

Integrated Information, Advice and General Advocacy Services

Market Engagement Event
Friday 15th November 2019
Location and time

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- 1. Question:** Who “controls” the data that is collected by the provider in the delivery of the service and kept on their own systems?

Answer:

The Council’s standard position is that we are the “controller” and the provider the “processor” in regards to any service user information that is collected as part of a commissioned service.

As the data is being collected on the Councils behalf, they will always remain the owner and therefore “controller” of this data.

When the contract ends, the provider will be required to destroy such data OR handed over to the Council.

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- 2. Question:** What are the implications of GDPR where the provider collects service user data, but the service users do not want to share their details with the Council?

Answer:

Service users will be made aware of the arrangement between the Council and the provider, and will need to give consent to collect their data. The privacy notice should state that the Council are the controllers of the data and that processing; including sharing will be carried out under the lawful basis of ‘processing necessary to carry out a task in the public interest’.

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- 3. Question:** Is there any idea of how the procurement with negotiation methodology has worked in the past?

Answer:

The Council has procured several services using this method. Therefore, we have experience on procuring this method.

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- 4. Question:** Will the Council end up with a mixture of providers to deliver a service designed using different aspects of all suppliers’ bids?

Answer:

No. Tenders are commercially sensitive information and confidential between the Council and the Bidder.

The Council will focus the negotiations on the specifics of each bid and with the view to better their offer through the discussions/negotiations.

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- 5. Question:** Will the Council share the list of attendees to the market engagement event?

Answer:

The Council can share the list if organisations do not object to this.

Any attendees who do not want their details to be shared should let Procurement know as soon as possible.

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- 6. Question:** How long will the Council give for providers to give their feedback on the service specifications?

Answer:

Two weeks from the date it is published.

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- 7. Question:** What support would the Council give regarding TUPE staff, as some smaller voluntary sector organisations may find it difficult to honour the Council's terms and conditions of employment?

Answer:

The Council has experience in outsourcing services. It is difficult at this point to talk about any support but we will be happy to respond to any clarification at tender stage where responded can be supported by the legal team.

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- 8. Question:** Will the model change before tender is released?

Answer: The Council aims to achieve an integrated I&A model. It is possible that some of the details on the initial assessment function may change. The Council is also discussing the possibility to add additional functions to the model. Any changes to the draft specifications will be notify to the suppliers at a later event.