**Q&A for Invitation to Tender: Evaluation of the implementation of Censeo, a digital mental health triage tool within Hertfordshire Partnership University** **NHS Foundation Trust (HPFT).**

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| **Date Received** | **No.** | **Question** | **Answer** |
| 14-3-24 | 1. | What is the purpose of the Theory of Change? | The purpose of the theory of change is to clearly set out the intervention, the expected outcomes of the intervention and the mechanisms of change. It is a useful tool to ensure everyone agrees with how the intervention is working, and how the anticipated outcomes will be achieved. It is helpful to develop at the start of an evaluation, to justify the rationale for the approach and the evaluation focus. It would be particularly useful to include it in the final evaluation report. |
| 14-3-24 | 2. | How will it be used? | The theory of change will be co-produced with a range of stakeholders and will be used to ensure everyone agrees what the intervention is; how it is being delivered; the anticipated outcomes; and what will be measured as part of the evaluation. |
| 14-3-24 | 3. | Theory off Change has different interpretations as a methodology, can you describe yours or signpost us? | We have a series of interactive activities we use to co-produce a theory of change with a range of stakeholders. We would be happy to work collaboratively to support the development of the theory of change. As above, the theory of change would then serve as a reference point throughout the evaluation and would be a living document to ensure the anticipated intervention, mechanisms of impact and outcomes were still appropriate throughout the evaluation and beyond. |
| 14-3-24 | 4. | Is there an established baseline to assess against, whether from expectations at implementation or other sites where Censeo is being used? | Yes. All the data we anticipate using for the evaluation has already been collected as part of routine datasets. It can be collated retrospectively, and we have already had conversations with the HPFT data team about collating this data for the evaluation. |
| 14-3-24 | 5. | What insights do you have from the initial implementation in terms of key strengths, opportunities and how well it has been implemented? | The developer and team at HPFT have undertaken several reviews as part of the initial roll out and implementation process in September/October 2023 including dedicated conversations with staff teams. Initial feedback has been positive. More detail can be shared with the appointed evaluation partner. Patient feedback to follow. |
| 14-3-24 | 6. | What are the key skills you are looking for from the supplier? | Qualitative and quantitative research/evaluation expertise; experience of working with routine NHS data and processes needed to enable data sharing; agility, flexibility, and evidence of previous projects undertaken are all essential for this project. Experience with other digital innovations would be advantageous and those within a mental health or community setting would be favourable. |
| 14-3-24 | 7. | Do you require a psychiatric clinician e.g. CPN, psychiatrist on the supplier team? | There is no requirement to have a psychiatric clinician on the team – there is access to the clinical teams at HPFT and the Clinical Lead at Psyomics if required. |
| 14-3-24 | 8. | Do you require specific operational representation on the supplier team? | There is no requirement to have operational representation on the team – there is access to the operational teams at HPFT and at Psyomics if required. |
| 14-3-24 | 9. | How do you expect the bidder to respond to this invitation? | The format is an email submission with either a PDF or Microsoft Word/PowerPoint document outlining how you would approach the task i.e. how you would deliver the described requirements within the time and cost envelope ensuring you demonstrate how you will meet the quality assessment criteria as part of those answers (please refer to section 7 of the ITT). If required, we will invite the supplier to short interview to discuss the bid as required on 16 April between 2-4.30pm. Times to be agreed. |
| 14-3-24 | 10. | Is there a word count? | We do not have a specific bid template on this occasion nor a dedicated word count. Please also see the ITT checklist for bidders and response sections. |
| 14-3-24 | 10. | Is there a preferred format for the bid response? | We do not have a specific bid template on this occasion nor a dedicated word count. Please also see the ITT checklist for bidders and response sections. |
| 14-3-24 | 12. | Do you expect the bid response to include a breakdown of days and rate cards? If so, what are your expectations? | Yes, this is a requirement of the bid. Day rates and breakdowns can be supplied at role level e.g. Project Lead, Project Manager, Researcher for each task, or a fixed price with clear deliverables. Our expectations are this piece of work can be delivered within the current budget allocation but are open to discussion around a different approach or price options. |
| 18-3-24 | 13. | Would the SPA team be willing to send survey links to patients? Or support recruitment of patients to interviews? Or is there already primary data from patients we could utilise? | The team at Censeo can support the sharing survey links to patients. More detail about the processes can be shared with the appointed evaluation partner. |