Health Works for Cornwall

Invitation to Tender

Health Works for Cornwall

Copywriting, Social Media and Digital Advertising Management

**TEN530**

# About Cornwall Development Company and Health Works for Cornwall

* 1. Cornwall Development Company (CDC) is the economic development service of Cornwall Council (CC) and is part of the Corserv Limited group of companies. However, the activity of CDC is to be moved into CC from 1 April 2022 and as a consequence this contract will be novated from CDC to CC at that time.
	2. On behalf of CC, Cornwall & Isles of Scilly Local Enterprise Partnership (LEP) and a range of stakeholders, CDC provides a bespoke, business facing service which helps deliver the economic vision and strategy for Cornwall. CDC achieves this through the expertise and professional commitment of its’ staff covering a wide range of economic development activities.
	3. Health Works for Cornwall (HWC) is a £9.75m European Social Fund (ESF) project for Cornwall and the Isles of Scilly (CIOS). Of the £9.75m, £7.5m comes from the ESF with the principal match funding coming from CC.
	4. CDC is leading the project in partnership with 11 other organisations all of whom have been specifically chosen because of their expertise and decades of experience in running programmes with the identified target groups.
	5. The project is designed to support 5,500 workless individuals where there are health related barriers to employment, through Information, Advice and Guidance (IAG) principles.
	6. HWC will develop collaborative and innovative solutions that will address the underlying key challenges of breaking the cycle of ill health and/or reliance on benefits that can lead to issues such as low earnings, household income issues, long term unemployment, poverty and debt. This is an employment support programme meaning that the principal goal is to progress participants into work.
	7. The project duration is from July 2020 to December 2023.

# Background and context

* 1. HWC will be delivered across the whole of the Cornwall and Isles of Scilly area and will have a particular focus on rural and hard to reach areas and provision “cold spots”, across all identified target groups. Delivery will, therefore, include all 4 Local Action Group (LAG) areas and the Isles of Scilly (set out in 2.3).
	2. The programme will be highly community focussed on the basis of:
1. Place: geographical location (e.g. areas of high indices of deprivation and rural poverty which require additional support above current programmes)
2. People: needs (e.g. people with learning disabilities/difficulties and their circle of support)
	1. An overview of the partners delivering in each LAG area and the Isles of Scilly is:

| **Delivery Partner** | **West Cornwall** | **Coast to Coast**  | **South East Cornwall** | **Atlantic to Moor** | **Isles of Scilly** |
| --- | --- | --- | --- | --- | --- |
| Active Plus |   |  |   |   |   |
| Cornwall Council |   |  |   |   |   |
| Cornwall Partnership NHS Foundation Trust |   |  |   |   |   |
| Council of the Isles of Scilly  |   |  |   |   |   |
| CSW Group |   |  |   |   |  |
| Eden  |   |  |   |   |   |
| Falmouth University |  |  |  |  |  |
| Lizard Pathways |   |  |   |   |   |
| Pentreath |   |  |   |   |   |
| Pluss |   |  |   |   |   |
| Pluss (LDD) |   |  |   |   |  |
| Truro and Penwith College |   |  |   |   |   |

* 1. The table below summarises the delivery partners’ activities:

| **Delivery Partner Activities:** |
| --- |
|  | **Active Plus**Active Plus specialise in offering wellbeing and employability support. They deliver a suite of pre-employment activities including Well2Work and Work Ready courses, which help to boost confidence and unlock potential. |
|  | **Cornwall Council**Cornwall Council are delivering a suite of unique interventions that have a specific focus on disadvantaged target groups. Their offer includes the following stands: construction, community cares, Phoenix Project, LDD and Education Business Partnership.  |
|  | **Cornwall Partnership NHS Foundation Trust**CP NHS FT deliver employability support to help individuals achieve the minimum requirements to access apprenticeships, including basic skills training and guaranteed interviews for applicants meeting person specification. |
|  | **Council of the Isles of Scilly**Tailoring support to the individual, the Council of the Isles of Scilly will offer pre-employment support activities and training. They are Matrix accredited and IAG qualified.  |
|  | **CSW Group**CSW Group are transition specialist helping to build self-confidence and help people to positively progress through regular 1:1, blended tailored support with a dedicated Careers Adviser. Support will include CV writing, employability skills, labour market information, job search and support to overcome any personal barriers. |
|  | **Eden Project**The Eden Project offer opportunities to improve physical and mental health through therapeutic horticulture whilst embedding skills to help participants move closer to the labour market. |
|  | **Falmouth University**Falmouth University have co-designed and deliver early interventions to support students with mental health issues to improve their wellbeing and emotional resilience to enable them to successfully complete their studies and make a sustainable transition into the labour market. |
|  | **Lizard Pathways** Lizard Pathways are specialists in employability support and offer a holistic, person centred service through a supportive suite of pre-employment activity. They provide Matrix accredited quality information advice and guidance, as well as practical support to enhance and aid movement into employment and/or to improve general health and wellbeing within society. |
|  | **Pentreath**Pentreath’s Health Works Advisers support participants with Mental Health and Emotional Health issues across Cornwall. They support people on a 1-2-1 basis, and provide effective advice, guidance and signposting to ensure that the participants ‘whole life’ needs are addressed. The charity delivers bite sized recovery tools workshops to support participants to understand and manage their condition. Their service includes personal development and employability activities enabling participants to overcome their health barriers and move closer and into employment. |
|  | **Pluss**Pluss are employability support specialist delivering a suite of pre-employment activities including support with job searching, completing applications, creating CVs, interview techniques, in-work support and much more.  Their dedicated coaches offer a holistic approach to support participants in their journey towards employment. |
|  | **Pluss (LDD)**Pluss specialise in supporting individuals with Learning Difficulties and/or Disabilities. They deliver a suite of pre-employment activities including vocational profiling to shape realistic job goals, tailored work tasters, support completing applications, interview techniques, in-work support and much more. Pluss coaches have smaller caseloads to dedicate more support to their participants. |
|  | **Truro & Penwith College**Truro and Penwith College, have co-designed and deliver early interventions to support students with mental health issues to improve their wellbeing and emotional resilience to enable them to successfully complete their studies and make a sustainable transition into the labour market. |

* 1. As part of the contract, CDC has a responsibility to deliver the following ESF Outputs and Results. These will be delivered by the HWC team and the delivery partners above.

|  |  |  |
| --- | --- | --- |
| **Output Result** | **Definition** | **Programme target** |
| O1 | Participants | 5,500  |
|   | Male | 2,740  |
|   | Female | 2,760  |
| CO01 | Unemployed | 2,900  |
| CO03 | Inactive | 2,600  |
| R1 | Unemployed into work | 870  |
| R2 | Inactive to work/job search | 1,040  |
| CR06 | In work 6 months after leaving | 1,705  |
| O4 | Over 50 | 1,103  |
| O5 | Ethnic minorities | 77  |
| CO16 | Disabilities | 1,406  |
| O6 | Without basic skills | 990  |
| R3 | Gaining basic skills | 220  |
| CO14 | Live in single parent household | 520  |
| R4 | Receiving childcare support | 118  |

# Tender requirements

General Requirements

* 1. The successful Tenderer is required to meet the requirements of the ESF Branding and Publicity Requirements and the Health Works for Cornwall Brand Manual.
		1. The ESF Branding and Publicity Requirements documents are available here: <https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/836956/ESIF-GN-1-005_ESIF_Branding_and_Publicity_Requirements_v8_updated.pdf>
		2. The Health Works for Cornwall Brand Manual is available at Enclosure 1:

* 1. The project started delivery in December 2020 and has now begun to deliver some of the outputs in 2.5 and therefore the successful supplier will receive an induction to the HWC programme and progress to date as part of the Inception Meeting.
	2. To develop a social media and digital marketing strategy and plan within 3 weeks of commencement of the contract which promotes HWC to its target audience - the unemployed and economically inactive individuals. The strategy and plan should also promote links to the Delivery Partner activities (2.4) to demonstrate their roles in delivering the programme. The plan is to be produced and agreed with HWC Partnership Manager and reviewed and amended as required quarterly to reflect progress to date.
	3. The supplier is to demonstrate how their proposal will meet the HWC overall marketing objectives:
1. To raise the profile of the HWC programme, including in rural and hard to reach areas
2. Attract eligible participants to sign up to the programme and to signpost to the appropriate delivery partner
3. Attract potential employers and organisations who may support participants on the programme
	* 1. The supplier will be required to meet the marketing objectives through the following HWC social media platforms:

Facebook <https://www.facebook.com/HealthWorksforCornwall>

Twitter <https://twitter.com/HealthWorks_HWC>

LinkedIn <https://www.linkedin.com/company/health-works-for-cornwall>

* 1. The supplier is required to set-up of Facebook Business Managers and tracking pixels
	2. Development of dynamic and highly visual messaging is required which will allow HWC to differentiate its offer from other local, regional and national provision and engage with its target audience.

**Social media**

* 1. To promote the HWC project through social media platforms.
	2. Social media promotion and activity should develop content in partnership with the HWC Team to demonstrate the wide variety of participants HWC and its Delivery Partners work with. This should include:
		1. the participants are from multiple demographics and geographies
		2. in particular highlight consented Good News Stories, Case Studies Press Releases and News Articles from underrepresented and/or minority groups
		3. posts and conversations which are localised messaging and use the ‘voice’ of real people/participants
		4. provide links to the Delivery Partner promotional activities in order to coordinate the marketing activity with the programme’s social media accounts.
	3. The social media activity must be varied and relevant for the target audience and contain a clear call to action to reach and engage with the target audience that drives referrals to the HWC through positive social media activity in order to promote the project and attract new participant sign ups (“starts”).
	4. The supplier will be required to design and deliver agile, rolling social media campaigns based on the needs of the project as agreed with the HWC Partnership Manager. Additionally, media hooks should be created from the social media plan. The supplier will be required to deliver key campaigns over the duration of the programme
	5. Social media content creation is required including graphics, photography and video to support 3.7 - 3-10.
	6. Ensure the HWC team have access to social media channels at all times – enabling them to add any content/make changes. The supplier is expected to develop social media guidelines to ensure consistency of messaging and tone of voice within the brand guidelines (see 3.1.2) across digital communication channels.
	7. Unless agreed in advance with the HWC team, all comments/questions that need a response will be the responsibility of the HWC team.

**Digital Advertising**

* 1. The supplier will create, optimise and manage advertising to target potential eligible participants.
	2. To undertake effective digital advertising, including the development and delivery of digital advertising campaigns – to include Pay Per Click ads to attract inbound enquiries to HWC.

**Copywriting**

* 1. The supplier must be able to demonstrate knowledge, experience, skills and resource to provide copywriting services to support the content detailed 3.1 – 3.15. and

 to fulfil the following specific objectives and requirements:

* + 1. Developing collaboratively content for the HWC target demographics
		2. Working with business owners / entrepreneurs / decision makers
		3. Experience of developing copy for national audiences
		4. Content calendar development
		5. Social media content development
		6. Developing content that has gained media coverage
		7. Ability to create content in a variety of formats e.g. blogs, articles, case studies, press releases, fact sheets, thought leadership, social media
1. **Budget**
	1. The budget has been set for this commission for all activities until 31 December 2023, with paid advertising ceasing from 30th June 2023. From July 2023 to 31st December 2023, activity will be focused on achievements to include an emphasis on case studies.

**4.2** The budget for this commission is a fixed cost of £27,500 including expenses

 (excluding VAT). This sum must cover all the activities and expenses expected to be incurred to complete the project including:

* All content development
* All travel and subsistence
* Interview time required for content development
* All content amends

**4.3** This a drawdown contract. TheHWC will provide its requirement to which the supplier will provide a quote. Only after receiving written confirmation of agreement to the quote by HWC should the supplier proceed.

# Tender commission and payment timetable

**5.1** The timescale of the project is from the date of signing the contract until December 2023. The anticipated timetable for submission of the Tender, completion of the project and interim tendering/contract process milestones, are set out below.

|  |  |
| --- | --- |
| **Milestone** | **Date** |
| Publication of ITT  | 28 February 2022 |
| Final date for receipt of clarifications  | 7 March 2022 |
| Final date for response to clarifications  | 10 March 2022 |
| **Deadline to return the Tender to CDC** | **17.00 21 March 2022** |
| Evaluation of Tender by CDC - commencement | 22 March 2022 |
| Successful and unsuccessful tenderers notified | 25 March 2022 |
| Project inception meeting | 28 March 2022 |
| Delivery of Marketing Plan | 15 April 2022 |
| First 3-month report | 27 June 2022 |

**5.2** The payment schedule will be agreed at the Inception Meeting.

1. **Tender submission requirements**

Please include the following information in your Tender submission:

* 1. Covering letter (two sides of A4 maximum) to include:
		1. A single point of contact for all contact between the tenderer and CDC during the tender selection process, and for further correspondence;
		2. Confirmation that the tenderer has the resources available to meet the requirements outlined in this brief;
		3. Confirmation that the tenderer accepts all the Terms and Conditions of the Contract attached (Enclosure 2);
		4. Confirmation that the tenderer will be able to meet the Corporate Requirements (see Section 9) to include confirmation that Equality and Diversity, Data Protection and Environmental policies are in place and, if successful, supporting documentation will be provided as evidence;
		5. Confirmation of the requirement to adhere to the ESIF Branding and Publicity regulations and Health Works for Cornwall Brand Manual as section 3.1;
		6. Confirmation that the tenderer holds current valid insurance policies as set out below in Section 9 and, if successful, supporting documentation will be provided as evidence
		7. Conflict of interest statement (Section 9)
		8. That the tenderer is aware of the inception meeting dates outlined in the Tender and Commission Timetable in section 5.1 and can attend if successful
	2. A description of how you will initially manage the allocation of tasks required for the delivery of the requirements set out in Section 3 (maximum 4 sides of A4).
	3. Provide information regarding the team that will be dedicated to this account,

 including a summary of the team’s skills and experience (Maximum of 4 sides of

 A4). Please provide **hourly rates** for all of the personnel and service activities required to deliver the contract.

For the following requirements, the examples should be for commissions similar to the HWC target demographics.

* 1. Two examples that showcase your copywriting ability with the associated budgets (Maximum 1 side A4)
	2. Two examples of social media campaigns and the measurable results that were realised, including associated budgets (Maximum 1 side A4)
	3. Two campaigns of digital asset development; including social media graphics, video content and imagery, including associated budgets (Maximum 1 side A4)
	4. Two examples of digital advertising campaigns that you have developed and managed, including associated budgets (Maximum 1 side A4)
	5. The ability to demonstrate a strong understanding of advertising policies across all digital ad platforms (Maximum 1 side A4)

# Evaluation of Tenders methodology

This tender is being issued through an Open Tender process. The selection process will be carried out via assessment of the tender submission in accordance with the tender evaluation methodology set out below.

**7.1** Each Tender will be checked for completeness and compliance with all requirements of the ITT.

**7.2** Tenders will be evaluated to determine the most economically advantageous offer taking into consideration the following award criteria:

|  |  |
| --- | --- |
| Ref. section 6.1 | Pass/Fail |
| Covering letter  |  |
| Ref. section 6.2 | 15 Marks |
| 6.2 A description of how you will initially manage the allocation of tasks required for the delivery of the requirements set out in Section 3 (maximum 4 sides of A4). |  |
| Ref. section 6.3 | 20 Marks |
| 6.3 Provide information regarding the team that will be dedicated to this account, including a summary of the team’s skills and experience (Maximum of 4 sides of 4). Please provide hourly rates for all of the personnel and service activities required to deliver the contract.  |  |
| Ref. section 6.4 | 15 Marks |
| 6.4 Two examples that showcase your copywriting ability with the associated budgets (Maximum 1 side A4) |  |
| Ref. section 6.5 | 15 Marks |
| 6.5 Two examples of social media campaigns and the measurable results that were realised, including associated budgets (Maximum 1 side A4) |  |
| Ref. section 6.6 | 15 Marks |
| 6.6 Two campaigns of digital asset development; including social media graphics, video content and imagery, including associated budgets (Maximum 1 side A4) |  |
| Ref. section 6.7 | 15 Marks |
| 6.7 Two examples of digital advertising campaigns that you have developed and managed, including associated budgets (Maximum 1 side A4) |  |
| Ref. section 6.8 | 5 Marks |
| 6.8 The ability to demonstrate a strong understanding of advertising policies across all digital ad platforms (Maximum 1 side A4) |  |

1. **Tender Assessment**
	1. Each Tender will be checked for completeness and compliance with all requirements. During the tender assessment period, CDC reserves the right to seek clarification in writing from the tenderers, to assist it in its consideration of the tender.
	2. Tenders will be evaluated to determine the most economically advantageous offer taking into consideration the award criteria weightings detailed in the criteria table above.
	3. CDC is not bound to accept the lowest price or any tender. CDC will not reimburse any expense incurred in preparing tender responses. Any contract award will be conditional on the Contract being approved in accordance with CDC’s internal procedures and CDC being able to proceed.
	4. The reviewer will award the marks depending upon their assessment of the applicant’s tender submission using the following scoring to assess the response:

|  |
| --- |
| **Scoring Matrix for Evaluation Criteria** |
| Score % | Judgement | Interpretation |
| 100 | Excellent | Exceptional demonstration of the relevant ability, understanding, experience, skills, resource and/or quality measures required to provide the goods/works/services. Full evidence provided where required to support the response. |
| 80 | Good | Above average demonstration of the relevant ability, understanding, experience, skills, resource and/or quality measures required to provide the goods/works/services. Majority evidence provided to support the response. |
| 60 | Acceptable | Demonstration of the relevant ability, understanding, experience, skills, resource and/or quality measures required to provide the goods/works/services, with some evidence to support the response. |
| 40 | Minor Reservations | Some minor reservations of the relevant ability, understanding, experience, skills, resource and/or quality measures required to provide the goods/works/services, with little or no evidence to support the response. |
| 20 | Serious Reservations | Considerable reservations of the relevant ability, understanding, experience, skills, resource and/or quality measures required to provide the goods/works/services, with little or no evidence to support the response. |
| 0 | Unacceptable | Does not comply and/or insufficient information provided to demonstrate that there is the ability, understanding, experience, skills, resource and/or quality measures required to provide the goods/works/services, with little or no evidence to support the response. |

1. **Corporate requirements**
	1. CDC wishes to ensure that its contractors, suppliers and advisers comply with its corporate requirements when facilitating the delivery of its services. It is therefore necessary to ensure that the contractor can evidence their ability to meet these requirements when providing the services under this commission.

All Tender returns must include evidence of the following as pre-requisite if the Tender return is to be considered.

* 1. **Equality and Diversity**

CDC is committed to providing services in a way that promotes equality of opportunity. It is expected that the successful tenderer will be equally committed to equality and diversity in its service provision and will ensure compliance with all anti-discrimination legislation. The tenderer will be required to provide a copy of their Equality and Diversity Policies/Practices if successful in securing this contract.

* 1. **Environmental Policy**

CDC is committed to sustainable development and the promotion of good environmental management. It is expected that the successful tenderer will be committed to a process of improvement with regard to environmental issues. The tenderer will be required to provide a copy of their Environmental Policies/Practices if successful in securing this contract.

* 1. **Indemnity and Insurance**

The contractor and any subcontractor that forms part of this tender response must affect and maintain with reputable insurers such policy or policies of insurance as may be necessary to cover the contractor’s obligations and liabilities under this contract, including but not limited to:

* Professional indemnity insurance with a limit of liability of not less than £1 million
	+ Public liability insurance with a limit of liability of not less than £2 million
	+ Employers’ liability insurance with a limit if liability of not less than £2 million
	1. All insurances shall cover for any one occurrence or series of occurrences arising out of any one event during the performance of this contract. The tenderer will be required to **provide a copy of their insurance policies if successful in securing this contract.**

In addition, the contract will be subject to the following legislation.

* 1. **Data Protection**

The contractor will comply with its obligations under Data Protection Legislation (DPL), being the UK Data Protection Legislation and the General Data Protection Regulation (GDPR) and any other directly applicable European Union legislation relating to privacy.

The tenderer will be required to provide a copy of their Data Protection policy and privacy statement if successful in securing this contract.

* 1. **Freedom of Information Legislation**

CDC may be obliged to disclose information provided by bidders in response to this tender under the Freedom of Information Act 2000 and all subordinate legislation made under this Act and the Environmental Information Regulations 2004 (Freedom of Information Legislation). Tenderers should therefore be aware that the information they provide could be disclosed in response to a request under the Freedom of Information Legislation. CDC will proceed on the basis of disclosure unless an appropriate exemption applies.

Tenderers should be aware that despite the availability of some exemptions, information may still be disclosed if it is in the public interest.

* 1. **Prevention of Bribery**

Tenderers are hereby notified that CDC is subject to the regulations of the Bribery Act 2010 and therefore has a duty to ensure that all tenderers will comply with applicable laws, regulations, codes and sanctions relating to anti-bribery and anti-corruption including, but not limited to, this legislation.

* 1. **Health and Safety**

The Consultant must at all times comply with the requirements of the Health and Safety at Work Act 1974, the Management of Health and Safety at Work Regulations 1992 and all other statutory and regulatory requirements.

* 1. **Exclusion**

CDC shall exclude the tenderer from participation in this procurement procedure where they have established or are otherwise aware that the organisation, to include administrative, management or supervisory staff that have powers of representation, decision or control of the applicant’s company, has been the subject of a conviction by final judgment of one of the following reasons:

* Participation in a criminal organisation
* Corruption
* Fraud
* Terrorist offences or offences linked to terrorist activities
* Money laundering or terrorist financing
* Child labour and other forms of trafficking in human beings
	1. **Publicity**

In order to comply with the necessary publicity regulations that accompany ESIF funds all promotional material, meeting invites, questionnaires and reports must at all times comply with the latest guidelines.

The Secretary of State has published the National European Structural and Investment Fund Publicity Guidance to assist grant recipients to comply with the Regulations referred to in the paragraph above. The chosen contractor will be required to agree all project paperwork design with the project manager at the start of the contract to ensure that the necessary conditions have been met.

The appointed supplier must comply with the publicity requirements in all activities, events, and literature developed as part of this contract. The link to the ESIF publicity requirements can be found in section 3.16.1.

* 1. **Sub-contracting**

CDC is seeking to contract with one organisation only given the focus of the tender.

* 1. **Content ownership**

By submitting a tender application, the tenderer acknowledges that the copyright to all material produced during the project will be the property of CDC.

* 1. **Document Retention**

All documentation (electronic and hard copy) produced as part of this contract will need to be returned to CDC at the end of the contract so that we can retain them for future reference/audit. The contractor will not be expected to store these documents for future reference.

* 1. **Conflicts of Interest**

Tenderers must provide a clear statement with regard to potential conflicts of interests. Therefore, please confirm within your tender submission whether, to the best of your knowledge, there is any conflict of interest between your organisation and CDC or its project team that is likely to influence the outcome of this procurement either directly or indirectly through financial, economic or other personal interest which might be perceived to compromise the impartiality and independence of any party in the context of this procurement procedure.

Receipt of this statement will permit CDC to ensure that, in the event of a conflict of interest being notified or noticed, appropriate steps are taken to ensure that the evaluation of any submission will be undertaken by an independent and impartial panel.

# Tender clarifications

# Any clarification queries arising from this Invitation to Tender which may have a bearing on the offer should be raised by email to:

monica.ayestaran@cornwalldevelopmentcompany.co.uk strictly in accordance with the Tender and Commission Timetable in section 5.1.

* 1. Responses to clarifications will be anonymised and uploaded by CDC to Contracts Finder and will be viewable to all tenderers.
	2. No representation by way of explanation or otherwise to persons or corporations tendering or desirous of tendering as to the meaning of the tender, contract or other tender documents or as to any other matter or thing to be done under the proposed contract shall bind CDC unless such representation is in writing and duly signed by a Director/Partner of the tenderer. All such correspondence shall be returned with the Tender Documents and shall form part of the contract.
1. **Tender returns**
	1. Please submit the Tender document by email by 17:00 21 March 2022 to: tenders@cornwalldevelopmentcompany.co.uk the following wording in the subject box: “Tender TEN530 Strictly Confidential - Health Works for Cornwall Copywriting, Social Media and Digital Advertising Management”
	2. Tenderers are advised to request an acknowledgement of receipt of their email submission.

# Disclaimer

# The issue of this documentation does not commit CDC to award any contract pursuant to the tender process or enter into a contractual relationship with any provider of the service. Nothing in the documentation or in any other communications made between CDC or its agents and any other party, or any part thereof, shall be taken as constituting a contract, agreement or representation between CDC and any other party (save for a formal award of contract made in writing by or on behalf of CDC).

# Tenderers must obtain for themselves, at their own responsibility and expense, all information necessary for the preparation of their tender responses. Information supplied to the tenderers by CDC or any information contained in CDC’s publications is supplied only for general guidance in the preparation of the tender response. Tenderers must satisfy themselves by their own investigations as to the accuracy of any such information and no responsibility is accepted by CDC for any loss or damage of whatever kind and howsoever caused arising from the use by tenderers of such information.

# CDC reserves the right to vary or change all or any part of the basis of the procedures for the procurement process at any time or not to proceed with the proposed procurement at all.

# Cancellation of the procurement process (at any time) under any circumstances will not render CDC liable for any costs or expenses incurred by tenderers during the procurement process.

# Enclosures

1. The Health Works for Cornwall Brand Manual
2. Terms and Conditions of the Contract