



## Healthy London Partnership

### Invitation to Tender

#### Social Prescribing and Self-Care resource hosting

The Healthy London Partnership (HLP) is a collaborative of the 32 Clinical Commissioning Groups (CCGs) in London and NHS England (London region). HLP has 13 programmes of work which collectively contribute to delivery of NHS England's Five Year Forward View articulated within the new models of care that emerge from the five Sustainability and Transformation Plans (STPs) and Local Digital Roadmaps across London.

HLP's Personalisation and Self-Care Programme has worked with a range of stakeholders across London to produce resources to support NHS commissioners, in the first instance, to develop social prescribing and self-care in their areas. An example of a resource we want to see in open source format is available here:

<https://www.healthylondon.org/latest/publications/steps-towards-implementing-self-care>

Due to the continuing development of the concepts, practice and emerging evidence of social prescribing and self-care, the resources will provide ongoing value if hosted in a wiki format which an online community can contribute to and update. An aspiration is that this interactivity with the resources and other people would contribute towards the development of a community of interest and potentially a social movement for health.

HLP would therefore like to commission one or more organisation(s) to host this wiki (Lot A), and to provide content moderation (Lot B) for a minimum period of 2 years (April 2017 – March 2019). During which the impact and benefits of the wiki can be evaluated and decisions taken about its future.

#### Lot A: Wiki hosting

##### *Description*

HLP seeks a supplier who will host a wiki for social prescribing and self-care which will foster contributions and the sharing of knowledge, resources and experience to the benefit of all Londoners and to support the delivery of ambitions set out within London's STPs.

The wiki will:

- Be a repository for resources to support NHS commissioners and others to implement and develop social prescribing and self-care in their localities
- Enable stakeholders to register and login to the system, with terms and conditions to be and to provide the functionality to submit and publish, as well as add narrative and other comments about a specific topic on the wiki
- Provide a mechanism for a nominated (potentially external) party (see Lot B) to be able to moderate content posted on the wiki. For example, email alerts when resources or

comments are submitted and with the nominated third party able to review content and to give or deny permission to publish on the wiki

- Notify registered users each time new material or comments are posted.
- Enable easy and seamless links to the login page of the Wiki from other websites
- Provide “white label” to allow NHS (and potentially other) branding
- Be protected from “spam” and false registrations
- Avoid commercial advertisement and commercial product placement

Additionally the hosting organisation will be expected to:

- Contribute to the ongoing marketing of the wiki and continuously help to drive traffic
- Collate live data (including analytical data relating to usage) which can be obtained with 24 hours notice to assist with the evaluation of the project
- Ensure that the system is updated as required and to provide assurance on back-up and recovery time, as agreed with the project team

### *Outputs*

- Fully functioning wiki for social prescribing and self-care developed which facilitates active contributions and fosters the development of a community of interest/social movement for health
- Potential agreement in place for an external party to provide moderation to the wiki.
- Method for blocking any users who repeatedly submit comments or additions that are deemed inappropriate by the moderators, as agreed with the project team.
- Marketing strategy and implementation plan
- Submission of regular data update reports to the project team at agreed intervals including;
  - the number of user log-ins (unique and repeated)
  - number of users that logged in who commented or added to the wiki
  - what sections of the resource receive the most activity from users
  - geographical location and role of user
  - information of promotion/marketing of the resource
  - other data as agreed to assist evaluation (i.e. up time/down time)

### *Skills/resources/experience required*

- Access to server capacity for hosting
- IT and web development skills to set up and maintain technical aspects of a wiki
- Ability to work with moderators (potentially external)
- Experience of hosting a wiki
- Experience of developing online open source based platforms communities

## **Lot B: Content moderation**

### *Description*

HLP seeks an organisation to moderate content submitted to the social prescribing and self-care wiki prior to its publication. The organisation should provide regular reports to HLP regarding the amount and type of moderation carried out within a defined period.

### *Outputs*

- Content on the wiki is reasonable and considered, as per agreed parameters set by the project team.
  - Comments deemed to be malicious or offensive do not get posted on the wiki.
  - Commercial advertisement and commercial product placement avoided
  - Cleanse of information(i.e. obsolete links)
- Submission of regular update reports to the project team at agreed intervals including;
  - Number of rejected contributions with reasons
  - Capacity required for moderation and time spent
  - Any issues with the process and practice of moderation
  - Other data as agreed to aid evaluation

### *Skills/resources/experience required*

- Knowledge and experience of health and social care is essential, and knowledge of social prescribing, self-care and voluntary sector provision is desirable.
- Ability to moderate according to agreed criteria.
- Ability to work with another organisation hosting the wiki
- Ability to interact with and develop an online community to increase their contribution to moderation and criteria.
- Ability to provide regular reports regarding the number and type of moderation.

### **Tender Process**

<b>Date</b>	<b>Milestone</b>
2 March 2017	Tender specification released
7 & 8 March 2017	Questions about tender (by phone)
2pm on 10 March 2017	Proposals submitted
14 March 2017	Supplier selection panel
15 March	Contract(s) awarded
15 March	Work begins
24 March	Prototype developed
27 – 29 March	Prototype tested
7 April	User feedback incorporated into wiki
14 April	Wiki is live with moderation

## **Next Steps**

Organisations are invited to bid for Lot 1, Lot 2 or for both lots. Where more than one organisation form part of proposal from a consortium or partnership it needs to be made clear who the lead provider is in your application.

Proposals should be submitted to Shaun Crowe, Personalisation and Self-Care Lead, Healthy London Partnership by emailing [shaun.crowe@nhs.net](mailto:shaun.crowe@nhs.net) . Interested parties can also contact Shaun by phone on the date specified if they have any questions about the tender.

Proposals should be;

- No longer than 4 sides of A4
- Demonstrate how the outputs will be achieved within the time available
- Describe clearly how the links between the moderator and wiki will be established and maintained
- Include names, CVs and job titles for those delivering the work
- Identify the team leader who will be the main point of contact
- Include 2 references from previous purchasers of a similar service in the last 3 years

## **Contract Value (to cover a period of 24 months)**

Lot A: Wiki hosting; up to £4,000

Lot B: Content moderation; up to £9,000

Shaun Crowe  
Programme Lead  
Personalisation & Self-Care Programme  
Healthy London Partnership

27 February 2017