

Invitation to tender (ITT): Evaluation of tech-enabled care programme

Frequently asked questions

Updated 17 May 2023

Application process

Will interviews be in person?

Interviews will be held virtually. The Health Foundation is operating with hybrid working and we would expect most/all of our work with the evaluation supplier to be virtual.

Where is the budget template to complete?

Applications should be submitted via our [online portal](#). The budget template can be downloaded from the 'costings' section on the portal.

Are you open to partnership or consortium bids?

We are open to organisations working with partners to bring in additional expertise, but there needs to be a lead applicant who will receive the funding (as we will not be funding multiple organisations), be our main point of contact and be accountable and responsible for the work of any partners if successful.

Will the call be open to organisations across the Four Nations?

The tender is open to any suitably qualified and experienced evaluation team based in the UK.

Is there a template for the project management plan? Or any specific requirements about what to include there?

There is no template for the project management plan, we are open to receiving your plan in whichever format best conveys this information, whether it's an Excel plan, PowerPoint deck, PDF or an image of a Miro board.

Bidders can attach a document outlining their indicative project management approach, which may include proposed cadence for catchups and touchpoints, quality assurance approach(es), project management frameworks that might be used. Given the iterative nature of the programme, we will work with the evaluator to develop and review the project management approach throughout.

Can you clarify the Health Foundation expectations of a team - the form indicates max of three members – is this core team members and is there an option to include wider input. We have potential to draw on range of expertise and partnerships to be able to

offer tailored and targeted support to teams. Can you advise how best to include/describe that in the bid?

The application form is standard for the Health Foundation and limits the number of team members that can be entered. However, if you would like to provide information on additional team members, please include this as part of the project management plan attachment.

Programme Evaluation

Will the evaluation be at the programme level rather than an evaluation of individual teams?

The evaluation will be at the programme level. We are looking for the evaluation supplier to support teams to develop evaluation capability. We are not looking for individual team level evaluations for this.

Initial funding for evaluation is August 2023 - spring 2024. It's a relatively short period of time, especially if teams are in early development of their approaches. Does this phase of evaluation only cover stages 2 and 3 (validate and test) of the Programme?

That is correct, though as the programme is iterative the timings and programme model may change. We are looking for a evaluation supplier who is comfortable with change and uncertainty.

On what basis will the potential extension to the contract be determined?

The extension will be based on whether any of the teams in the programme move forward to the pilot phase. If teams do then the evaluation will continue.

Will there be an additional competitive process for extending evaluation into the pilot phase of the programme?

There will not be an additional competitive process for the pilot phase evaluation. We are commissioning one evaluation supplier for the entire programme. Therefore it is important that within the application, potential suppliers provide an indication of how they would go about evaluating the pilot phase and why they have the skills and expertise to deliver it.

When will a decision on whether you want to extend be made?

The decision is based on whether teams move forward to the pilot phase, therefore this will be in Spring 2024 (however we would expect to have some indication from the review points ahead of this).

Given the nature of multiple teams at differing stages of development, and potential geographical spread, does the Health Foundation have a view on the proportion of evaluation delivery that is face to face versus virtual?

We do not have specific expectations so it is for evaluators to decide and include in their application.

What is the expected level of public participation in the evaluation approach?

We expect there to be public participation within the evaluation approach. The level will be up to the evaluation supplier to decide and will be assessed as part of the application.

The ITT states that building evaluation capability within teams will depend on their needs. Are there specific requirements the Health Foundation is looking to achieve in this aspect of the programme?

No, we don't have specific requirements. We will work with the evaluator, support partner and teams to determine these.

Is it envisaged that there will be one support partner and one evaluator? Or is there likely to be several providers?

There will be one lead support partner and one lead evaluator (but the support partner/evaluation supplier could involve multiple partners).

Do you have any preferences around evaluation methodology, are you looking for a quantitative component in addition to qualitative information?

It is up to the evaluation supplier to recommend what they think is the most appropriate methodology (this could be a mixed method approach).

Are you looking at whether the data from pilots can be validated and thinking about what performance information / statutory reporting may be needed?

It is difficult to predict what we would be looking to do in the pilot phase, as we do not know what teams we will be funding or what stage in the innovation process they will be at. Establishing what kind of information or data will be available or should be collected will be developed together as we move throughout the programme. We should have more clarity when we know who and what we are funding

What are the expected governance and strategic arrangements in relation to meetings?

We usually have a formal advisory group but as this is a very different programme for us it is likely we will take a different approach. The programme team are considering different approaches currently and we will have more of a sense of what these mechanisms will look like when we appoint the evaluation supplier.

There is mention of an agile approach to the evaluation but you have requested a proposal with a detailed budget. How do we balance this?

We are looking for an indicative sense of the approach and budget you propose (and that you understand what the aims of the evaluation are). We understand that the budget might change once the programme teams are in place. We will also be looking for who is on the team, what the skills mix is and how many days each team member is allocated to work on the evaluation.

Programme

Are the tech-enabled approaches likely to be at a similar (early) stage of development or potentially represent a range?

There could be a range, the tech for better care programme has **launched** and we have asked teams to come open minded but not empty handed. There may be teams that have an early stage/seed of an idea or a more developed idea that they want to iterate, we will see what applications we get.

Are the Health Foundation looking for a spread of systems to be involved and/or range of different tech-enabled approaches?

Yes we are open to the systems and approaches that teams want to use.

To what extent will tech-enabled 'approaches' have had any testing for feasibility and efficacy prior to the involvement of evaluator in the validation and testing part of this programme?

We are not expecting teams to have previously done feasibility or efficacy testing ahead of the programme and it is something they can potentially do as part of the programme.

Will the selected teams have done any prior ethical review scoping?

We are not expecting teams to have done any prior ethical review scoping, and if that is something that is needed either the support partner or evaluation suppliers could support teams to do this.

Are the Health Foundation able to share any current thinking or examples of priorities for tech-enabled approaches from their scoping work?

We have carried out scoping work and found interesting examples but have not specified any specific priorities as part of the call.

Do you have any info on criteria for selecting successful teams?

The selection criteria has been published as part of the call for [applications](#).

Does the 'structured innovation process' already include a feed-back loop to determine whether feedback is sufficient to make a change and when it will be implemented? If so, will the Health Foundation and the support partner develop the process for sharing the output of decisions/changes with the evaluation supplier (or will this be co-designed/agreed as part of ways of working)?

This will be co-designed with the teams, support partner and evaluation supplier and we would want decisions to be made in a real-time, transparent and collaborative way.

Coproduction with experts by experience is a key element of this, are you able to share any guidance/criteria that successful teams will have in relation to this aspect of their bid?

Our expectation is that co-production will be driven locally and we will be looking for evidence of good practice of organisations working with people who deliver and receive care.

It is stated that co-production should be driven locally by teams, do you mean that each local partner will need to have developed/be supported to develop their own local co-production group/model which the evaluation partner can then link into?

Yes, exactly (we mean co-production with communities / people who receive / deliver care)

Do you foresee any programme-level workshops or opportunities for the teams to come together to share learning?

We would encourage this and would be interested in hearing any plans for this in your bids.

Are teams being given expectations with regard to engaging with the evaluator e.g. attendance at workshops?

It will be made clear as part of the ways of working within the programme that teams will need to work closely with the appointed evaluation supplier. It will not be explicit about what that entails as it will be for the teams and evaluator to work together to develop.

When will the support partner be announced? Will it be prior to the deadline for the evaluation ITT?

The support partner selection is underway and we expect them to be in place by June. We can let potential evaluation suppliers know once the support partner has been appointed (and the deadline for the evaluation ITT is 7 June).