

Building Better Opportunities (BBO) Tender Form Family Inclusion

Invitation to tender

To deliver the Health & Wellbeing element of the Getting Ready For Employment & Training (GREAT) Project for Leicester and Leicestershire

Background

Voluntary Action LeicesterShire (VAL) is the lead for the Big Lottery Fund / ESF Building Better Opportunities 'In Support Of Family Inclusion' in the Leicester and Leicestershire Enterprise Partnership area (<http://www.llep.org.uk/>).

This is part of the European Structural Investment Fund Thematic Objective 9 and the specification can be found here: <https://www.biglotteryfund.org.uk/global-content/programmes/england/building-better-opportunities/leicester-and-leicestershire>.

The Getting Ready for Employment and Training (GREAT) Project is a free service designed to give members of families, who are not currently employed, the support they need to find work or training opportunities. The project has completed its initial 3 year phase and has been extended until the end of February 2022.

The GREAT project has a variety of partners and services that ensure the support offered to individuals is holistic and meets their needs. This includes, confidence building, work experience, budgeting support, job search skills as well as training opportunities.

Information about the project can be found on our website and viewed here:
<https://greatproject.org.uk/>

Aim of Tender

The GREAT Project is aiming to commission a **Health & Wellbeing Provider** to join VAL's GREAT Partnership to work with the existing delivery partners across Leicester and Leicestershire and complement the support already available to our participants.

The successful provider will join the partnership and deliver the Health & Wellbeing Provision over a **15 month period** from **7th December 2020 to 28th February 2022**.

The GREAT Project recognises that a participant's health & wellbeing is the most important aspect in their journey to overcome barriers and enter employment or training. It is not enough to provide traditional employability interventions such as CV writing workshops and interview skills as those with significant health barriers may struggle with this process and may feel disconnected from what employers are looking for.

We therefore want to provide health & wellbeing support as an intervention that improves the participant's outlook on life, sense of personal worth and enables them to tackle the world of work head on, despite any lifelong challenges they may be facing.

Tender Specification/Service Requirements

The delivery partner will work across Leicester and Leicestershire from the **7th December 2020 to 28th February 2022** to deliver face-to-face **Health & Wellbeing** support over a **15 month period**.

The successful partner will deliver provision for participants that have significant and complex barriers including common **mental and physical health conditions** and/or with **learning difficulties** and/or **disabilities**.

The support will need to be responsive to participants individual needs and barriers and consists of individual and group support such as below, although not exclusively;

- **One to one support** on healthy lifestyles, habits & living and strategies to cope with mental or physical health conditions. How to discuss and share health needs with future employers and the legal framework that supports Health & Disabilities in the workplace.
- **Workshops** around Managing Low Mood & Worry, Anxiety, Healthy Lifestyles, Wellbeing, Achieving Better Sleep, Healthy Eating, Assertiveness & Resilience and Mindfulness.

Where Government restrictions due to the COVID-19 pandemic remain in place the provider will need to consider how the support can be offered remotely through **online** support and workshops where appropriate or necessary.

Typically participants have a **physical health condition** or **disability** which they feel is preventing them from seeking work. Or a **lack of confidence** or long standing **mental health issue**.

When a participant decides to join the project they have made a conscious decision to address their barriers and improve their lives by seeking employment or training. We require a partner that can support these participants to do just that.

Feedback to date has informed us that our participants benefit from being able to access dedicated **one to one support** from trained and experienced practitioners, who are able to provide professional support in addressing their health & wellbeing barriers as well as being able to access **workshops** where they can meet others with similar concerns and be able to learn new practical skills to help to manage their needs. In addition to this, professional advice to help them to understand which type of employment will suit them and what sort of support they can expect from their employer.

For the successful partner, the content of the one to one support and workshops delivered will be participant led and based on their individual needs. This will complement the existing project activities and will support to prepare participants to enter the world of work or training.

All referrals to the successful partner will come directly from the participants GREAT Project Employment Support Officer following an assessment of need.

Targets/Expectations

We expect the partner to deliver the provision according to participant demand to a minimum of **85 participants** who will be engaged in activities to improve their work readiness by **28th February 2022** at an engagement rate of no less than 17 participants per quarter (one to one or workshops).

Outcomes:

As a result of the Health & Wellbeing Support, GREAT project participants will have developed their self esteem, have strategies in place to manage their health & wellbeing needs, have a better sense of what employment opportunities will be right for them and will feel able to have conversations with employers around their health & wellbeing needs so that they have a better chance at achieving the goals they set themselves.

Participants will also become closer to the job market by undergoing training, job searching or become employed.

The Delivery Partner must be able to;

- Deliver Health & Wellbeing support that meets the needs of project participants.
- Deliver sessions from a venue that is accessible to participants (venue bookings and costs taking into account value for money, will be managed and met by The Great Project).
- Deliver the services through qualified, trained and experienced staff members.
- Provide all equipment and resources required to deliver the courses and support.
- Ensure Health & Safety policies and procedures are in place and compliance with Disability Discrimination Act and Equalities Act.

- Maintain sufficient record keeping, monitoring and management systems that are BBO compliant.
- Provide financial information as required by VAL.
- Maintain regular contact and share data as required by The GREAT Project
- Contribute to quarterly reporting, performance meetings and partnership meetings.
- Provide feedback to participants and with consent to their GREAT Project Employment Support Officer.
- Have procedures and policies in place for:
 - Recruitment of staff
 - Equality and diversity
 - Safeguarding and protecting vulnerable adults
 - GDPR and information security
 - Public liability insurance
 - Managing Complaints

Please note the successful bidder will be asked to provide copies of the above policies alongside two references for the delivery of this provision.

The Delivery Partner must be able to demonstrate:

- Experience of working with, and an understanding of the target group.
- Experience of working with individuals with complex barriers.
- The competencies required to engage hard to reach individuals.
- A proven track record of improving the health & wellbeing of individuals.
- Experience, expertise and innovative approach to delivering flexible support.
- Experience of working within a multi-agency partnership to achieve shared outcomes.
- Track record of delivering high quality service.
- How the service delivery will contribute to health & wellbeing of participants.

Selection and award criteria

Responses for each question will be scored against fixed selection and award criteria.

The following selection criteria will be used:

- Organisational capacity
- Economic and financial standing
- Prior experience of service delivery

The following award criteria; will be used to score tenders that satisfy the selection criteria:

- Track record 40%
- Approach to provision and meeting participants needs 30%
- Skills and experience 20%
- Value for money 10%

Tenders that do not satisfy the above selection criteria will be de-selected from the procurement process.

Assessment process

- We are seeking tenders that will be judged on their suitability through the completion of the application form, which will be assessed by a selection panel made up of core VAL management staff.
- Answers will be scored as follows:
 - 0 (non-compliant): no response or unacceptable response.
 - 1 (poor): response is weak, does not meet expectations regarding all requirements.
 - 2 (acceptable): response meets expectations regarding all requirements.
 - 3 (good): response meets all requirements, slightly exceeds expectations regarding some or all requirements.
 - 4 (excellent): response is outstanding, meets all requirements, and clearly exceeds expectations regarding some or all requirements.
- Each scored question in section two of the application will have a multiplier, which will determine the score, e.g. Question 1 holds a weighting of 6, therefore the maximum score is 24 (6 x 4).
- The maximum overall tender score is 72.
- Any tender application which is late will not be considered.
- Where word limits are exceeded applications will be marked down.

The highest scoring application will be the winning tender. Only information supplied by the tenders in response to the questions will be taken into account during the scoring process.

Please note that additional information may be requested as part of our due diligence process.

Funding and deliverables

Funding is paid on an actual, eligible costs basis i.e. the provider will be paid for the actual costs incurred in their delivery of the project.

There are two types of costs the provider will incur:

- Direct costs which are costs that are directly related to a project activity, such as staff salaries. These costs are usually incurred on an item-by-item basis.
- Indirect costs which are costs that cannot be connected directly to a specific project activity, such as IT Support/Rent etc.

We will pay anticipated direct costs quarterly in advance. During each quarter, the provider will:

- Track the direct costs incurred using a payment schedule
- Report their direct costs expenditure using the financial monitoring spreadsheet
- Keep evidence of all direct costs expenditure. We will explain the forms of evidence that need to be retained. The provider must be able to provide this evidence on request, otherwise the expenditure will be classed as ineligible and we may have to recover the funding.

We will readjust the provider's next quarterly anticipated direct costs payments based on their last quarter's expenditure. We will pay indirect costs calculated as 15% of the previous quarter's direct staff costs. No evidence is required.

The maximum funding (inclusive of VAT where eligible) that can be claimed through the contract is **£30,000** over a **15 month period** from the **7th December 2020** to the **28th of February 2022**.

VAL reserves the right to procure from multiple providers for this provision.

Timescales

- Call open on 21st October 2020, 12:00pm noon
- **Submission deadline: 11th November 2020, 12:00pm noon**
- Provider chosen and all applicants informed: 16th November 2020
- Standstill Period ends: 26th November 2020
- Beginning of contract delivery: 7th December 2020
- End of contract delivery: 28th February 2022

Application forms can be submitted by email to procurement@greatproject.org.uk, with the subject line 'Health & Wellbeing Provision.'

For clarifications, please send queries to procurement@greatproject.org.uk. A response will be given within 24 hours of the query being raised. The questions and answers document will be made available on the VAL Website and will be updated within 48 hours of the query being made. The deadline for queries relating to this specification is 9am on 6th November 2020.