

GambleAware

DATE: 26 APRIL 2018

EVALUATION: INVITATION TO TENDER ("ITT")

TOPIC: Project 7.1: Evaluation of the impact of Multi-Operator Self-Exclusion Schemes and awareness and barriers to self-exclusion

1. Summary

The Responsible Gambling Strategy Board (RGSB) and GambleAware have prioritised research to evaluate the overall impact and effectiveness of multi-operator self-exclusion schemes for the arcade, betting, bingo and casino sectors and eventually the online/remote sector.

The evaluation will also assess the level of awareness and perceptions of self-exclusion as a whole (including the single-operator option) and barriers to its use as a tool for minimising gambling-related harm.

The RGSB has issued a **research brief**. This sets out the policy context, need for the research, how the research will be used and the research questions to be addressed. GambleAware is responsible for commissioning the research against this brief.

This invitation to tender contains the information needed for applicants to understand what research services are required and to produce an appropriate proposal and tender documentation.

It includes:

- **Research delivery:** the skills and experiences sought from suppliers, the budget and project timelines.
- **Research standards:** the research practices and quality expected, including stakeholder engagement, ethics, data reuse, publication and impact, confidentiality and intellectual property.
- **The tender process:** what information proposals need to contain, evaluation criteria and the tendering schedule.

Bidders need both documents (this ITT and the research brief) to prepare proposals.

2. About the funder – GambleAware

GambleAware is the leading charity in the UK committed to minimising gambling-related harm. As an independent national charity funded by donations from the gambling industry, GambleAware commissions education, prevention and treatment services and funds research to inform policy and practice. GambleAware's aim is to stop people getting into problems with their gambling, and ensure that those that do develop problems receive fast and effective treatment and support.

GambleAware works closely with the RGSB, the Gambling Commission's independent advisor on research, education and treatment. RGSB is responsible for generating an independent, unbiased evidence-based strategy for research, education and treatment for Great Britain. It published the latest [National Responsible Gambling Strategy, 2016-2019](#).

GambleAware is responsible for fundraising and commissioning to deliver priorities identified in the National Responsible Gambling Strategy, subject to these being compatible with GambleAware's charitable objectives.

Robust research governance arrangements ensure the independence of GambleAware's research programme. Research is conducted under the terms of a '[Research Commissioning and Governance Procedure](#)' formed in 2016 between the RGSB, the Gambling Commission and GambleAware. Under this agreement, RGSB sets the priorities and objectives for research, and GambleAware is responsible for commissioning research to achieve these. RGSB has published its [Research Programme 2017-2019](#) and GambleAware has set out how it intends to commission research to deliver this programme in its [Commissioning Plan 2017-19](#).

Within GambleAware, decisions on research are governed by its Research and Evaluation Committee, consisting only of trustees independent of the gambling industry and observed by RGSB, the Gambling Commission and the Department of Digital, Culture, Media and Sport (DCMS). The charity's [research governance processes](#) ensure there is no opportunity for the industry to inappropriately exert influence on the awarding, conduct, outcome or publication of research projects. However, within this governance framework, there is a role for industry in access for researchers to industry premises, staff, data and customers (with appropriate protections); opportunities for trials, tests and pilots within the industry and better understanding and willingness to engage in harm-minimisation measures by the industry.

(A) RESEARCH DELIVERY

1. Applicant skills and experience

The use of multi-disciplinary teams and newcomers to the gambling research field are encouraged. Skills and experience in disciplines relevant to the projects, outside of gambling studies, are highly valued. Where research teams do not have gambling specific expertise, this can be provided by an expert steering group and GambleAware.

The following skills and experience are sought:

- Proven experience using a range of methodologies used to undertake impact and other participatory reviews and assessments
- Demonstrable analytical ability
- Ability to translate data and analysis into clear and easy to understand formats
- Experience in applying research to inform both policy and practice
- Experience in conducting consultative processes with vulnerable groups

- Ability to engage with a range of stakeholders, including commercial stakeholders.

Responses must demonstrate these skills through examples of previous projects. Responses must provide the CVs of team members and specify the roles and number of days each team member will contribute. The winning applicant will be expected to inform GambleAware should a team member or roles change and account for how this will be replaced with comparable skills and expertise.

2. **Eligibility**

Responses will be accepted from all locations; however, preference will be given to teams based in Great Britain to facilitate meetings with GambleAware, industry collaborators and other stakeholders. Those teams located outside Great Britain must ensure they specify, in their Response, how they will manage communication during the project. Results must be applicable to Great Britain.

3. **Budget**

The research project will have a total overall budget of **£300,000**. The research will be funded by way of a grant, and VAT will not be applicable (in any event, the grant amount will be deemed to be inclusive of VAT). Different research teams may be appointed to undertake the projects or components thereof. GambleAware may choose to fund only selected component of a Response. Where multiple research teams are appointed to deliver related research projects or components of research projects, they will be expected to collaborate with each other where appropriate.

4. **Project schedule**

Whilst multi-operator self-exclusion schemes for the arcade, betting, bingo and casino sectors have been live for some time, the online/remote sector is only due to launch their scheme in Spring 2018. It would, however, be useful to get some preliminary insights from people who engage in this sector on the multi-operator scheme before it is embedded. As already mentioned, the evaluation will also assess the level of awareness and perceptions of self-exclusion as a whole (including the single-operator option) and barriers to its use as a tool for minimising gambling-related harm across sectors.

Specific objectives of the evaluation are therefore broken down as follows:

- To gather some preliminary insights into the awareness and perception of multi-operator self-exclusion schemes for those who engage in the online/remote sector
- To gather insights into the level of awareness and perceptions of self-exclusion as a whole and barriers to its use across sectors
- To evaluate the overall impact and effectiveness of multi-operator self-exclusion schemes in the betting, casino, arcade, bingo and eventually the online/remote sectors.

To allow for robust and comprehensive consultation, it is envisaged that the research will be spread out over 18 months.

Indicative milestones and deliverables would be as follows:

- Finalised project plan. literature review, methodology and instrument development
- Monthly progress reports against agreed project plan – end of each month
- Draft report
- Final report
- Dissemination.

Responses must include a project plan and regular (e.g. monthly) progress reports on the project plan will be expected.

(B) RESEARCH REQUIREMENTS

1. Engagement with stakeholders, industry and affected people

In general, engagement through the research process with stakeholders is important to making sure the research is relevant to policy questions and impactful. Responses should indicate key stakeholders and how they will be engaged.

Gamblers, including those who have experienced harm, and their families and friends, are likely to be able to offer important insights to research and policy. Consideration should be given to ways of capturing these insights in the research and explained in the Response. Responses should also indicate how the views of people affected by gambling have informed the development of the Response.

Researchers need to clearly identify and justify project requirements from industry collaborators in their Responses and include details of how they will secure industry collaboration.

Applicants will need to demonstrate the ability to work effectively with commercial operators/suppliers through the course of the research (within governance procedures that prevent any undue industry influence).

2. Oversight and review

The research will be overseen by an expert steering group, which may include academics, practitioners, experts by experience and representatives of the RGSB and/or the Gambling Commission. This steering group will provide support to the researchers, quality assurance and ensure the research delivers on its purpose for policy and practice.

All final reports will be subject to peer review by GambleAware's Independent Research Review Panel of international experts, using best practice in peer review, and to comment from the Responsible Gambling Strategy Board. Researchers will be expected to respond to all comments and revise reports appropriately.

3. Ethics and data protection

GambleAware requires research to comply at all times with good practice in research ethics and with data protection legislation. This is especially the case as much of the research commissioned involves vulnerable people.

Researchers must:

- Follow the code of practice for their discipline. Where there is not a discipline specific code of practice, the [Economic and Social Research Council framework for research ethics](#) must be followed
- Set out in bids how they will address issues of ethics and protection of personal data, which will be taken into consideration in the evaluation of Responses
- Obtain ethical approval prior to commencement which must include scrutiny by an ethics review panel independent of the research team. Responses must state how ethical approval will be obtained
- Report in final reports on how ethical approval, ethical concerns and data protection were addressed in the research.

4. **Data reuse**

GambleAware follows [Research Council policy regarding data reuse](#). Research data is a public good which should be available for full exploitation. GambleAware commissioned research generates a range of datasets of potential value. While such datasets can contain commercial or sensitive data, data reuse practice enables data sharing even in this context.

Researchers are required to make available for reuse, primary data collected or generated during research or derived from existing sources, in a timely way, with as few restrictions as possible, compliant with ethics, privacy and intellectual property. Non-deposit of research data is an exception which must be justified. Specifically, research is required to adhere to the following requirements and include in Responses a data management and sharing plan, with costs for this included in Responses:

- Demonstrate no suitable data is available for reuse before creating new data
- Make openly available research data, free of charge, as open data, safeguarded data or controlled data, with these different levels of security depending on the sensitivity and confidentiality of the data
- Take account of legal, ethical and commercial constraints on release of research data, and plan at the initiation and through the research cycle how these will be managed, with the aim of maximising data reuse. This includes, where appropriate, obtaining informed consent for data sharing, anonymising data, and seeking data-sharing approval as part of ethical review
- Provide sufficient metadata to ensure research data are discoverable and independently understood without recourse to the creator, and for the creators of the data to be cited
- Make data which supports published research outputs findable and accessible at the same time as published outputs as far as possible. Publications should state how underlying research materials, including data, samples or models, can be accessed
- Deposit data for reuse with a responsible digital repository, which meets Research Council requirements, and which provides data assets in a way which are findable, accessible, interoperable and reusable. GambleAware may, in certain circumstances, specify the data repository with which the data should be deposited

- Intellectual property contributions of researchers in the creation of data are recognized through citation and abiding by the terms and conditions under which data is accessed. Researchers may apply to have a limited period of privileged use of the data to enable them to publish their results (usually no more than 12 months from the end of the project).

5. **Reporting**

Research projects should provide a final comprehensive report using best practice for qualitative or quantitative research. While GambleAware appreciates that different research designs will require different components and reporting, it is expected that the projects and final report will include the following:

- A literature review: GambleAware expects that whatever the size of the proposed project, the relevant background literature and empirical evidence will be considered and will shape projects aims, data collection and analytical work. Therefore, some form of literature review should be included in the interim and final report
- Methodological approach: methods for data collection and analysis must be transparent and clearly communicated
- Clear and full presentation of data and key findings
- Discussion of key findings and recommendations: This section should clearly outline how the findings from the research contribute to the overall aim of the research program. It should answer the question of ‘so what?’ – setting out the implications and recommendations from the research for policy, practice and further research. This report should also clearly explain the limitations and caveats.

GambleAware requires researchers to provide a plain language summary of research findings and implications, to be published alongside the final research report on our website. Creative and innovative means of presenting findings for various stakeholders are encouraged.

6. **Intellectual property**

The successful applicant will own all rights to the intellectual property created from the work carried out by the applicant. The successful applicant will be required to disseminate the deliverables to the wider public as set out below, and also grant a license to GambleAware to use the deliverables.

7. **Dissemination and impact**

The purpose of GambleAware research is to inform policy and practice and so we publish reports and plain language summaries as soon as they are finalised on our website. This is so the findings are immediately available, not just to other researchers but also business, charitable and public-sector bodies and the public in general.

We encourage the widespread dissemination of the results of research by research teams, including in academic journals. Bids should set out how they will communicate and obtain impact from their research.

GambleAware follows Research Council policy on open access publication. This requires that where researchers publish in academic journals, they must do so with in open access, either via the Gold (immediate access) or Green route (embargoed for

limited period of 6 to 12 months, depending on the discipline). The Gold route is strongly preferred.

GambleAware will fund open access publication costs where a fee is charged. This cost should not be included in Responses but submitted to GambleAware at the point an article is accepted for publication. Email the following details to natalie@gambleaware.org:

- your current employing institution
- title of the paper
- GambleAware grant
- journal title
- proposed date of publication
- cost of the open access fee.

8. **Confidentiality**

The successful applicant will be required agree to the following confidentiality provisions, which will be set out within the contract:

- 8.1 The successful applicant shall keep confidential all intellectual property and know-how, including confidential commercial and financial information, disclosed by GambleAware to the applicant during the course of the research project.
- 8.2 The successful applicant shall not disclose to third parties without the express prior written consent of GambleAware (such consent not to be unreasonably withheld) any information arising from the work performed as part of the research project. The successful applicant shall discuss and obtain GambleAware's consent to its strategy for communication before it publicises any aspect of the research, including the messages and materials for media, social media or public communication.
- 8.3 Unless GambleAware agrees otherwise, the successful applicant shall ensure that all proposed publications are submitted to GambleAware for comment and approval prior to publication (such approval not to be unreasonably withheld).

GambleAware may from time to time require that the successful applicant's employees and/or other person working on the research project enter into a confidentiality agreement with GambleAware.

(C) **TENDER PROCESS**

9. **Requirements for Responses**

All documents and all correspondence relating to the Response must be written in English. You should consider only the information contained within this ITT and supporting documents, or otherwise formally communicated to you in writing when making your proposal. Ensure you refer to the relevant sections in this document for the requirements for the components of the Response documents.

The Response documentation submitted should include:

- 9.1 Understanding of the research purpose and objectives.
- 9.2 Understanding of the literature and existing evidence base.

- 9.3 An outline of and justification for proposed research methods; in particular complementary use of sampling and recruitment via general survey and/or via schemes.
- 9.4 A plan for how you intend to engage a range of stakeholders; and how you might break the work into phases to ensure maximum participation and consultation.
- 9.5 Plan for ethical approval and ethics considerations; including how you intend to avoid contacting participants multiple times, or with multiple separate or different questions, and approach to whether participants will be engaged during scheme use, or at points after use.
- 9.6 A proposal of how data should be disaggregated (for eg. By gender; age etc).
- 9.7 Plan for data management and sharing;
- 9.8 A summary of any propriety intellectual property which will be used to carry out the research.
- 9.9 Set out key activities and specific outputs, with a timetable (e.g., GANTT chart).
- 9.10 Details of three previous projects that demonstrate the applicant has the required skills and experience.
- 9.11 Team members, their roles on the project and a CV or brief biography for each member of the team.
- 9.12 Details of participating applicants.
- 9.13 Full disclosure of costs, including number of days required for each task, day rates for different members of the research team and days per team member, VAT (as relevant) and anticipated expenses.
- 9.14 A brief risk assessment with proposed remedies relating to identified risks.
- 9.15 Contact details for two referees.

10. **Evaluation criteria**

GambleAware will assess Responses against the following assessment criteria.

Evaluation categories						
The tenderer		The research			The project	
<p>Research experience demonstrates sufficient depth & breadth of relevant experience.</p>	<p>Ability to engage stakeholders has a relevant network to support their work will command credibility with key stakeholders.</p>	<p>Research design The approach outlined in the tender will achieve the research & policy purpose. The research design & methodology is appropriate to the research questions, of high scientific quality and feasible.</p>	<p>Research quality The approach to research ethics is sound & in line with best practice & specifies how ethical approval will be obtained. The approach to data reuse is sound & in line with best practice. The tenderer adopts effective quality assurance procedures.</p>	<p>Research impact There is a clear plan for engagement of stakeholders throughout the research, dissemination & impact. The proposal considers how the views of those affected by gambling-related harm will be included in the research.</p>	<p>Project management The timescale is within that outlined in the ITT. The tender outlines sufficient internal project governance and management. There are sufficient resources of suitable quality allocated to deliver the project.</p>	<p>Costs The costs are clearly explained & certain. The overall tender cost represents value for money.</p>

11. **Tendering schedule**

On receipt of the proposals, a GambleAware selected panel will perform an evaluation of the proposals, with a view to selecting one or more organisations to perform the research.

Decisions on the awarding of funds are made by GambleAware's Research and Evaluation Committee. The minutes of the Research and Evaluation Committee including the results of ITT are published on GambleAware's website and therefore made public.

Applicants may be required to attend a meeting to discuss any aspect of proposals.

You may submit, by no later than **12 noon** hrs GMT on **25 May 2018** any queries that you have relating to this ITT. Please submit such queries by email to commissioning@gambleaware.org.

Any queries should clearly reference any appropriate paragraph in the documentation. As far as is reasonably possible, GambleAware will respond to all reasonable requests for clarification of any aspect of this ITT and supporting documents, if made before the above deadline.

GambleAware would be grateful if you could submit a very simple expression of interest (EoI) by **25 May 2018** if you plan to submit a full proposal by email to commissioning@gambleaware.org. This should be no more than 1 page and indicate your name(s) and institution(s). This will assist with planning, but if an EoI has not been submitted, bids are still welcomed by the deadline below.

Proposals must be submitted by **12 noon** hrs GMT on **8 June 2018** to the following e-mail address: commissioning@gambleaware.org. GambleAware reserves the right to extend any deadline. Any extension granted will apply to all applicants.

We will endeavor to respond to applicants within six weeks of the deadline.

GambleAware reserves the right to reject any proposals:

- received after the deadline; and/or
- which do not comply with the conditions and requirements set out in this ITT.

The successful applicant will be required to enter into a legally binding agreement with GambleAware. The successful applicant must carry out its own due diligence enquiries and rely only on its own enquiries and judgment in relation to this ITT, including the preparation of its Response.

Bidders will receive feedback on their proposal, which will summarise the overall view of the panel regarding the proposals. However, quantitative scoring or ranking against criteria will not be provided.

Neither the issue of this ITT, nor any of the information presented in it, should be regarded as a commitment or representation on the part of GambleAware (or any other person) to enter into a contractual arrangement

12. **Conditions of tender**

General

- 12.1 GambleAware reserves the right to issue the response to any clarification request made by you to all applicants unless you expressly require it to be kept confidential at the time the request is made and we agree it should remain confidential.
- 12.2 The information contained in this ITT and the supporting documents and in any related written or oral communication is believed to be correct at the time of issue but GambleAware does not accept any liability for its accuracy, adequacy or completeness and no warranty is given as such. This exclusion does not extend to any fraudulent misrepresentation made by or on behalf of GambleAware or to any other liability which cannot be excluded at law.
- 12.3 By issuing this ITT, GambleAware is not bound in any way to enter into any contractual or other arrangement with you or any other party.

Costs

- 12.4 You will not be entitled to claim from GambleAware any cost or expenses that you may incur in preparing your proposal irrespective of whether or not your Response is successful.

GambleAware's rights

- 12.5 It is intended that this procurement will take place in accordance with the provisions of this ITT but GambleAware reserves the right to:
- 12.5.1 waive or change the requirements of this ITT from time to time without prior (or any) notice being given by GambleAware;
 - 12.5.2 seek clarification or documents in respect of an applicant's Response;
 - 12.5.3 disqualify any applicant that does not submit a compliant Response in accordance with the instructions in this ITT;
 - 12.5.4 disqualify any applicant that is guilty of serious misrepresentation in relation to its Response, expression of interest or the tender process. Any applicant who directly or indirectly canvasses any employee of GambleAware concerning the award of the ITT will be disqualified. GambleAware may exclude any applicants from the tender process who have been found to be in breach of confidentiality or intellectual property rights and may pursue any remedy or take any other action for breach as it considers appropriate;
 - 12.5.5 withdraw this ITT at any time, or to re-invite applicants on the same or any alternative basis;
 - 12.5.6 choose not to award any contract as a result of the current procurement process; and
 - 12.5.7 make whatever changes it sees fit to the timetable, structure or content of the procurement process, depending on approvals processes or for any other reason.

GambleAware does not accept any liability for any losses caused to you as a result of the exercise of any of GambleAware's rights.

Intellectual property rights

- 12.6 All intellectual property rights in this ITT and all materials provided by GambleAware or its professional advisors in connection with this ITT are and shall remain the property of GambleAware and/or its professional advisors.

Confidentiality

- 12.7 All information supplied to you by GambleAware, either in writing or orally, must be treated in confidence and not disclosed to any third party (save to your professional advisers) unless the information is already in the public domain.
- 12.8 There must be no publicity by you regarding the project or the future award of any contract unless GambleAware has given express written consent to the relevant communication.
- 12.9 GambleAware may use the information included in an applicant's response only for the purposes connected to the ITT, save that GambleAware shall not be responsible to the applicant or any other party for any inadvertent or coincidental use of any ideas contained in the applicant's Response.

Freedom of information

- 12.10 GambleAware is not a public body but the Gambling Commission is a public body and subject to the provisions of the Freedom of Information Act 2000 ("FOIA") in respect of information it holds (including third-party information). Any member of the public or other interested party may make a request for information to the Gambling Commission, which if it concerns the research could request GambleAware to provide the information.
- 12.11 FOIA permits certain information to be withheld, for example where disclosure would be prejudicial to a party's commercial interests. Therefore, applicants are responsible for ensuring that any confidential or commercially sensitive information, the disclosure of which would be likely to diminish the applicant's competitive edge, has been clearly identified to GambleAware in writing.
- 12.12 Applicants should be aware that, even where they have indicated that information is commercially sensitive, the Gambling Commission may still be required to disclose it under the FOIA if a request is received.
- 12.13 Applicants should also note that the receipt of any material marked 'confidential' or equivalent by GambleAware should not be taken to mean that GambleAware accepts any duty of confidence by virtue of that marking.