

GREATER LONDON AUTHORITY

REQUEST FOR ASSISTANT DIRECTOR DECISION – ADD2329

Title: Procurement of online survey software for the Opinion Research Team

Executive Summary:

Talk London is an inclusive, vibrant online community that supports City Hall to involve Londoners in meaningful debate and consultation about how to improve the capital. Talk London ensures the Mayor can meet his statutory requirement to consult with Londoners on the formation of his strategies and policies.

The contract with our online survey software provider expires in September 2019. We wish to undertake a competitive procurement process to appoint an online survey provider for the next four years.

Decision:

That the Assistant Director of the City Intelligence Unit approves:

Expenditure of up to £50,000 for the services of an online survey provider for the next 4 years

AUTHORISING ASSISTANT DIRECTOR/HEAD OF UNIT

I have reviewed the request and am satisfied it is correct and consistent with the Mayor's plans and priorities.

It has my approval.

Name: Jeremy Skinner

Position: Assistant Director, City Intelligence Unit

Signature:



Date: 19.3.19

PART I - NON-CONFIDENTIAL FACTS AND ADVICE

Decision required – supporting report

1. Introduction and background

- 1.1. Talk London is an inclusive, vibrant online community that supports the Mayor and the GLA in placing Londoners' needs at the centre of its strategies and programmes by involving citizens in meaningful research, debate and consultation about how to improve the capital.
- 1.2. Talk London has 46,000 members, and in the last year has delivered nearly 12,000 responses to consultations on the London Environment Strategy, Housing Strategy, Economic Development Strategy, Skills for Londoners Strategy, and Health Inequalities Strategy – at no cost to policy teams. We have demonstrated that the development of compelling, accessible, and highly shareable content has the capacity to drive huge audience reach and engagement.
- 1.3. The Greater London Authority has an obligation under the Equality Act 2010 and the Public Sector Equality Duty to consider how its policies and decisions affect people who are protected under the Act. Londoners are encouraged to take part and have their say on Talk London via surveys or discussions on the site.
- 1.4. The contract with our online survey software provider expires in September 2019. We plan to undertake a competitive procurement process to appoint an online survey software provider for the next four years, subject to approval of related expenditure through this decision form.

2. Objectives and expected outcomes

2.1. Objectives:

- To commission an online survey software provider to enable Talk London and policy teams at City Hall to conduct online surveys.
- The Opinion Research team and policy teams can deliver online surveys with a variety of Londoners and other users.

2.2. Outcomes:

- To ensure that our work is informed by the views of Londoners.

3. Equality comments

- 3.1. The Greater London Authority has an obligation under the Equality Act 2010 and the Public Sector Equality Duty to consider how its policies and decisions affect people who are protected under the act.
- 3.2. Demographic information collected on registration to the Talk London community ensures we are aware who participates on the platform and with individual surveys, and can act to promote participation to a broad range of Londoners. Through carrying out surveys we will seek to understand any differences in perceptions and experiences among specific groups and give due consideration as to how best to meet their needs.

4. Other considerations

Key risks and issues

- 4.1 The key risk is that the chosen online software is not fully embeddable on the Talk London platform. This is also the case for our current supplier. The technical evaluation assessment will require potential suppliers to demonstrate that their software meets our technical criteria for embedding on Talk London. A technical specification, with all essential technical requirements, will be provided by the Technology Group. As per Transport for London's procurement advice, only potential suppliers that can show they can meet these technical requirements will be invited to take part in the tender process.

Links to Mayoral strategies and priorities

- 4.2 The Mayor has stated that he wants to lead the most engaged and transparent administration, seen at City Hall. The Talk London community - through online surveys - allows Londoners to participate in the design, development and delivery of strategies, policies, interventions and services.

Consultations and impact assessments, including data protection

- 4.3 The Talk London privacy policy is compliant with the Data Protection Act 2018 and the EU General Data Protection Regulation (GDPR). Third party sites – such as online survey providers – will not be used to collect, store or share personal information of members of the Talk London community.

5. Financial comments

- 5.1 The expenditure of up to £12,500 per year will be funded from the Opinion Research and Statistics Team's budget held within the Intelligence Unit.

6. Planned delivery approach and next steps

- 6.1. The contract will be managed by the Opinion Research team.
- 6.2. TfL Procurement has been consulted and has advised that this work can be procured through a request for quotation process. Procurement will commence as soon as is practical following this decision.

Activity	Timeline 2019
Identification of and outreach to suitable suppliers	February
Invitation to tender	March
Contract awarded	July
Development roadmap – embedding on Talk London begins	August
Contract with current supplier ends and new survey software must be fully operational	September

Appendices and supporting papers:

None.

Public access to information

Information in this form (Part 1) is subject to the Freedom of Information Act 2000 (FoIA) and will be made available on the GLA website within one working day of approval.

If immediate publication risks compromising the implementation of the decision (for example, to complete a procurement process), it can be deferred until a specific date. Deferral periods should be kept to the shortest length strictly necessary. **Note:** This form (Part 1) will either be published within one working day after it has been approved or on the defer date.

Part 1 - Deferral

Is the publication of Part 1 of this approval to be deferred? YES

If YES, for what reason:

We do not wish to disclose the ADD until after the contract has been awarded to ensure value for money for this procurement, as the ADD states the available budget for this contract. Disclosing this budget would prejudice the GLA's ability to solicit genuinely competitive bids, as there is a risk that potential suppliers will end up bidding to the maximum price available.

Until what date: 1st August 2019

Part 2 - Sensitive information

Only the facts or advice that would be exempt from disclosure under FoIA should be included in the separate Part 2 form, together with the legal rationale for non-publication.

Is there a part 2 form - NO

ORIGINATING OFFICER DECLARATION:

Drafting officer to confirm the following (✓)

Drafting officer:

Katrien Lindemans has drafted this report in accordance with GLA procedures and confirms the following:

✓

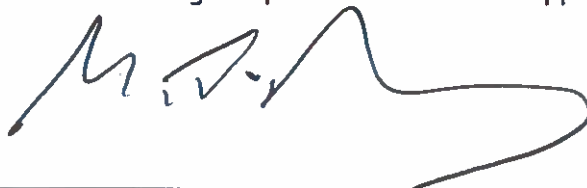
Corporate Investment Board

This decision was agreed by the Corporate Investment Board on 26 February 2019

ASSISTANT DIRECTOR OF FINANCE AND GOVERNANCE:

I confirm that financial and legal implications have been appropriately considered in the preparation of this report.

Signature



Date

20.03.19