

DATA PROTECTION OFFICER: SERVICE SPECIFICATION

Healthwatch Cambridgeshire and Peterborough, Healthwatch Suffolk and Healthwatch Central Bedfordshire

Local Healthwatch collect information for different reasons and in different ways and some of it will contain personal data. Personal data is information that can be used on its own or with other information to identify another living person, and which relates to them and reveals something about them.

Under General Data Protection Regulation (GDPR) Local Healthwatch are defined in the Freedom of Information Act as a public body that collects confidential personal information and as such are required to appoint a Data Protection Officer (DPO). The DPO will act in an advisory capacity to the organisation.

Healthwatch Cambridgeshire and Peterborough, Healthwatch Suffolk and Healthwatch Central Bedfordshire are collaborating to secure the services of a DPO via the letting of a contract. The specification of this contract is set out below.

Organisations wishing to bid for the above work should complete the quotation response form in accordance with the instructions below. In case of any query regarding this tender, in the first instance please contact:

Sandie Smith, Healthwatch Cambridgeshire and Peterborough on 01480 420628 or email: sandie.smith@healthwatchcambspboro.co.uk

Overall scope

The DPO will act as a source of independent expertise for the organisation(s); providing advice on how to comply with GDPR and to be a subject matter expert on data protection. The DPO will also be responsible for reporting data breaches to the ICO and liaise with the CEO and Chair on these matters. The DPO will also foster a data protection culture in the organisation and help implement the essential elements of GDPR.

Contract and contacts

Each Healthwatch will- hold a separate contract with the DPO and be responsible for their own communications, payments and monitoring with the DPO. The contact for each Healthwatch is:

Cambridgeshire and Peterborough: Sandie Smith, CEO

Suffolk: Amanda Stevens, Operations Manager

Central Bedfordshire: Diana Blackmun, CEO

Payments

Payments will be made by the individual Healthwatch monthly in arrears.

Timetable

To be compliant with GDPR requirements the DPO must be in place by 25th May 2018. The contract will be for one year initially, with possible extensions to be agreed with the individual Healthwatch.

The timetable for this bidding process is:

Closing date for receipt of clarification queries/questions	1 May 2018
Closing date for return of submission	8 May
Completion of preliminary evaluation of submissions	11 May
Presentation to panel (if appropriate)	week beg 14 May
Notification to successful contractor.....	24 May
Contract start date	25 May

Task One

Review Healthwatch Data Protection, Confidentiality and Information Governance Policies to ensure compliance with new regulations and assist with reviewing these policies on a rolling basis to ensure continued compliance.

Task Two

Conduct audits to ensure compliance and offer advice to help staff address potential issues.

Task Three

Support and advise Healthwatch staff on data protection issues, as agreed with the individual Healthwatch.

All three tasks will include liaison with Healthwatch managers and reporting to each Healthwatch Board.

Contact details for the DPO will be included in each Healthwatch's Privacy Statement and made publicly available via their websites.

Expertise required

The bidder will need to demonstrate that they have:

- Appropriate experience and expertise to perform the DPO role
- Thorough knowledge of national and European data law and practice as well of an understanding of GDPR
- Be familiar with the role of Healthwatch and the type of data processed by Healthwatch
- Attend regular GDPR training to maintain an in-depth understanding of GDPR.

Conflicts of Interest

The DPO will have no conflicting interests in the organisations.

Costs

Tenders are expected in the range of:

	Task 1: Review policies Task 2: Conduct audit	Task 3: ongoing support and advice
HW Cambs and Peterborough	One off £1,200 - £2,000	To be negotiated with the individual Healthwatch
HW Suffolk	One off £1,200 - £2,000	
HW Central Beds	One off £600 - £1,000	

Instructions to potential project providers

Your completed tender will only be accepted electronically to Healthwatch Central Bedfordshire by midday on Tuesday 8th May.

Any submissions after the above date and time will be rejected unless clear evidence is provided of it being submitted by email before the due date and time.

If the submitter has any queries or requests for clarification these should be submitted to Healthwatch Cambridgeshire and Peterborough, 01480 420628.

The provider agrees to notify Healthwatch Cambridgeshire and Peterborough if at any time after making their submission, any information contained in it is no longer true or accurate.

Evaluation process

The submitters will be evaluated by a Panel consisting of a representative from each of the Healthwatch in accordance with the scoring method below.

Should a presentation by the submitters be deemed necessary, the scores will be reviewed and revised if appropriate following the presentation.

The Panel reserve the right to seek clarification from the bidders if required as part of the evaluation process.

Acceptance

All submitters will be notified in writing as to whether their tender has been successful or unsuccessful in accordance with the timetable set out above.

This initial notification will be followed up by a letter of agreement, one for each Healthwatch, signed by the successful bidder and the Healthwatch.

Costs and evaluation

Assessment of submissions will have the following weighting:

Quality - 70%

Price - 30%

The scoring system below will be used by the evaluation panel to assess the potential quality element of quotes:

Score	Performance	Judgement
5	Meets the requirement exactly as specified (there is a strong track record, the proposed approach looks effective and the task will be completed in time)	Excellent
4	Meets the requirement well, but not exactly (in respect of track record/ the proposed approach and/ or the task being completed in time)	Good
3	Meets the requirement in most aspects, fails in some (in respect of track record/ the proposed approach and/ or the task being completed in time)	Satisfactory
2	Fails requirement in most aspects, meets in some (in respect of track record/ the proposed approach and/ or the task being completed in time)	Doubtful
1	Significantly fails to meet the requirement	Poor
0	Completely fails to meet the requirement	Unacceptable