p>Your answer could include, but not limited to:</p> <ul style="list-style-type: none"> - policy, regulatory, and operational context, - any challenges and opportunities - your interpretation of impact and outcomes - theory of change development - data collection 		25%
<p>Q3 Method and approach: Describe your proposed approach to evaluation, including methodology, timelines and inclusivity. Please outline innovative approaches, tools, or techniques you will use to deliver this work. Also detail how you will meet the digital, accessibility and Welsh language requirements</p>	1000	25%
<p>Q4 Project Plan & Communication - Please describe your project management approach, including how you will manage timelines, risks, quality assurance and communication with Social Care Wales.</p> <p>Your response should include:</p> <ul style="list-style-type: none"> • Proposed governance arrangements and how you will work with Social Care Wales and Partners • Your suggested communications approach and how you will meet bi-weekly and monthly reporting requirements • Your understanding of the programmes key risks, and your approach to for managing this • A proposed project plan (a Gantt chart or equivalent may be embedded or attached as part of this response and will not count towards the word limit) 	750	15%

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<p>Q5 Team – Please describe and evidence the skills, expertise and roles of the team who will deliver this contract.</p> <p>Your response must:</p> <ul style="list-style-type: none"> • Identify the named individuals who will be involved in delivering the contract • Clearly set out each individual’s role, responsibilities and time commitment • Describe their relevant experience and expertise in relation to the requirements of this specification - full CVs are not required. • Demonstrate the capacity, role and contribution of Welsh-speaking staff, highlighting how bilingual capability will be applied in practice (e.g., facilitating engagement, attending meetings, producing written outputs, responding to stakeholders). <p>If any part of the Welsh-language delivery will be undertaken by a subcontractor, you must identify the subcontractor within this response, similarly providing named individuals, and clearly evidencing their responsibilities, capability and experience.</p>	750	15%
Social Value – using Appendix 2		10%
<p>Social Care Workforce Impact – How will your work on this project contribute to</p> <ul style="list-style-type: none"> • Knowledge transfer and sustainability beyond the project • How will you embed equality, diversity and inclusion throughout this contract • how will you promote and strengthen the use of the Welsh language to ensure people can participate in the language of their choice? • How will you ensure meaningful engagement with underrepresented groups • A more motivated, valued, and resilient social care workforce across Wales? • what long term social value will your approach deliver beyond this contract 	750	100%
Financial – using Appendix 3		20%
<p>Please provide a fully itemised cost breakdown that includes all activities, deliverables, and bilingual requirements, including:</p> <ul style="list-style-type: none"> ○ Breakdown of costs by phase including number of days for each phase 		100%

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<ul style="list-style-type: none"> ○ Hourly rates and estimated number of hours for team members ○ Translation & bilingual delivery costs ○ Travel and subsistence (if applicable) ○ Any other overheads <p>The total cost should be all inclusive.</p>		
Total		100%

3.4b Scoring Methodology

Quality responses and Social Value, will be assessed using the scoring methodology outlined in the scoring matrix below.

Risk Level	Rating	Quality Question Evidence Assessment Description	Score
Minimal or No Risk	Excellent (Fully compliant, with some areas exceeding requirements)	Submission sets out a robust solution and, in addition, provides or proposes additional value and/or elements of the solution which exceed the requirements in substance and outcomes in a manner acceptable to the Social Care Wales; provides full confidence as to the relevant ability, understanding, expertise, skills and/or resources not only to deliver the requirements, but also exceed it as described	5
Low Risk	Very Good (Meets All Requirements)	Submission sets out a robust solution that fully addresses and meets the requirements, with full details (and, where evidence is required or necessary, full and relevant evidence) provided to support the solution; provides full confidence as to the relevant ability, understanding, expertise, skills and/or resources to deliver the requirements	4
Moderate Risk	Good (Meets Most Requirements)	Submission sets out a solution that largely addresses and meets the requirements, with some detail (or, where evidence is required or necessary, some relevant evidence) provided to support the solution; minor reservations or weakness in a few areas of the solution in respect of relevant ability, understanding, expertise, skills and/or resources to deliver the requirements	3
High Risk	Poor	Weak submission which does not set out a solution that fully addresses and meets the	2

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	(Partially Meets Requirements)	requirements: response may be basic/minimal with little or no detail (and, where evidence is required or necessary, with insufficient evidence) provided to support the solution and demonstrate that the bidder will be able to provide the services and/or some reservations as to the bidder's solution in respect of relevant ability, understanding, expertise, skills and/or resources to deliver the requirements	
Severe Risk	Very Poor (Fails to Meet Most Requirements)	Substantially unacceptable submission which fails in several significant areas to set out a solution that addresses and meets the requirements: little or no detail may (and, where evidence is required or necessary, no evidence) have been provided to support and demonstrate that the bidder will be able to provide the services and/or considerable reservations as to the bidder's proposals in respect of relevant ability, understanding, expertise, skills and/or resources to deliver the requirements.	1
Critical Risk	Fail (Does Not Meet Any Requirements)	No response at all or insufficient information provided in the response such that the solution is totally un-assessable and/or incomprehensible.	0

3.4c Quality Scoring Method

Each question in the Quality Response is assigned a specific weight. These weightings are indicated next to the relevant question in the Evaluation Criteria table within section 4.4a.

The weighted score for each question is calculated using the following formula:

$$\text{Weighted Score} = (\text{Score} \times \text{Weight}) / 5.$$

After scoring each question, the weighted scores are added together to give a Quality Score. The maximum possible Quality Score is 100.

The final Total Weighted Quality Score is then calculated using this formula:

$$\text{Total Weighted Score} = (\text{Supplier Quality Score} \times \text{Overall Quality Weighting}) / 100.$$

3.4d Social Value Scoring Method

Each question in the Social Value Response is assigned a specific weight. These weightings are indicated next to the relevant question in the Evaluation Criteria table within section 4.4a.

The weighted score for each question is calculated using the following formula:

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Weighted Score = (Score x Weight) / 5.

After scoring each question, the weighted scores are added together to give a Social Value Score. The maximum possible Social Value Score is 100.

The final Total Weighted Social Value Score is then calculated using this formula:

Total Weighted Score = (Supplier Social Value Score x Overall Social Value Weighting) / 100.

Suppliers will be evaluated on their commitment to delivering positive social, economic, and environmental outcomes through the delivery of the contract and beyond the core project requirements. This includes factors such as community engagement, sustainability practices, diversity and inclusion, local job creation, and environmental impact reduction.

Note – In providing a response to the Social Value questions, Suppliers are advised to consider The Well-being of Future Generations (Wales) Act 2015 and the Social Partnership and Public Procurement (Wales) (SPPP) Act 2023.

3.4e Financial Scoring Method

Tenders are ranked based on the total cost submitted, with the lowest cost offer receiving the maximum score of 100.

All other tender's total costs are then calculated against the lowest cost offer received using the following formula:

Financial Score = (Lowest Cost / Your Cost) x 100

The final Total Weighted Financial Score is calculated using the formula:

Total Weighted Financial Score = (Supplier Cost Score x Overall Cost Weighting) / 100

3.5 Final Combined Score

The weighted scores resulting from (4.2c) Quality (4.2d) Social Value and (4.2e) Financial evaluations will be combined to provide a final weighted overall score against which tenderers will be ranked.

Section 4 – How we work

4.1 Welsh Language

Social Care Wales is a bilingual organisation and is with the Welsh Language Measure (Wales) 2011 Standards. In responding to the Tender, Suppliers should consider how their services would support the bilingual ethos of the organisation and compliance with Scheme and Standards.

The Supplier is required to carry out any engagement activity bilingually. It is crucial that you do not treat Welsh language materials any less favourably than you treat the English language versions.

The Supplier will manage arrangements and associated costs related to Welsh language requirements such as evaluation tools; engagement activity including consultation templates, etc.

All translations must be completed by a professional English to/from Welsh translator who is a member of Cymdeithas Cyfieithwyr Cymru. Suppliers can use the Association's website to search for translators contact details - [Homepage \(cyfieithwyr.cymru\)](http://Homepage(cyfieithwyr.cymru)). Social Care Wales reserve the right to have translations reworked at the Supplier's expense if the Cymdeithas Cyfieithwyr Cymru standards are not met.

4.2 Tone of voice

Social Care Wales has a defined tone of voice– one that is clear, easy to understand and easy to engage with – which has been developed in line with our values and personality. This helps us to be consistent in the way we communicate with all audiences, irrespective of their backgrounds and their prior understanding of us and the work we do. All materials produced will need to use our tone of voice, plain English and Cymraeg Clir.

We reserve the right to ask you to re-write/amend the work to make sure it adheres to our tone of voice. Please see Appendix 4 for further details.

4.3 Branding

Social Care Wales has a strong brand identity, and this should apply to all materials produced within the project. We expect all materials produced to have a consistent look and feel developed within our brand guidelines. It is important that anyone using them recognise that they are part of a suite of materials. Please see Appendix 5 for further details.

4.4 Data protection

Social Care Wales (data controller) requires you as the contractor (data processor) to:

- only act on the written instructions of the controller.

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- ensure that people processing the data are subject to a duty of confidence.
- take appropriate measures to ensure the security of processing.
- only engage sub-processors with the prior consent of the controller and under a written contract.
- assist the controller in providing subject access and allowing data subjects to exercise their rights under the GDPR.
- assist the controller in meeting its GDPR obligations in relation to the security of processing, the notification of personal data breaches and data protection impact assessments.
- delete or return all personal data to the controller as requested at the end of the contract, and
- submit to audits and inspections, provide the controller with whatever information it needs to ensure that they are both meeting their Article 28 obligations, and tell the controller immediately if it is asked to do something infringing the GDPR or other data protection law of the EU or a member state.

In addition to its contractual obligations to the controller, under the GDPR a processor also has the following direct responsibilities:

- not to use a sub-processor without the prior written authorisation of the data controller.
- to co-operate with supervisory authorities (such as the ICO).
- to ensure the security of its processing.
- to keep records of processing activities.
- to notify any personal data breaches to the data controller (by the end of the next working day) to databreach@socialcare.wales;
- to employ a data protection officer;
- to appoint (in writing) a representative within the European Union if needed, and
- to hold an ICO certification, details of which must be declared within Appendix 1 – Pre-Qualification Questionnaire.

Upon contract award the successful Supplier will be required to complete a GDPR Compliance Questionnaire.

4.5 Accessibility

Social Care Wales must comply with Government accessibility regulations that came into force for public bodies on 23 September 2018. These are known formally as Public Sector Bodies (Websites and Mobile Applications) (No.2) Accessibility Regulations 2018 (<https://www.gov.uk/guidance/accessibility-requirements-for-public-sector-websites-and-apps>). Suppliers are required to show how they will ensure compliance with the accessibility regulations for any work on websites and other platforms/applications.

4.6 Equality and Modern Slavery Acts

Responses may be submitted in either Welsh or English

Social Care Wales require our Suppliers to demonstrate their commitment to this legislation, by providing a current statement of your organisations policies with regard to these Acts.

- Equality Act 2010
- Modern Slavery Act 2015

4.7 Copyright / Legal Ownership

In all instances, full copyright, Intellectual Property, and authorship of all outputs produced will be owned by Social Care Wales.

4.8 Cyber Security

Unless able to apply an exemption, our contracts for major IT solutions and contracts that involve the processing and/or retention of high volume of personal data, will include a requirement for the supplier to be certified under the government-backed Cyber Essentials scheme as a minimum.

Where the contract requires the processing of high risk or large volumes of special categories of personal data (as defined within the DPA) consideration should be given to the supplier being accredited against the Cyber Essentials 'Plus' certification. The exemptions applied by Social Care Wales are:

- G-Cloud: Cloud services procured through G-Cloud are assessed against Government's Cloud Service Security Principles.
- Digital Services Framework (DSF): DSF suppliers have been technically and commercially evaluated to provide a comprehensive choice for agile projects.
- Public Sector Network (PSN): PSN services are currently accredited against the network's security standards. In the future, PSN services will be assessed against Government's Network Security Principles.
- ID Assurance Framework: Being able to provide your identity online easily, quickly and safely is recognised as a key enabler of internet use by the Government and its users. Providers of public services such as national and local governments, major internet companies, online retailers, banks and others have to address business and security issues around identity proofing and username/password fallibility to mitigate the financial and administrative implications of identity fraud and compromise of personal data.
- Assisted Digital: Assisted Digital is support for people who can't use online services independently.
- Suppliers conforming to the ISO27001 standard where the Cyber Essentials requirements, at either basic or Plus levels as appropriate, have been included in the scope, and verified as such, would be regarded as holding an equivalent standard to Cyber Essentials and Cyber Essentials Plus.

As the Cyber Essentials Scheme covers the principles of computer and internet connectivity, a number of very small organisations which have limited IT support or may use paper-based processes, will not fall under these requirements.

Responses may be submitted in either Welsh or English

It is also desirable for Supplier's hold an ISO27001 certification, details of which must be declared within Appendix 1 – Pre-Qualification Questionnaire.

4.9 Use of Artificial Intelligence (AI)

Supplier's must disclose any use of AI when responding to this tender, or as part of their proposed delivery of the service, within Appendix 1 - Pre-Qualification Questionnaire.

4.10 Social Value

To ensure Social Care Wales maximises its impact for stakeholders through commissioning and procurement activities, we ensure we assess social value and align outcomes with the principles of the Well-Being of Future Generations (Wales) Act (2015). This approach is designed to positively contribute to the long-term well-being of Wales, promoting a more sustainable, inclusive, and prosperous future.

By adopting this approach, we not only benefit local stakeholders but also ensure that public resources are utilised efficiently to drive lasting social, economic, and environmental improvements. This enables us to deliver outcomes that support future generations and address broader societal needs, extending beyond the immediate objectives of any single contract.

Responses may be submitted in either Welsh or English

Section 5 – Conditions applying to this tender

5.1 Tender submission requirements

It is important that Tender responses 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 an appropriate response, will not be considered in the evaluation process, and may prove 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.

5.2 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 and/or potential interview, and should a Supplier be successful, the preparation of the contract documents.

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

5.3 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 or its supply chain, sub-contractors, connected persons, or associated persons are on the Debarment List. Supplier's will be given the opportunity for self-cleaning before disqualification occurs.

Responses may be submitted in either Welsh or English

- The Supplier or its supply chain, sub-contractors, connected persons, or associated persons 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 or its supply chain, sub-contractors, connected persons, or associated persons.

5.4 Pricing

Appendix 3 must be utilised; prices must be quoted in pounds sterling and clearly state if VAT will or will not be charged. A clear itemised breakdown of proposed costs is required.

5.5 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.

5.6 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.

5.7 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.

Responses may be submitted in either Welsh or English

5.8 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.

5.9 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.

5.10 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 give, 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 this section.

5.11 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.

5.12 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.

Responses may be submitted in either Welsh or English

- 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 in relation to this 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.

5.13 Abnormally Low Tender

If Social Care Wales considers that any price proposed in the Tender to be abnormally low, before disregarding and excluding the Tender, Social Care Wales shall:

- notify the Supplier that Social Care Wales considers the price to be abnormally low; and
- give the Bidder a reasonable opportunity to demonstrate that it will be able to perform the contract for the price offered.

If the Bidder demonstrates to Social Care Wales' satisfaction that it will be able to perform the contract for the price offered, Social Care Wales may not disregard and exclude the Tender.

5.14 Freedom of Information

Suppliers are reminded that Social Care Wales is subject to the requirements of the FOIA and the EIR. Accordingly, Social Care Wales may be required to disclose, on request, information submitted to it by Suppliers in connection with this procurement process.

Information may be exempt from disclosure under FOIA where its disclosure would be likely to prejudice the commercial interests of any person but Social Care Wales can give no assurances as to whether or not information received from Suppliers in connection with this Open Procedure process would be disclosed in response to a request made under FOIA. In the event that such a request is received by Social Care Wales, then Social Care Wales shall, in accordance with their obligations under the Code of Practice made under section 45 FOIA, consult with any party whose interests are likely to be affected by disclosure. However, Social Care Wales shall be responsible for determining at their absolute discretion whether any such information is exempt from disclosure in accordance with the provisions of the FOIA or the EIR and whether any such information is to be disclosed in response to an information request. Accordingly, Social Care Wales cannot guarantee that any information marked "confidential" or "commercially sensitive" will not be disclosed.

Where a Bidder receives a request for information under the FOIA or the EIR during the Open Procedure process, this should be immediately passed on to Social Care Wales and the Bidder should not attempt to answer the request.

5.15 Central Digital Platform

Suppliers that wish to participate in this procurement are solely responsible for ensuring that the Central Digital Platform contains complete, accurate and up-to-date information about their organisation and any associated suppliers which are relevant

Responses may be submitted in either Welsh or English

for the purposes of this procurement. Suppliers must notify Social Care Wales immediately if it is unable to register on the Central Digital Platform and/or provide accurate and up-to-date information via the Central Digital Platform.

5.16 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.

Responses may be submitted in either Welsh or English

Section 6 – Conditions of Participation Assessment Details

The assessment details below set out how the Conditions of Participation will be assessed.

Conditions of Participation apply only to Lot 1.

Suppliers bidding solely for Lot 2:

- Will not be assessed against Conditions of Participation
- Will not be excluded prior to award based on WPSQ responses

Any information requested for Lot 2 is for:

- Pre-award due diligence and assurance only
- Not selection or shortlisting purposes

Preliminary questions

No	Description	Weighting	Evaluation
1	Name / Company registration number	N/A	This section is for information only and will not be assessed.
2	Unique Identifier		
3	Single Supplier or Consortium		
4	Lots		
5	Debarment List		

Part 1 - Confirmation of core supplier information

No	Description	Weighting	Evaluation
6	Core Supplier Information	N/A	This question is for information only and will not be assessed.

Part 2A Associated/Connected Persons

No	Description	Weighting	Evaluation
7/8	Associated Persons	N/A	This section is for information only and will not be assessed.
9	CPD Registration		
10	Debarment List		

Part 2B List of all intended sub-contractors

No	Description	Weighting	Evaluation
11	Sub-contractors	N/A	This section is for information only and will not be assessed.

Responses may be submitted in either Welsh or English

12	Debarment List		
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Part 3 Procurement specific questions relating to conditions of participation Financial capacity

No	Description	Weighting	Evaluation - For Lot 2 responses will not be used to assess, score, or exclude bidders prior to award
13	Profit & Loss	Pass/Fail	This question will be assessed on a pass/ fail basis. Suppliers will score a Pass if they can self-certify that they can provide the financial information requested. Suppliers will score a Fail if they indicate that they cannot provide any of the financial information requested or fail to provide it when requested by Social Care Wales as part of due diligence. Scoring a Fail will result in the tender response being excluded from the procurement process.
14/ 15	Guarantor	Pass/Fail	This question will be assessed on a pass/ fail basis. Suppliers will score a Pass if they can self-certify that the named supplier can act as guarantor and provide evidence of their economic and financial standing. Suppliers will score a Fail if they fail to name a guarantor and/or provide the information requested. Scoring a Fail will result in the tender response being excluded from the procurement process.
16	Acid-Ratio Test	Pass/Fail	This question will be assessed on a pass/ fail basis. Suppliers will score a Pass if they can self-certify that they're ratio is equal to or greater than 1. Suppliers will score a Fail if they indicate that their ratio is less than 1. Scoring a Fail will result in the tender response being excluded from the procurement process.

Insurance

No.	Description	Weighting	Evaluation
17	Insurance	Pass/Fail	This question will be assessed on a pass/ fail basis. Suppliers will score a Pass where they indicate that they have or can commit to obtaining the required levels of insurance. Suppliers will score a Fail if they do not have or cannot commit to obtaining the required levels of insurance. Scoring a Fail will result in the tender response being excluded from the tender process. Suppliers will be required to provide evidence that the required insurance is in place before contract commencement. Failure to provide such evidence prior to contract commencement will result in the contract award being cancelled.

Legal Capacity – Part 1

No.	Description	Weighting	Evaluation
18a	Data Protection Policy	Pass/Fail	This question will be assessed on a pass/fail basis. Suppliers will score a Pass where they confirm that they have an up-to-date Data Protection Policy in place and provide a copy or a clear summary of the policy which Social Care Wales (at its absolute discretion) considers sufficient to demonstrate compliance with relevant data protection legislation and good practice. Suppliers will score a Fail where they answer 'No', fail to provide the requested documentation or summary, or where Social Care Wales is not satisfied with the information provided.

Responses may be submitted in either Welsh or English

18b	UK Data Storage	Pass/Fail	This question will be assessed on a pass/fail basis. Suppliers will score a Pass where they confirm that all data relating to this contract will be stored within the United Kingdom and provide sufficient detail of their data storage arrangements to give Social Care Wales confidence in their compliance. Suppliers will score a Fail where they answer 'No', indicate that data will be stored outside the UK without appropriate safeguards, or where Social Care Wales is not satisfied with the information provided.
19a	UK General Data Protection Regulation	Pass/Fail	This question will be assessed on a pass/ fail basis. Suppliers will score a Pass where they answer 'Yes' and provide details of the technical facilities and measures in place or which will be in place by contract award which Social Care Wales (at its absolute discretion) considers as satisfactory to provide confidence in the supplier's technical ability to perform the contract. Suppliers will score a Fail where they answer 'No' or where Social Care Wales is not satisfied with the information provided.

Legal Capacity – Part 2

No.	Description	Weighting	Evaluation - For Lot 2 responses will not be used to assess, score, or exclude bidders prior to award
19b	Technical and Organisational Measures (Data Protection)	Pass/Fail	This question will be assessed on a pass/fail basis. Suppliers will score a Pass where they provide clear and proportionate details of the technical facilities and measures (including systems and processes) that are in place, or which will be in place by contract award, to demonstrate compliance with UK data protection legislation and the protection of the rights of data subjects. The information provided must give Social Care Wales (at its absolute discretion) sufficient confidence in the Supplier's technical ability to perform the contract in a secure and compliant manner. Suppliers will score a Fail where they provide insufficient, unclear, or inadequate information, or where Social Care Wales is not satisfied that appropriate technical and organisational measures are in place or will be in place by contract award.
20	Data Protection Officer	Pass/Fail	This question will be assessed on a pass/fail basis. Suppliers will score a Pass where they confirm that they have a dedicated Data Protection Officer (or equivalent role) in place and provide sufficient details to demonstrate how this function supports compliance with UK data protection legislation. The information provided must give Social Care Wales (at its absolute discretion) confidence in the Supplier's governance arrangements. Suppliers will score a Fail where they answer 'No', fail to provide sufficient information, or where Social Care Wales is not satisfied with the information provided.
21	Malicious Code Protection	Pass/Fail	This question will be assessed on a pass/fail basis. Suppliers will score a Pass where they confirm that they have a written policy and appropriate countermeasures in place to manage risks posed by malicious code (including viruses and malicious mobile code), and provide sufficient details of these controls to give Social Care Wales (at its absolute discretion) confidence in their effectiveness. Suppliers will score a Fail where they answer 'No', fail to provide sufficient information, or where Social Care Wales is not satisfied with the information provided.

Responses may be submitted in either Welsh or English

22	Data Portability and Extraction	Pass/Fail	This question will be assessed on a pass/fail basis. Suppliers will score a Pass where they confirm that Social Care Wales and its customers can perform their own data extraction during the life of the contract, and that the data is provided in a universal, structured format capable of being migrated to another service. Sufficient detail must be provided to give Social Care Wales (at its absolute discretion) confidence in the Supplier's arrangements. Suppliers will score a Fail where they answer 'No', provide insufficient detail, or where Social Care Wales is not satisfied that appropriate data portability arrangements are in place.
23	Secure Data Disposal	Pass/Fail	This question will be assessed on a pass/fail basis. Suppliers will score a Pass where they confirm that they provide secure data disposal processes to reduce the risk of accidental or malicious leakage of sensitive data, and provide sufficient detail of these processes to give Social Care Wales (at its absolute discretion) confidence in their effectiveness. Suppliers will score a Fail where they answer 'No', fail to provide sufficient information, or where Social Care Wales is not satisfied with the information provided.
24	Network Security Policy	Pass/Fail	This question will be assessed on a pass/fail basis. Suppliers will score a Pass where they confirm that a Network Security Policy detailing security controls is in place and can be provided and give sufficient detail to demonstrate that appropriate controls are established. The response must give Social Care Wales (at its absolute discretion) confidence in the Supplier's network security arrangements. Suppliers will score a Fail where they answer 'No', fail to provide sufficient detail, or where Social Care Wales is not satisfied with the information provided.

Accreditations & Certifications

No.	Description	Weighting	Evaluation
25	Cyber Essentials Certification Scheme	Pass/Fail	This question will be assessed on a pass/ fail basis. Suppliers will score a Pass where they have answered 'Yes'. Suppliers will score a Fail if they have answered 'No' or if they have answered 'Yes' but fail to provide evidence of certification when requested to do so prior to contract commencement. Scoring a Fail will result in the tender response being excluded from the tender process.
26	Cyber Essentials Plus Certification Scheme	N/A	This question is for information only and will not be assessed.
27	ICO Certification	Pass/Fail	This question will be assessed on a pass/ fail basis. Suppliers will score a Pass where they have answered 'Yes'. Suppliers will score a Fail if they have answered 'No' or if they have answered 'Yes' but fail to provide evidence of certification when requested to do so prior to contract commencement. Scoring a Fail will result in the tender response being excluded from the tender process.
28	ISO27001 Certification	N/A	This question is for information only and will not be assessed.

Responses may be submitted in either Welsh or English

Technical ability

No.	Description	Weighting	Evaluation
29	Relevant Experience	Pass/Fail	These questions will be assessed on a pass/ fail basis. Suppliers will score a Pass where they have answered 'Yes'. Suppliers will score a Fail if they have answered 'No' or if they have answered 'Yes' but fail to provide evidence when requested to do so prior to contract commencement. Scoring a Fail will result in the tender response being excluded from the tender process.
30	Experience of sub-contractor management	Pass/Fail	This question will be assessed on a pass/ fail basis. Suppliers will score a Pass where they can provide details of the procedures they have in place to manage their supply chains and sub-contractors which Social Care Wales (at its absolute discretion) considers as satisfactory to ensure performance of the contract. Suppliers will score a Fail if they cannot provide satisfactory assurance of their supply chain / sub-contractor management. Scoring a Fail will result in the tender response being excluded from the tender process.
31	Organisational Standards		This question will be assessed on a pass/fail basis. Suppliers will score a Pass where they provide details of how any specified organisational qualifications or standards are met, or demonstrate that they hold equivalent standards that meet or exceed the requirements set out. The information provided must give Social Care Wales (at its absolute discretion) sufficient confidence that the Supplier has appropriate organisational capability and recognised standards in place to perform the contract. Suppliers will score a Fail where they fail to provide sufficient evidence of the required standards, do not demonstrate equivalence where alternatives are proposed, or where Social Care Wales is not satisfied with the information provided.

Environmental Management

No.	Description	Weighting	Evaluation
32	Environmental Convictions	Pass/Fail	This question will be assessed on a pass/ fail basis. Suppliers will score a Pass where they have answered 'No' or where they have answered 'Yes' and provided details of the conviction and remedial actions taken which Social Care Wales (at its absolute discretion) considers to be sufficient to prevent a reoccurrence. Suppliers will score a Fail where they have answered 'Yes' but have failed to provide details of the conviction and remedial actions taken. Scoring a Fail will result in the tender response being excluded from the tender process
33	Environmental Policy	Information Only	This question is for information only and will not be assessed

Quality Management

No.	Description	Weighting	Evaluation
34-36	Quality Management	Information Only	This section is for information only and will not be assessed

Responses may be submitted in either Welsh or English

Additional Information

No.	Description	Weighting	Evaluation
37	Conflict of Interest	Pass/Fail	This section will be assessed on a pass/ fail basis. Suppliers will score a Pass where they answer 'No'. Suppliers will score a Fail if they answer 'Yes' but fail to provide details, or where they answer 'Yes' and the conflict of interest cannot (at Social Care Wales's absolute discretion) be remedied.
38	Blacklisting	Pass/Fail	This question will be assessed on a pass/ fail basis. Suppliers will score a Pass where they have answered 'Yes'. Bidders will score a Fail where they have answered 'No'. Scoring a Fail will result in the tender response being excluded from the tender process.
39	Equalities training	Pass/Fail	This question will be assessed on a pass/ fail basis. Suppliers will score a Pass where they have answered 'Yes'. Bidders will score a Fail where they have answered 'No'. Scoring a Fail will result in the tender response being excluded from the tender process.
40	Welsh Language	Pass/Fail	This question will be assessed on a pass/ fail basis. Suppliers will score a Pass where they have answered 'Yes'. Bidders will score a Fail where they have answered 'No'. Scoring a Fail will result in the tender response being excluded from the tender process.
41	Use of Artificial Intelligence (AI)	Information Only	This section is for information only and will not be assessed

Organisational policies / notices

No.	Description	Weighting	Evaluation
42	Anti-Bribery	Pass/Fail	This section will be assessed on a pass/ fail basis. Suppliers will score a Pass where they have answered 'Yes'. Suppliers will score a Fail if they have answered 'No' but have not provided an explanation which Social Care Wales (at its absolute discretion) considers satisfactory to explain why the supplier policy does not include the required information and/or has not been updated as required. Scoring a Fail will result in the tender response being excluded from the tender process.
43	Modern Slavery & Human Trafficking	Pass/Fail	
44	Privacy Notice	Pass/Fail	
45	Equality & Diversity Policy	Pass/Fail	

Part 3A Standard questions – Confirmations

No.	Description	Weighting	Evaluation
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Responses may be submitted in either Welsh or English

46	Contract terms	Pass/Fail	This section will be assessed on a pass/ fail basis. Suppliers will score a Pass if have answered 'Yes' indicating their acceptance of the terms and conditions provided in the procurement documents. Suppliers will score a Fail if they have answered 'No'. Suppliers will also score a Fail if they answer 'Yes' but seek to amend the terms and conditions later in the procurement process. Scoring a Fail will result in the tender response being excluded from the tender process.
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