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# **Health and Care Project**

**People's Panel Delivery Partner  
Invitation to Tender**

**02/02/2021**

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# Engage Britain

## Overview

Engage Britain is undertaking a tender process to appoint a delivery partner to run the People's Panel for our health and care project.

This Invitation to Tender [ITT] provides background on the organisation, the health and care project, the People's Panel brief and details of the tender process. These details are designed to ensure that all tenders are given equal and fair consideration. It is important therefore that you provide all the information asked for in the format and order specified.

Engage Britain must receive formal tender responses by email in pdf format by **9.00am Monday 1<sup>st</sup> March**. Responses to be sent to:

Emily Kippax

Project Manager

[emily.kippax@engagebritain.org](mailto:emily.kippax@engagebritain.org)

Please direct any queries about the tender process to Emily Kippax.

## Section 1: Specification of requirements

### 1.1 About Engage Britain

#### Our approach

Engage Britain puts people at the heart of policy development, ensuring that those who are affected by policies can contribute their knowledge and experiences to their creation. Great ideas come from combining our different views, knowledge and experiences, so we're bringing people together to talk and listen. Where voices have been excluded or unheard, we're making sure we're all equally involved in finding answers. Where the problem is rooted in our differences of opinion, we're working together to build on the things we agree on.

As ideas emerge, we test these ideas, learn from and re-test them until everyone is confident that they will make a positive difference. And then we work together – with citizens, practitioners, communities and politicians – to make them happen and use them to improve people's lives.

Our differences are not something to be feared; our differences will enable us to create imaginative, practical and radical answers to the challenges facing our country.

Engage Britain will launch a number of projects to bring people and organisations together to find ways forwards on some of the biggest challenges facing our country. Our first project focuses on health and care in Britain.

#### Our vision

Within three years, Engage Britain will:

- Have proved the power of a new approach to policy making, with people engaging with each other to develop ways forward
- Have developed credible and inclusive ways forward, and have worked with others – whether charities, practitioners or the public – to bring them about
- Be at the centre of a network drawn from every level of society – people who share an interest in making Britain a better place for us all to live.

#### Find out more

You can find out more about us at <https://engagebritain.org/>

## 1.2 Health and Care challenge

In January 2021, Engage Britain will start work on our first challenge – developing sustainable, detailed policy solutions for the future of health and care. Engage Britain is breaking new ground by developing this work, and as a new organisation, this is our opportunity to demonstrate what we are capable of. We will be brave in testing new ways of working, ambitious in our aspirations, and creative in our approach.

Our success will depend on those directly affected by the issues being central to our work. We will therefore approach this challenge in close conversation with practitioners and people receiving health or care support, and with the think tanks, advocacy organisations, academics and other key stakeholders in the health and care sector. We will learn from their knowledge and experience and build partnerships with them so they play a core role within the project.

At each stage of the project, we will test emerging solutions with members of the public, practitioners, experts, politicians and policy-makers, so we ensure that they have mass appeal, are practical, implementable, and affordable, and have political traction.

Supported by delivery partners with methodological expertise, we will show by doing that if you put people at the heart of policy development, it will lead to better policy-making and better outcomes for all.

### Why health and care

There has long been a mismatch between the health and care support we want as a society and the money and services that are needed to provide it. The public already recognises this – [‘Health and care’ was identified as the top challenge facing the country](#) in the ‘challenges we face’ polling work Engage Britain commissioned from BritainThinks in 2018, 2019 and 2020. This was further reinforced by the discussion groups run by Ipsos MORI on behalf of Engage Britain in late 2019, public deliberations in the West Midlands supported by us in spring 2020 and in our online AI-facilitated conversation in June 2020 using Polis.<sup>1</sup>

The outcomes highlight salient health and care challenges that most of us want to see addressed, including (1) care homes not costing people their life savings, (2) ensuring the NHS has enough funds, (3) better pay and appreciation for carers and nurses, (4) steps to improve young people's mental health and (5) better connectivity between the NHS and the care system.

Extensive discussions with stakeholders in the sector highlights that there are significant gaps in the policy debate which an Engage Britain project could fill. Most public opinion research on health has involved one-off events to test pre-determined policy options. Engage Britain will be looking at challenges around access to health and care in terms of what matters to the public, rather than on terms set by policymakers, which has the potential to bring people together to find new and actionable solutions on this key challenge facing Britain.

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<sup>1</sup> For further details on our work on health and care to date, visit <https://engagebritain.org/challenge/health-care/>

# Engage Britain

## **Health and care project aim**

The aim of the project is to create sustainable ways forward for health and care, designed by people from all walks of life working together. Through participants' and wider public advocacy for these ways forward, strong civil society partnerships and political relationship building, these will become an accepted part of policy and political debate, and have the potential to make Britain a better place to live.

## **Health and care framing**

Engage Britain will bring together the public, practitioners and frontline workers to develop ways forward to answer the question: *How can we ensure that all people have access to the health and care that they need, and how should this be funded?*

## **Health and care project objectives**

Engage Britain will achieve this by:

- Bringing people together from all walks of life from across the country to consider how we should tackle the challenge of health and care
- Building strong relationships with users, practitioners and health and care sector organisations to ensure that we become a trusted partner in this work
- Collectively designing and testing solutions to the challenge, with people impacted by the policies, frontline practitioners, policy-makers and decision-makers
- Bringing participants together to develop a clear top-line policy proposition with mass appeal and credible, detailed policies that will meet the health and care challenge
- Ensuring that taking part in our work brings value to participants and partner organisations throughout and beyond the life of the project
- Building the capacity of participants to advocate for their policy solutions, and support campaigns with partner organisations around these solutions, and
- Building credibility of the process and support for its outcomes with cross-party politicians and policy-makers
- Building the reputation of Engage Britain through meaningful, impactful and sustained engagement with the public and stakeholders.

## 1.3 Approach

### Putting people at the heart of finding ways forward

Our projects are set up to deliver a package of politically sustainable, workable policy proposals that have been co-created by the public, people receiving health or care support, service providers and practitioners. To do this, we will develop policy solutions in a new way that will allow us to unlock debates that have been stuck for decades.

We will start from a framing that captures what is important to people and is rooted in the issues that matter to all of us. Policy development will be informed by experts by profession and lived experience, whose day-to-day understanding of health and care hold the key to improvements that can benefit all. Deliberative and co-design work will open up spaces for considering and working through the inevitable trade-offs that will need to be made. We will work in a way that is sensitive to the words and ideas that have public and political resonance in order to develop politically sustainable solutions.

The project will start with community conversations and digital engagement. These will feed into a People's Panel, selected to be representative of the population of the country. The People's Panel will oversee iterative phases of further policy design, deliberative work and testing with the public, practitioners and policymakers. The People's Panel will pull together all the findings to create practical, sustainable policy proposals and ways forward that have mass public support behind them. We will also build political connections and support grassroots groups and participants to advocate for the solutions themselves.

**Ways to improve national policy... ...built into iterative process to bring people together**

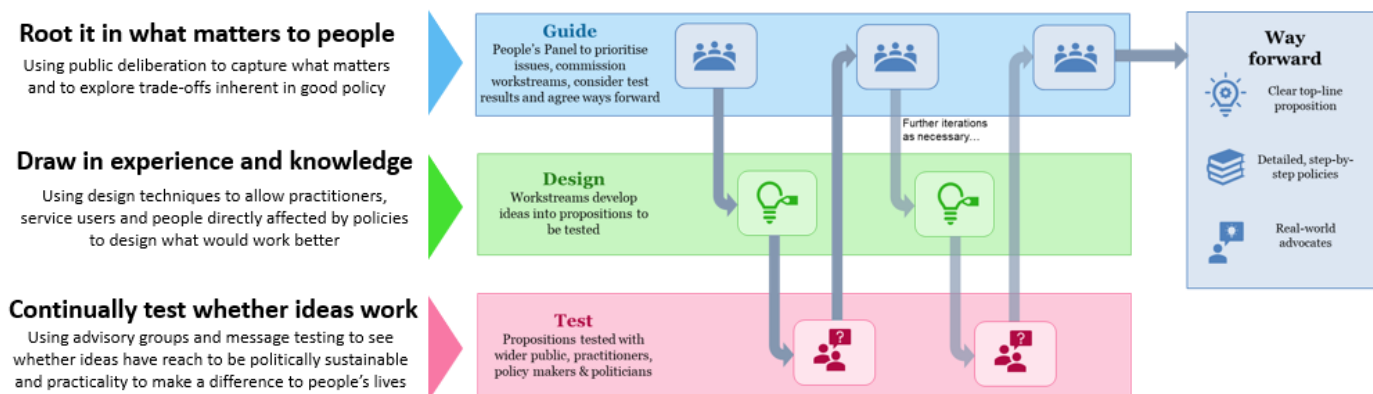
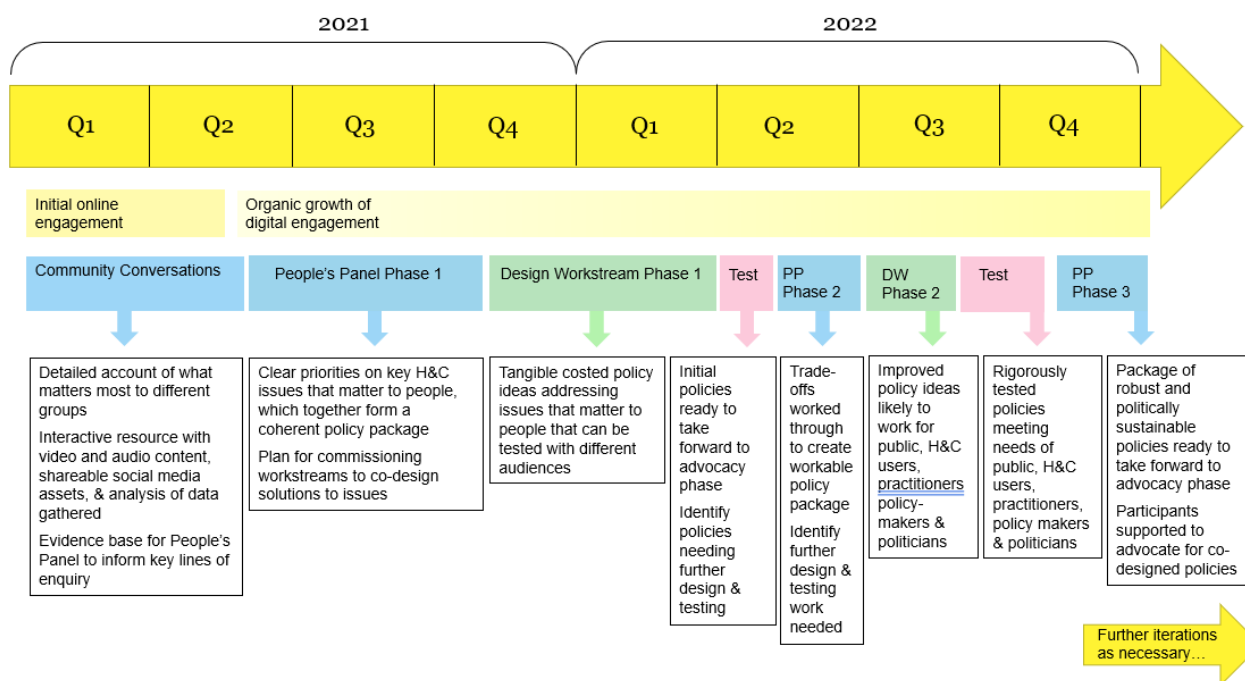


Figure 1: Summary of the project methodology

## 1.4 Methodology

### Timeline and outputs at key stages



#### Guide: Community conversations

The project will start with distributed conversations taking place in communities across the country, and in practitioner, frontline staff and patient networks. We will offer a toolkit alongside support to generate conversations to hear from people whose voices are rarely part of the policymaking process on what matters to them about health and care. The conversations will feed into the evidence base for the People's Panel and inform key lines of enquiry.

We are aiming for a minimum of 100 conversations to take place in England, Wales and Scotland covering the diversity of the population. They will take place between January – end of May 2021. The Engage Britain team will work in June-August to draw out the rich stories and key findings to produce the materials ready for the People's Panel to explore and consider these.

#### Guide: The People's Panel

The People's Panel is at the heart of the project. Our initial thoughts are that it will be made up of c100 members of the public, randomly selected but representative of the population of the country, bringing their different knowledge, perspectives and experiences into the room. They will come together to deliberate on health and care, shape the policy development process, be responsible for pulling together the final policy recommendations and ways forward, and be given opportunities to advocate for the changes they want to see with politicians and policymakers.



The People's Panel will be convened at different points of the iterative policy development process to:

- Phase 1: Prioritise what the key issues are after hearing the evidence from the Community Conversations, online forum and from experts by profession and lived experience, and determine the next phase of design workstreams
- Phase 2: Synthesize the outputs from these design workstreams, work through the trade-offs and agree on potential policy solutions and ways forward
- Phase 3: Refine and finalise the policy recommendations and ways forward for health and care, after rigorous testing of the emerging proposals.

**NOTE: this ITT is ONLY FOR DELIVERY OF PHASE 1 of the People's Panel work, which will take place in September-October 2021.** However, we would like the delivery partner to deliver all the People's Panel with subsequent phases commissioned separately later.

## **Design: Design workstreams**

Once the People's Panel has established priorities for the health and care work, these will need to be worked up to produce detailed policies that bridge political divides and make a real difference to people's lives. The People's Panel will set the key questions that the Design Workstreams need to answer. Engage Britain and partners will ensure that the most appropriate methodology (eg: policy co-design, further deliberation and/or research) is used to reach those answers.

We will use design methods that bring in people with different "nodes" of knowledge – members of the public, people receiving health or care support, service providers, practitioners, system analysts, policymakers and other experts – and enable them to work together on an equal footing. They will co-create possible ways forward that make a real difference to people's lives, while being practical, implementable and affordable.

## **Test: Assessing the outcomes**

The results of the policy design, deliberation, and research workstreams will undergo rigorous stress testing with fresh audiences – members of the public, people receiving health or care support, politicians, policymakers and practitioners. The results of the testing will then be fed back to the People's Panel to decide on next steps.

## 1.5 People's Panel Tender Brief

Engage Britain is looking for a delivery partner that can run the People's Panel for the Health and Care project. We are looking forward to working closely and collaboratively with you throughout the delivery of the work.

We would like the delivery partner to deliver all the People's Panel work but the responsibilities set out in this ITT only relate to Phase 1, plus developing thinking for later phases. Subsequent phases will be commissioned separately later in 2021 or early 2022, most likely by extending this contract rather than re-tendering.

We will develop a schedule for meetings and updates with the successful bidder. At the end of the work, we would expect the successful bidder to hold a workshop to discuss with Engage Britain staff how the first phase of the People's Panel has gone and capturing learning from delivery, which will help inform working practices for later phases.

### People's Panel Phase 1 timeline

We expect the People's Panel to meet for the first time at the beginning of September 2021, with the final session of Phase 1 being held by the end of October.

People's Panel Phase 2 will not kick off till spring 2022, and we expect the conclusion of Phase 3 and the whole of the Health and Care project by the end of 2022, unless further iterations of the People's Panel/Design Workstreams/Testing are needed. But as set out previously, this ITT is focused predominantly on Phase 1.

### Engage Britain's thinking so far on the People's Panel

The Engage Britain team have considered how the deliberative phase of the Health and Care project can work as well as possible, both for the participants and as a key part of the journey to co-create national policy on the future of health and care with people across the country.

Outlined below are our initial thoughts. However, we are looking forward to working with a delivery partner to improve on these ideas so do not take any of this as written in stone.

#### Recruiting People's Panel members

- We want to bring a representative but randomly selected group of British adults into the 'room'. We assume this will be a minimum of 100 people. We will be guided by the delivery partner on exactly how many people this should be and how to select them. The group needs to be representative of people in England, Scotland and Wales.
- In terms of the members of the People's Panel, we see three possible options:
  - Same group of people throughout the People's Panel phases – enables them to have ownership over the whole process, likely to be stronger advocates for the final output, clearer ask & offer in initial communication with prospective members
  - Refreshing the pool of people between the phases – mitigates against 'group think' and being fixed on a particular solution conceived at the beginning

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- Hybrid version where there is a large pool from which some new members are selected at different times, or small group that sees whole process through with larger, changing pool for different phases.

Our preference is for the first option, but we're open to any of these solutions and look forward to your views on this in your tender.

## Online deliberation

- Given COVID-19, we expect all sessions in Phase 1 to be online. Even if restrictions on large groups of people meeting are eased, it is unlikely that everyone will feel comfortable with this. So to prevent people being excluded, the sessions will likely be over video call.
- This has downsides but also opens up a lot of exciting possibilities with regards to using different tools and techniques to enable people to discuss issues, bond and reach conclusions, as well as asynchronous learning and the potential for greater scale of involvement. We are interested in bidders' approaches to this and to new and creative ideas around online deliberation.
- Given that the People's Panel will meet online, we would expect there to be more and shorter sessions, rather than full days/weekends.

## Inputs into the People's Panel and introducing external perspectives

- We are keen to understand PP members' initial views on health and care when they first join the People's Panel before we expose them to any external information or expertise. We'd also like to give as much control to the PP members to determine what information they receive, so a potential order of information could be:
  - Session 1 – understanding PP members' views
  - Session 2 – input from the Community Conversations, ideally capturing the themes in the voices of the participants in those conversations
  - Session 3 – what information do PP members want to help them prioritise?  
[Between sessions 3 & 4, Engage Britain / delivery partner source experts by profession and lived experience, as well as info sources to be able to provide the information requested]
  - Session 4 – People's Panel members have the opportunity to hear from, and engage directly with, experts by profession and lived experience in answer to their questions
  - Session 5 onwards – prioritisation and determining next stage of work via Design Workstreams

There will be other inputs that we haven't considered and likely more than 5 sessions, but this sets out the order in which we'd like to see the process flow.

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- In terms of the input from the Community Conversations, we will be collecting personal stories from people which capture their experiences of health and care now, what works well and what they would like to be better.

At the end of the Community Conversations, we will share the rich insights we've gained through an interactive resource with video and audio content so we can share people's stories in their own voices, as well as provide analysis of the conversations. Other organisations have also done work to understand people's views on the future of health and care, and we will incorporate elements of these findings into resource to show complementary research.

This resource will be shared with the People's Panel members as a way into capturing what different members of the public think about the future of health and care.

- Engage Britain is in the process of setting up a Health and Care Sounding Board to incorporate the voices of the people, audiences and organisations we seek to engage, influence and draw into our project. It will be made up of 3<sup>rd</sup> sector health and care organisations, think tanks, people with lived experience, people who work in health or care, sector experts and methodological experts.

We see this group helping to guide and shape the whole process, as well as providing a space to test thinking and build relationships between members. For the People's Panel, it will play a role in helping to advise us on the experts and perspectives we could bring in to talk to PP members. There is an option that we could invite a small number of members of the People's Panel to join the Sounding Board if we want them to play a role on the overall project oversight.

## People's Panel in the context of the wider Health and Care project

- As bidders will be able to see from the project methodology model and timeline, the People's Panel is one of a number of different elements that make up the Health and Care project.

Engage Britain is interested in how we can create porosity between the elements. For example, considering how people who were a Community Conversation host or participant can be brought in to speak to the People's Panel, or how People's Panel members could be involved in the Design Workstreams.

- Engage Britain is equally interested in how we can involve the wider public in the deliberations of the People's Panel, both during and afterwards. We would like bidders to consider how it may be possible to draw other people into the deliberations so as to open up the discussions beyond the people in the 'room' at scale.

## People's Panel outputs

There are two key outputs that we want to get from the first phase of the People's Panel:

1. Prioritisation: we expect the Community Conversations will demonstrate that there are a huge number of changes that people want to make to our health and care systems to ensure that everyone can get the health and care that they need and to resolve the mismatch between the support we want as a society and the resources needed to provide it. However, since it isn't feasible to look in detail at every possible solution, a decision has to be made about which areas to focus on. The People's Panel will be responsible for this prioritisation.

Priorities won't be set via a 'popularity contest' but rather what package of measures will build the strongest coalition for change, recognising that some issues will be of importance to the majority of the population, while others may only have resonance for a small sector of the population but their needs should be taken into account. Ultimately for the solutions to be publicly and politically sustainable, they ideally need to work across society so people can see a change that will improve their experience of health and care.

2. Determining the next steps: We expect to commission a series of Design Workstreams that will start to come up with the practical step-by-step policies to tackle the priority issues identified by the People's Panel. The People's Panel members will be responsible for setting the questions that will be answered by the Design Workstreams. The role that People's Panel members play in the Design Workstreams is to be determined.

## 1.6 People's Panel delivery partner role

These are the responsibilities of the delivery partner, but Engage Britain looks forward to having a collaborative, hands-on working relationship with the delivery provider. This means that we expect to be involved in the decisions around details as you deliver this work, and that we look forward to you working with us on the big picture thinking.

- Recruit, onboard and support the People's Panel members, including working with Engage Britain to agree the offer to people to inspire them to be part of the People's Panel, plus managing the honorariums to be paid to panel members
- Plan the programme of sessions for Phase 1 of the People's Panel (September-October 2021), giving members sufficient time to deliberate and reach conclusions effectively. This will include commissioning the experts by profession and lived experience who can speak to the People's Panel, and ensuring that all live / recorded / written content is engaging and digestible for all PP members, including those who may require additional support (Engage Britain team will take the lead on identifying people to speak to or provide content for the People's Panel, but we welcome the support of the delivery partner on this)
- Facilitate all the People's Panel sessions to enable the members to hold meaningful deliberations on health and care and build relationships of trust and mutual respect with each other, including safeguarding the welfare of all participants, especially those from vulnerable groups
- Working alongside Engage Britain's Head of Digital, select and set up the appropriate technology to enable people to deliberate, learn and build relationships online, including enabling asynchronous working. Support all members of the People's Panel to participate fully, with full regard to ensuring accessibility; this may require adapting materials, loaning IT kit or providing enhanced Wi-Fi, plus training all members as needed
- Ensure that the People's Panel members determine the priorities that the project should focus on and set the questions for the Design Workstreams
- Be responsible for regular communications to the People's Panel members before, during and after the Phase 1 sessions, including supporting them so that they are motivated to continue to be involved in the later phases of the People's Panel and the overall Health and Care project, working closely with Engage Britain's Communications team.
- Support Engage Britain in thinking through how key stakeholders can best observe the People's Panel so we can draw them into the process and they can see how ideas develop, and ensure this happens effectively
- Produce a plan that sets out how the members can actively participate in the Design Workstreams and Testing Phases of the project, plus potentially oversight and direction of the Health and Care project. Engage Britain team are leading on the design of the later project phases but will be looking to the delivery partner to consider how People's Panel members could be involved with them, and support us to enable this to happen

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- Develop and implement ways in which the wider public can get involved at scale in the deliberations that the People's Panel will be undertaking. Additional funding may be available to support innovative ideas. The Engage Britain team will work with you on this, but we expect the delivery partner to take the lead
- Produce a plan for Phases 2 and 3 of the People's Panel, including whether to retain or refresh the People's Panel members, and considering how to support People's Panel members to be advocates for the policy package being developed. The Engage Britain team will work with you on this, but we expect the delivery partner to take the lead
- Work with Health and Care Sounding Board (as well as the Engage Britain team as stated above) to draw on their expertise in terms of identifying people to speak to the People's Panel members, as well as keeping them updated on progress
- Design and produce outputs from the People's Panel after Phase 1 deliberations that capture as much as possible in people's own voices the issues they considered, the rationales for their positions and the arguments that generated consensus. These should be in formats that can be shared with the People's Panel members, the wider public and stakeholders
- We want to have a constructive relationship with the delivery partner and expect to have regular meetings with you (generally fortnightly, but more often in the set up phase), constantly assessing the methodologies, evaluating how well they're going and applying lessons in real time
- Produce a Phase 1 summary report for Engage Britain, details TBC but likely to include setting out your methodology, successes and lessons learnt.
- Evaluating impact on participants – we would like the delivery partner to draw up a light touch evaluation form to capture the impact of participating on the People's Panel members, as well as other feedback on the process (details TBD).

## Data protection, GDPR and permissions

- It is important for data protection/GDPR compliance - as well as to make sure that voices of the People's Panel members and the deliberations of the group are heard by others - to ensure the collection of people's data (and related permissions) is robust and well considered. Part of the charity's remit is to enable people to be heard by each other so we want to be able to capture material in ways that can best do this, while protecting people's space for private deliberations. Being able to record and share material is critical to these plans
- Engage Britain needs to be able to communicate directly with the People's Panel members so as to be able to keep them involved in the health and care (and future) work for as long as they want to be, as well as anyone who registers to join the panel but is not selected, therefore this data needs to be gathered in such a way as to allow this
- The delivery partner will need to ensure that any (parts of) sessions that can be shared publicly, including evidence given by experts by profession or lived experience, are

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captured by video recordings of the online sessions and all necessary permissions obtained so that they can be used across communications/PR, social media, online platforms (including our website) and events

- For analysis purposes, Engage Britain would like to record all the online deliberations so we can analyse what’s said, identify footage that captures key points, and capture key quotes that could be used anonymously in writing. For this, we need permissions from the People’s Panel members to record all the deliberations
- Engage Britain may want to use some of this footage to enable voices, views and deliberations to be heard effectively, but we would seek permission from individual members before doing this. We would want to ensure that knowing that this is a possibility doesn’t have a chilling effect on the deliberations so would want to discuss the best way of managing this with the delivery partner
- Engage Britain would like to be able record talking heads interviews with selected members for use in communications and to illustrate the process. We will ask the delivery partner to identify members who would be good for this and to work with us on it.

## Key Performance Indicators

Engage Britain will regularly measure the performance of the delivery partner through Key Performance Indicators (KPIs). We will work with the appointed delivery partner to identify a range of KPIs suitable to their delivery model.

## Deliverables

<b>Deliverables</b>	<b>Due Date</b>
Contract meeting with Engage Britain to discuss contract terms	Thurs 18 <sup>th</sup> March
Kick off meeting with Engage Britain to discuss plans	Fri 19 <sup>th</sup> March
Production of delivery plan for People’s Panel, setting out key milestones	Fri 2 <sup>nd</sup> April
Design of process and format for People’s Panel	April – August
Develop plan setting out how the wider public can get involved in the deliberations that the People’s Panel will be undertaking	April – May
Plan setting out how People’s Panel members can participate in the Design Workstreams and Testing Phases of the project	May
Selection of People’s Panel members	May – June
First session of the People’s Panel to be held	c. 6 <sup>th</sup> September



Plan for Phases 2 and 3 of the People’s Panel	Late Sept – early Oct
Final session of the People’s Panel to be held	c. 31 <sup>st</sup> October
Outputs capturing the Phase 1 deliberations	End November
Phase 1 summary report for Engage Britain	Mid-December
Regular reporting to Engage Britain at fortnightly meetings, to include progress, risks & mitigations, and forward planning.	March – November

## 1.7 Invitation to Tender key dates

Action	Date
Invitation to Tender published	Tues 2 <sup>nd</sup> February
<b>Closing date for tenders</b>	<b>9.00am Mon 1<sup>st</sup> March</b>
Tender sift	Mon 1 <sup>st</sup> – Thurs 4 <sup>th</sup> March
Interviews	Mon 8 <sup>th</sup> – Thurs 11 <sup>th</sup> March
Appointment of delivery partner	Tues 16 <sup>th</sup> March
Contract meeting	Thurs 18 <sup>th</sup> March
Kick off meeting	Fri 19 <sup>th</sup> March

## 1.8 Contract Term and Value

The term of the contract is from March to December 2021.

The maximum contract value will be **£250,000 excl. VAT**. This amount needs to include both:

- All service charges and expenses for the delivery of this contract
- Honorarium for the People’s Panel members, which the delivery partner will be responsible for holding, distributing, and managing

Bidders will be required to provide a pricing schedule, including the basis for this pricing.

**NOTE: Engage Britain reserves the right to extend the contract for up to 24 months to enable the appointed delivery partner to deliver later phases of the People’s Panel without re-tendering the contract. Further tasks and additional budget will be agreed between Engage Britain and the delivery partner if it is decided that the appointed delivery partner will continue to deliver the People’s Panel work beyond Phase 1.**

Invoices are settled within 30 days of receipt of invoices upon completion of the tasks outlined.

## Section 2 – Tender assessment criteria

### PART 1: Technical Submission

The questions in Part 1 are weighted, showing the relative importance of each criteria. The total weighting for this section is **80%**.

The questions for Part 1 along with the evaluation criteria for each, are shown below:

Question	Response Requirements	Weighting
<b>1</b>	<p><b>Delivery Team:</b> Please detail your <b>proposed delivery team</b> and their experience, the skills that will be available and how these will be relevant to the delivery. You should state clearly what roles they will play and suggested resource allocations.</p> <p>Word limit: 500</p>	10%
<b>2</b>	<p><b>Case Studies:</b> Provide minimum two and maximum three <b>examples of projects</b> from the past three years that are relevant to this contract.</p> <p>Case studies should detail any experience of undertaking similar projects successfully (similar in scale, value and complexity) and supporting references demonstrating this. All case studies should include an outline of the strategy and methodology, activity, and the results achieved.</p> <p>Word limit: 700</p>	10%
<b>3</b>	<p><b>Methodology:</b></p> <ul style="list-style-type: none"> <li>A. Tell us how you would recruit and onboard the People’s Panel members, including the number of members you advise that we bring on to the People’s Panel, and whether to continue with the same panel members throughout all phases or refresh them</li> <li>B. Provide a draft outline of the sessions you would run for Phase 1 of the People’s Panel</li> <li>C. Explain what tech solution you would use to enable people to deliberate online and why, plus explain what support you would offer to enable them to use the technology effectively</li> <li>D. How will you support People’s Panel members to hold meaningful deliberations on health and care and build relationships of trust and mutual respect with each other?</li> <li>E. How would you incentivise and motivate the members given               <ul style="list-style-type: none"> <li>i) the fact that this process is not being run by the decision-maker, ie: the government</li> <li>ii) the length of time between People’s Panel Phases</li> </ul> </li> </ul>	45%

	<p>F. How would you ensure that minority views are heard by the People’s Panel if they aren’t represented in the room?</p> <p>G. How could you draw a mass public audience into the deliberations during People’s Panel Phase 1? How could you also draw in people already engaged, eg: those who have taken part in a Community Conversation or people who signed up to be a People’s Panel member but who aren’t selected?</p> <p>H. Outline how you would capture the richness of the deliberations and the voices of the people involved for a public audience.</p> <p>Word limit: 2000</p>	
<b>5</b>	<p><b>Project Plan &amp; Targets:</b> Provide a clear, comprehensive and realistic <b>project timeline</b>, which incorporates all activities forming the required services during the contract.</p> <p>This timeline should reflect proposals for service delivery submitted as part of previous question.</p> <p>Word limit: 500</p>	10%
<b>6</b>	<p><b>Risks:</b> Identify the <b>main risks</b> to the delivery of this contract to time and budget, and proposals for mitigating/managing them.</p> <p>Word limit: 400</p>	5%
<b>TOTAL FOR PART 1:</b>		<b>80%</b>

**Note: Please do not include any financial or pricing information in your Technical Submission.**

## Part 2: Pricing Schedule

Part 2 is weighted, with a total weighting of 20% for this section.

Please provide an overall fixed price for the work and a detailed breakdown of the costs, and proposed schedule of payments against project milestones, including the honorarium you would offer to People’s Panel members.

Please also include the number of days you expect each member of your team to work and their day rate.

## Section 3 – Information for tenderers

### 1. INTRODUCTION

- 1.1 Engage Britain is inviting Tenders for a contract for services. The detailed requirements are set out in the Specification of Requirements at Section 1 ('the Specification').

### 2. INSTRUCTIONS TO TENDERERS

- 2.1. In submitting a Tender Response, a Tenderer (i.e. a party submitting a response to this ITT) undertakes that in the event of their Tender Response (i.e. their response to this ITT) being accepted by Engage Britain and Engage Britain confirming in writing such acceptance to the Tenderer, the Tenderer will, upon being called to do so by Engage Britain execute the contract as agreed between the parties.
- 2.2. Engage Britain reserves the right to cancel the procurement exercise at any point. Engage Britain will accept no liability for any losses caused by any cancellation of this procurement exercise nor any decision not to award a Contract as a result of the procurement exercise.
- 2.3. Tenderers are responsible for ensuring that they have submitted a complete and accurate Tender Response and that prices quoted are arithmetically correct for the units stated. Prices provided must be submitted in £ Sterling (GBP), exclusive of VAT.
- 2.4. Engage Britain reserves the right to discuss, for the purpose of clarification, any aspect of a Tender Response with the relevant Tenderer prior to the award of the Contract.
- 2.5. At any time prior to the deadline for receipt of Tender Responses, Engage Britain reserves the right to amend, add to or withdraw all or any part of this ITT at any time during the procurement exercise. Any such amendments, additions, or removals will be notified in writing to all prospective Tenderers.
- 2.6. Tenders must be submitted by email to [emily.kippax@engagebritain.org](mailto:emily.kippax@engagebritain.org) to be received no later than **9am Monday 1<sup>st</sup> March 2021**. Please ensure that you allow yourself plenty of time when responding to this invite prior to the closing date and time, especially if you have been asked to upload documents.
- 2.7. Word limits are provided for each question in the Technical Submission (Part 1 of the Tender Response – refer to Section 2 of this ITT). Engage Britain will only take account of information which is specifically asked for in the ITT.
- 2.8. All Tenderers are responsible for all their costs and expenses incurred in connection with this procurement process at all stages. Under no circumstances will Engage Britain be liable for any costs or expenses borne by or on behalf of the Tenderer or any party associated with this procurement process.

### 3. ELIGIBILITY OF TENDERERS (JOINT VENTURES OR CONSORTIA)

- 3.1. Tenderers may take the form of sole legal entities or may wish to combine to form consortia, joint ventures (JVs), unincorporated associations or partnerships. This may, for example, apply to entities who feel that alone they do not have the capacity or capability to address the size and scale of Engage Britain's requirement.
- 3.2. The following additional instructions apply to Tenderers who put forward a joint approach:
- (i) A Lead Party must be identified that shall submit an ITT response on behalf of all Parties to the JV/consortium;
  - (ii) The Lead Party shall be responsible for all communication with Engage Britain during the procurement process;
  - (iii) Appendix A (Tender Submission Statement) should be completed and signed by all Parties together with written confirmation from each Party that they authorise the Lead Party organisation to act on their behalf in relation to this procurement exercise;
  - (iv) If awarded a Contract, each of the Parties shall be jointly and severally responsible for the due performance of any contract with Engage Britain.
- 3.3. Tenderers must advise Engage Britain if there is any change to their legal status and/or composition during or after the procurement process.

### 4. CONFIDENTIALITY

- 4.1. The information in this Invitation to Tender is made available by Engage Britain on condition that Bidders shall:
- at all times treat such information as confidential;
  - not disclose, copy, reproduce, distribute or pass the information to any other third person or allow any of these things to happen; and
  - not use the information for any purpose other than for the purpose of making (or deciding whether to make) a bid for the Contract.
- 4.2. Notwithstanding the conditions referred to above, Bidders may disclose, distribute or pass information to another person if:
- it is done for the sole purpose of enabling a bid to be made and the person receiving the information undertakes in writing to keep the information confidential on the same terms as set out in this Invitation to Tender; or
  - Engage Britain gives its prior written consent in relation to such disclosure, distribution or passing of information.

- 4.3. Engage Britain may disclose any information relating to the bids to its directors, trustees, employees, agents or advisers. Engage Britain also reserve the right to disseminate information that is materially relevant to the Contract to all Bidders, even if the information has only been requested by one Bidder. Engage Britain will act reasonably as regards the protection of commercially sensitive information relating to the Bidder.

## **5. ACCURACY OF INFORMATION AND LIABILITY OF ENGAGE BRITAIN AND ITS ADVISERS**

- 5.1. The information contained in this Invitation to Tender has been prepared by Engage Britain in good faith but does not purport to be comprehensive or to have been independently verified.
- 5.2. Engage Britain does not accept any liability or responsibility for the adequacy, accuracy or completeness of, or makes any representation or warranty (express or implied) with respect to the information contained in the Invitation to Tender or with respect to any written or oral information made or to be made available to any Bidder or its professional advisors and any liability therefore is hereby expressly disclaimed.
- 5.3. Bidders considering entering into a contractual relationship with Engage Britain should make their own enquiries and investigations of Engage Britain's requirements. The subject matter of this Invitation to Tender shall only have contractual effect when it is contained in the express terms of an executed agreement.
- 5.4. Nothing in this Invitation to Tender is, or should be, relied upon as a promise or representation as to the future and Engage Britain does not undertake to provide Bidders with access to any additional information or to update the information in this Invitation to Tender or to correct any inaccuracies that may become apparent.
- 5.5. Engage Britain reserve the right, without prior notice, to change the procedures outlined in this Invitation to Tender or to terminate discussions and the delivery of information at any time before entering into the Contract.

## **6. INSURANCE**

- 6.1 By bidding to undertake this tender, tenderers must be able to demonstrate that they have sufficient insurance in place to undertake the work responsibly.

## **7. ANTI-COLLUSION**

- 7.1 Any Bidder who, in connection with the competition for the selection of Bidders for the Contract:
- Fixes or adjusts its bid by or in accordance with any agreement or arrangement with any other Bidder;

- Enters into any agreement or arrangement with any other Bidder to refrain from making a bid or to alter, in any way, the content of any bid to be submitted;
- Causes or induces any person to enter into any such agreement as referred to above or to inform any other Bidder of the content of any other bid for the Contract;
- 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 persons for doing or having done or causing or having caused to be done any act or omission in relation to any other bid or proposed bid for the Contract; or
- Communicates to any person (outside its consortium, its professional and financial advisers other than Engage Britain or any person duly appointed by Engage Britain) the content of its proposed bid, will be disqualified (without prejudice to any other civil remedies available to Engage Britain and without prejudice to any criminal liability that such conduct by a Bidder may attract) from further participation in the competition for the Contract.

## **8. COPYRIGHT**

- 8.1 The copyright in this Invitation to Tender is vested in Engage Britain and may not be reproduced, copied or stored in any medium without the prior written consent of Engage Britain. This Invitation to Tender and any document issued to Bidders supplemental to it shall remain the property of Engage Britain and shall be returned upon demand

## **9. MODERN SLAVERY ACT 2015**

- 9.1 The Bidder recognises that Engage Britain has a legal and moral commitment to ensuring that Engage Britain, through its staff, associates, agents, service providers and suppliers, conducts its business in accordance with the highest standards of ethical behaviours, transparency and probity. The Bidder shall, upon the request of Engage Britain, provide evidence of the steps the Bidder is taking to ensure that slavery and human trafficking is not taking place in any part of the Bidder's own business or supply chain in accordance with the provisions of the Modern Slavery Act 2015.

## **10. CONFIDENTIALITY**

- 10.1 Bidders shall not undertake (or permit to be undertaken) at any time, whether at this stage or after conclusion of the Contract, any publicity activity with any section of the media in relation to the Contract other than with the prior written consent of Engage Britain (in relation to the form and content of the proposed publicity).

## **11. ENGAGE BRITAIN'S RIGHT TO REJECT BIDS**

- 11.1 Notwithstanding anything else stated in this Invitation to Tender, the issue of this Invitation to Tender in no way commits Engage Britain to enter into the Contract or any

other agreement whatsoever. Engage Britain is not bound to accept any bid and reserve the right to accept any bid either in whole or in part, or to accept multiple bids in part, or to accept multiple bids in part.

- 11.2 Engage Britain reserve the right to reject any or all of the responses received and discontinue the bidding process and/or reject any incomplete or incorrectly completed responses. Bids will be checked initially for compliance with the requirements of this Invitation to Tender and for completeness. Clarification may be sought from Bidders in order to determine if a bid is complete and compliant. Bids that are not substantially complete and/or compliant with the requirements of this Invitation to Tender may be rejected.

## **12. TIME**

- 12.1 Engage Britain reserve the right, in its absolute discretion to amend the timetable or extend any time period in this Invitation to Tender.



## APPENDIX A – TENDER SUBMISSION STATEMENT

(Please print, sign, scan and upload as part of your Tender Response)

TENDERER NAME: \_\_\_\_\_

MAIN ADDRESS: \_\_\_\_\_

\_\_\_\_\_

ITT ISSUE DATE: 01/02/2021

RETURN TO BE RECEIVED: By 9am 01/03/2021

INVITATION TO TENDER: **People’s Panel delivery partner**

- 1 We the undersigned, having read the Invitation to Tender and related annexes, hereby offer to supply the services specified therein (to the extent that Engage Britain may decide on considering our bid) at the price(s) stated in our tender and subject to the terms and conditions as set out in the said model agreement and related annexes.
- 2 We agree that any other terms and conditions of contract or any general reservations which may be printed on any correspondence emanating from the tenderer in connection with this bid or with any contract resulting from the bid shall not be applicable to this bid or the contract.
- 3 We certify this is a Bona Fide and that we have not fixed or adjusted the amount of the tender by, or under or in accordance with any agreement or arrangement with any other person. We also certify that we have not at any time before the specified date and time for the return of the tender undertaken any of the following acts:
  - Communicated to any person other than the person calling for the tender the amount or approximate amount of the proposed tender other than for the purpose of obtaining a quotation of an insurance premium required for the purpose of the tender;
  - entered into any agreement or arrangement with any other person so that he shall refrain from tendering or as to the amount of any tender to be submitted;
  - Offering, paying, giving or agreeing to pay or give consideration directly or indirectly to any person for having done or for doing in relation to another tender or proposed tender for the paid work or any act or forbearance of the sort described above.

# Engage Britain

4 The word “person” includes any person, body or association corporate or otherwise. The phrase “any agreement or arrangement” includes any such transaction, formal or informal, and whether legally binding or otherwise.

**Signature** \_\_\_\_\_

**Date** \_\_\_\_\_

**Name** \_\_\_\_\_

**Position** \_\_\_\_\_

**Telephone No** \_\_\_\_\_

**E-mail** \_\_\_\_\_

Note: In the case of JV/Consortium responses this should be completed and signed by all Parties together with written confirmation from each Party that they authorise the Lead Party organisation to act on their behalf in relation to this procurement exercise.