

**Request for Quotation**

**North Northants Family Hubs
Evaluating the Effectiveness of Funded Services**

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# Section 1: Introduction

## General Requirements

* 1. North Northamptonshire Council (hereafter referred to as “The Council” or “NNC”) invites quotations from providers to deliver comprehensive evaluation support for the Family Hubs Programme.
		1. The Council is seeking an evaluation partner to assist in:
	+ Understanding the impact of services funded through the Family Hubs Programme, both direct (services provided through the programme) and indirect (broader outcomes and ripple effects).
	+ Exploring the transformation process by which the programme delivers its intended outcomes, identifying key areas of success and opportunities for improvement.
	+ Assessing the programme's contribution to its defined outcomes and goals for stakeholders, including families, communities, and service providers.
		1. The evaluation partner will play a crucial role in developing an evaluation plan to support ongoing monitoring and evidence-gathering. The plan will focus on:
	+ Measuring the programme’s outcomes and overall impact in a structured and evidence-based manner.
	+ Informing future commissioning decisions, ensuring resources are directed toward the most effective and impactful services.
	+ Supporting the development of the Council’s new Early Help Offer, explicitly identifying which services should be expanded, modified, or scaled back based on insights gathered during the evaluation of pilot projects.
		1. This work is expected to provide robust, actionable insights to help the Council optimise service delivery, maximise the benefits of its investments, and achieve sustainable positive outcomes for its stakeholders.
	1. The Council’s detailed requirements are defined in Section 2: Specification.
	2. Please take care in reading this document, particularly the Specification. In the event of any questions or queries in relation to this Request for Quotation (RFQ), please contact the Officer detailed in Table B.
	3. The Council reserves the right to:
		1. carry out due diligence checks on the awarded Potential Supplier;
		2. amend the Conditions of Contract included at Appendix 1;
		3. abandon the procurement process at any stage without any liability to The Council; and/or
		4. require the Potential Supplier to clarify its quotation in writing and if the Potential Supplier fails to respond satisfactorily, this may result in the Potential Supplier being rejected from the process.
	4. The Council also reserves the right, at any point and without notice, to discontinue the procurement process without awarding a contract, whether such discontinuance is related to the content of Quotation Responses or otherwise. In such circumstances, the Council will not reimburse any expenses incurred by any person in the consideration of and/or response to this document. You make all quotations, proposals and submissions relating to this RFQ entirely at your own risk.
	5. All documents and materials, which comprise the RFQ response, must be written in English only.
	6. Quotations are to remain open for acceptance for a period of 21 days from the Deadline for Submission of Bids.
	7. Potential Suppliers must be explicit and comprehensive, keeping the information provided specific to and locate within the question asked as this will be the sole source of information on which responses will be scored and ranked.
	8. **Rights of the Council in Relation to the RFQ**
		1. The Council reserves the right to:
1. Waive or change the requirements of this RFQ at any time during the procurement process without prior (or any) notice being given by the Council;
2. Make changes to the timetable, structure, or content of this RFQ or any other documents associated with this procurement process. Any such changes will be in accordance with the procurement timetable;
3. Abandon the procurement process at any stage without any liability to the Council, or to re-invite responses on the same or any alternative basis;
4. Choose not to award any contract because of this procurement process; and/or
	1. Answer fully all relevant questions and respond in accordance with any specific requests as detailed in the question e.g., maximum word/page limits, etc.
		1. Where The Council has identified word limits, Potential Suppliers are strongly requested to adhere as closely to these as possible. Whilst it is not the Council’s intention to count the number of words a Potential Supplier uses in their responses, if the Council determines that a word limit has been exceeded, it may take that into account when awarding a score for that question; i.e.; words submitted over this limit may not be evaluated.
		2. All words in any format (including but not limited to words in diagrams, pictures, maps, tables and charts) will count towards the word count. Potential Suppliers must state the number of words in any diagram, picture, map, table or chart directly underneath it. This includes any other method of presentation which is not just text. Potential Suppliers must not attempt to circumnavigate the word limit e.g., by joining up words or using special characters to join words.
		3. Submit any attachments requested in an acceptable format to the Council which includes MS Word, MS Excel, MS PowerPoint, JPEGs and PDF files or any file format as specified in the question. Potential Suppliers who wish to submit an attachment in an alternative format must first check with the Council that it will be accepted.
		4. When uploading attachments, please state the question number only in the file title.
		5. Submit any zipped files in WinZip format only.

## Procurement Timetable

* 1. This RFQ follows a clear, structured, and transparent process to ensure a fair and level playing field is always maintained, and that all Potential Suppliers are treated equally.
	2. All documents, which comprise any RFQ Response, must be received by The Council no later than the Deadline for Submission of Bids, set out in Table A, below.
	3. The RFQ process is intended to follow the timetable set out in Table A, below.

**Table A**

| Activity | TIME AND Date |
| --- | --- |
|  | Request for Quotation Documents issued | Friday 06th December 2024 |
|  | Deadline for Questions from Potential Suppliers | Friday 03rd January 2025 |
|  | Deadline to Provide Answers to Questions from Potential Suppliers | Friday 10th January 2025 |
|  | Deadline for Submission of Bids | Friday 17th January 2025 |
|  | Evaluation of Bids Received\* | Friday 31st January 2025 |
|  | Contract Award\* | Wednesday 5th February 2025 |
|  | Contract Start\* | Monday 10th February 2025 |
|  | Contract End | Monday 09th February 2026 |

* 1. The Council reserves the right to amend this timetable, and items marked with an asterisk, i.e., \*, are provided for **guidance only** and are **subject to change** at short notice.
	2. Any RFQ received after the Deadline for Submission of Bids identified in Table A, may be rejected. Therefore, it is the Potential Supplier’s responsibility to ensure that the deadline is not breached.

## Clarification Questions

* 1. Any queries about this document, the procurement process, or the proposed contract itself, should be referred via e-mail to the Officer detailed in Table B, below, no later than the Deadline for Questions from Potential Suppliers date found in Table A.
	2. A copy of all requests for clarifications and the responses will be published to all potential suppliers, where the clarification and response are not considered confidential.
	3. If a potential supplier wishes the Council to treat a clarification as confidential and therefore not publish the response to all, it must state this when submitting the clarification. If in the opinion of the Council, the clarification is not confidential, the Council will publish in an anonymised format.
	4. The deadline for receipt of clarifications relating to this procurement is set out in the procurement timetable. Clarifications sent to the Council after this deadline may not be responded to.

**Table B**

|  |  |
| --- | --- |
| Name | Sorayah Mbuthia  |
| Job Title | Interim Strategic Commissioner  |
| E-Mail address | sorayah.mbuthia@northnorthants.gov.uk  |

## Quotation Responses

* 1. Should you wish to take part in the selection process please complete this RFQ and return via e-mail to the Officer detailed in Table C, below, no later than the Deadline for Submission of Bids date in Table A.

**Table C**

|  |  |
| --- | --- |
| Name | Ralph Beresford  |
| Job Title | Commissioning Manager  |
| E-Mail address | ralph.beresford@northnorthants.gov.uk  |

## Evaluation of Quotations

* 1. **THOSE POTENTIAL SUPPLIERS WHO FAIL ANY PASS/FAIL, MANDATORY, COMPULSORY AND/OR ESSENTIAL QUESTIONS WILL be rejected from the RFQ PROCESS.**
	2. Any bids which are not compliant or not completed fully will be rejected. If a bid is eliminated for any reason, the price submitted within the quote concerned shall also be excluded from the evaluation. Based on the information provided by Potential Suppliers, each compliant RFQ Response will be evaluated based on the following criteria:
	3. The Award Criteria Questionnaire carries a total weight of 100%, split between Quality and Price.
* Quality (80%)
* Price (20%)

The allocation of points available for these criteria are set out in Table G.

1. Potential Suppliers must pass all pass/fail questions in Section 3: to be considered. Bids not meeting the minimum standards will be rejected.

# Section 2: Specification

## Introduction and Background

* 1. Since April 2021, council services in Northamptonshire have been provided by two unitary authorities instead of the previous two-tier structure and Northamptonshire Children’s Trust (NCT) was established to deliver children’s social care, early help, and youth offending services on behalf of the Council.
	2. North Northamptonshire Council was identified as one of the 75 Local Authorities designated as a ‘Family Hub Development’ authority. Consequently, the Council receives £3,728,000 in Government funding, enabling service transformation and enhancement of access to the support on offer.
	3. The National Centre for Family Hubs was launched in May 2021, led by the Anna Freud Centre, and funded by the Department of Education (DfE), to support the upscaling of Family Hubs nationally. [The Early Years Healthy Development Review Report - The Best Start for Life](https://assets.publishing.service.gov.uk/media/605c572b8fa8f545d23f8a73/Early_Years_Report.pdf), led by Dame Andrea Leadsom MP, champions Family Hubs as a place where families can access support in the early years of their child’s life through the delivery of a specific Start for Life offer, incorporating access to maternity and health services, alongside support for parenting and reducing parental conflict.
	4. The Government has published the [Family Hub Framework](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1096776/Annex_E_-_family_hub_model_framework.pdf), which sets out expectations for service delivery under three delivery areas of **access, connection, and relationships**, to which multiple key success criteria are aligned.
	5. Emphasis on services for families with children aged 0-19 (and up to 25 for special educational needs and disability, SEND) requires local authorities to evolve services from the children’s centre offer focussed on babies, young children, and their families to deliver an integrated service that supports the whole family.
	6. The vision for Family Hubs is to build community resilience and self-help approaches that will empower children and families to access information and peer support to enable them to develop and grow. The programme's objective is to join up and enhance services delivered in local authority areas, ensuring all parents and carers can access the support they need when they need it.
1. **Local context**
	1. In North Northamptonshire, approximately 40.5% of children under the age of five reside in areas ranked within the 30% most deprived nationally. These children face unique challenges as growing up in poverty may negatively affect educational achievements and increases the likelihood of experiencing mental health issues.
	2. The ambition for services across North Northamptonshire is to achieve sustained outcomes for all children, including vulnerable and seldom-heard children and communities, giving all the best start to life and "leaving no one behind".



* 1. Over the past year, specific activity has included workshops with key stakeholders to inform The Council plans for Family Hubs transformation and the funded services (parenting support, parent–child relationships and perinatal mental health support, infant feeding support and HLE services). Consultation with stakeholders has allowed the Council to define current service delivery, outcomes achieved, and service gaps; to agree on the options in and out of the scope.
	2. The workshops highlighted that:
		1. Universal health promotion had reduced post-COVID due to staff capacity, pushing services to focus on targeted high-risk support.
		2. There is no diverse universal antenatal service in children's centres or community settings, which means not all people have access to the full range of quality services they need, when and where they need them.
		3. Impact of covid has meant children's developmental needs have not been identified early, which impacts on assessments, access to services and school readiness.
		4. The current Perinatal Mental Health offer does not cover specialisms in mild-moderate perinatal mental health and child-parent relationship difficulties.
	3. In addition to the above workshops, in 2021 the Council's Public Health Team finished a mapping exercise for parent-infant relationship support and conducted surveys among parents to develop a service to offer more support to parents/carers and children, to help build and strengthen parent-infant relationships. The survey explored:
		+ Local services parents, carers and family’s may have used or are currently using in Northamptonshire.
		+ What their experience has been in accessing support and advice (either locally or elsewhere) to improve their relationship with the baby/child
		+ Any extra support parents, carers and families feel they need to help improve the emotional and mental wellbeing and development of babies/children.
	4. Public Health Northamptonshire is in the process of developing an infant feeding strategy. A multidisciplinary infant feeding strategy needs to be developed and embedded which ensures services are tailored to local communities and there is a coherent and joined-up approach between staff and organisations.
	5. The Provider will need to actively collaborate with Public Health to align this work with insights already gathered and existing programmes of work.
	6. Services have since been mobilised that will ensure the Council delivers the expected 'minimum' outputs over the course of the three-year funded programme and, where possible, 'go further' to enhance and expand the offer beyond the minimum expectation depending on the current provision, to encourage innovation and ambition.
	7. The Council is committed to embedding the DfE Family Hub Core Intentions of being “more accessible, better connected and relationship-centred” into all our family hubs. For North Northampton Family Hubs, what this means is:
		1. Strengthening the support on offer to parents and making it easier to access support.
		2. Enabling parents to do their best to make a positive difference for children and young people.
		3. Parents, carers, and families feel better connected, belonging and safe in their communities.
		4. Shared systems for sharing information across the partnership that reduces duplication and repeating information.
		5. Ensure that every child has the best start and outcome for later in life.
		6. Evidence working with communities, including marginalised groups and people with protected characteristics, to reduce health and social care inequalities.
1. **Family Hubs Funded Services**
	1. The Family Hubs Programme guide outlines requirements for delivering effective, integrated services across key workstreams: infant feeding, parenting support, home learning environment (HLE), perinatal mental health, and parent-infant relationship support.
	2. Each workstream addresses critical aspects of child development and family well-being, targeting immediate and long-term needs. It delivers practical, accessible resources that respond to current family challenges while fostering skills, resilience, and positive habits with benefits extending beyond early childhood.
	3. We have since categorised funded services into two main areas: Health and Wellbeing and Early Help. As we transition to business as usual, the NHS Integrated Care Board (ICB) and Public Health will share responsibility for Health and Wellbeing Pilots. At the same time, the Local Authority Children’s Services department will be responsible for Early Help Pilots. Detailed information on the initiatives within each category is provided below.
	4. **Health and Wellbeing Pilot Projects**
		1. Infant feeding

|  |  |  |  |
| --- | --- | --- | --- |
| Objectives | Activities | Outputs | Outcomes  |
| **To promote breastfeeding and support parents in meeting their infant feeding goals.**  | * Breast Pump Loan service.
* Latch Support Service.
* ANYA application.
* Enhanced infant feeding service (Milk and You).
* Responsive feeding videos
 | * Educational videos for parents
* Peer support in target areas (low breastfeeding areas)
* Hospital ward peer support.
* Tongue tie support (lactation consultant)
* Breast pump equipment.
* Virtual latch support and infant-feeding advice (out of hours)
 | * Increased breastfeeding initiation and continuation rates, including improved metrics in underserved areas
* Enhanced parental confidence and satisfaction with infant feeding support, as evidenced by positive feedback surveys.
* Reduction in hospital readmissions related to feeding complications.
* Improved child health indicators (e.g., growth charts, developmental milestones).
* Enhanced accessibility and reach of services to rural and marginalised communities.
* Parents reporting increased breast milk supply
 |
| **Implementation support** | * BFI accreditation
* IF Strategy
* Workforce development
 | * 95 HCPs trained.
* Strategic action plan.
* Audits
* Policy and procedures
* Infant-feeding SOP.
* Standard operating procedures – pathways and governance.
 | * Decrease in incorrect or unnecessary referrals related to infant feeding issues.
* Increase in satisfaction ratings from families who receive services from trained staff.
 |

* + 1. Parent–infant relationships and perinatal mental health support

|  |  |  |  |
| --- | --- | --- | --- |
| Goals | Activities | Outputs | Outcomes  |
| **Support for parents/carers with mild-moderate mental health needs or who would benefit from universal parent-infant support to seamlessly connect to all services**  | * SS (Supportive steps) - Watch Wait, Wonder, and Mellow Bumps.
* SS Perinatal Support.
* SS VIG (Video Interactive Guidance)
* Circle of Security.
* Volunteer Academy.
* Triple P Baby (inclusive communities) .
 | * Promotional service videos.
* Peer Support
* Evidence-based.
* interventions
* Peer support recruitment, training and development.
* Grant funding to specialist organisations working with marginalised communities.
 | * Improved maternal well-being outcomes (GAD 7, PHQ 9).
* Improved parent-infant relationships (Moors SF)
* Improved timely access to support,
* Services successfully reach parents and carers in rural or marginalised communities who might otherwise face barriers to support.
* Increase in families accessing early intervention services, measured by service intake or referral data.
* Decrease in families accessing statutory and specialist mental health services.
* Improved timely access to support,
 |
| **Implementation support**  | * PMH Strategy
* PIR Workforce development.
* Creche Pilot
* Standardised assessment tools and Information sharing agreements.
* Video Project
 | * 100 HCPs trained in PIR.
* Training and development toolkit.
 | * Decrease in incorrect or unnecessary referrals related to infant feeding issues.
* Increase in satisfaction ratings from families who receive services from trained staff.
* Reduce stigma around seeking help.
* Increased staff capacity through inter-agency programmes/ interventions.
 |

* 1. **Early Help Pilot Projects**
		1. Parenting Support

|  |  |  |  |
| --- | --- | --- | --- |
| Goals | Activities | Outputs | Outcomes  |
| **Support for parents/ carers to make the transition to parenthood as smooth as possible, stressing the importance of sensitive, responsive caregiving.**  | * Time 4 Us targeted Parenting Programme (Triple P Baby)
* Family Hub Connectors.
* SS perinatal support.
* SS Solihull Approach
* SS (Supportive steps) - Watch Wait and Wonder, and Mellow Bumps,
 | * Universal drop-in groups.
* Peer support
* Evidence-based parenting programmes (universal and targeted).
* Outreach support.
 | * Improved maternal well-being outcomes (GAD 7, PHQ 9).
* Improved parent-infant relationships (Moors SF)
* Improved timely access to support,
* Increased engagement and retention in parenting programmes (measured through attendance data).
* Improved parental competence and confidence metrics, assessed through feedback and standardised pre-post evaluations.
 |
| **Implementation Support** | * Parenting Strategy.
* Video Projects
* CYP Voice Project
 | * Strategic action plan.
* Digital resources and tools.
* Lived experience in co-production.
 | * Decrease in incorrect or unnecessary referrals related to infant feeding issues.
* Increase in satisfaction ratings from families who receive services from trained staff.
* Reduce stigma around seeking help.
* Increased staff capacity through inter-agency programmes/ interventions.
 |

* + 1. HLE (Home Learning Environments)

|  |  |  |  |
| --- | --- | --- | --- |
| Goals | Activities | Outputs | Outcomes  |
| **To implement targeted, evidence-based interventions that train practitioners to support parents with the HLE to help the educational recovery and school readiness of children who were babies during the pandemic.**  | * EasyPeasy app
* WellComm Screening Toolkit
* Signalong
* PEEP Learning Together Programme
* SALT PILOT (Active Waiting)
* Communication Groups (Strong Start and adult learning)
 | * Digital resources and tools.
* Speech and language tool kits and intervention.
* Drop-in groups.
* Peer support.
* Evidence-based programmes and interventions.
 | * Improved school readiness and early childhood development scores, evidenced by increased baseline assessments like EYFS profiles.
* Reduction in waiting times for speech and language support, supported by quarterly service data.
* Enhanced parental engagement in creating rich home learning environments, with metrics derived from participation and feedback.
* Increased early identification of developmental delays, enabling timely interventions.
 |
| **Implementation support**  | * SALT Advisory/ clinical support.
 | * Reflective practice.
* Peer supervision
* Training and development toolkit.
 | * Increased staff capacity through inter-agency
* Decrease in incorrect or unnecessary referrals related to SALT.
 |

* 1. The FH Programme has invested in workforce development, such as experiential leadership programmes, which have bridged the gap and brought professionals together to foster collaboration and mutual understanding.
	2. In addition to undertaking workforce skills audits, communication and engagement strategies, operating procedures and policies that have provided implementation support and capacity building across the partnership.
	3. The three-year Family Hubs Transformation Programme is set to conclude in March 2025. However, due to delays in funding confirmation from the Department for Education (DfE), the programme has effectively been implemented over a reduced two-year timeframe. This delay has significantly affected the mobilisation of pilot projects, resulting in insufficient data to assess the impact and outcomes of these initiatives fully.
	4. We seek an evaluation partner to help us create an evaluation plan for ongoing monitoring and evidence-gathering related to the programme's outcomes and impact. This will support future commissioning decisions and the development of our new Early Help Offer, explicitly identifying which services to expand or reduce based on insights from the pilot projects.
1. **Evaluation Aims and Purpose**
	1. The Family Hubs Programme seeks an evaluation partner to help us understand the impact of funded services (direct and indirect), explore the transformation process, and assess its contribution to defined outcomes and goals for its stakeholders.
	2. The purpose of this work is to conduct an evaluation focused on discerning how, as a complex system across North Northamptonshire, we can collectively assess:

**A. Impact on Families and Children:**

* What are the direct and indirect outcomes of the Family Hubs on the well-being and development of babies, children, young people and families in North Northamptonshire?
* How have the Family Hubs improved specific outcomes for service users, including health, well-being, educational attainment, and family resilience?

**B. Service Delivery and Effectiveness:**

* What range of support models are used? How do these link to the aims and objectives of the service?
* How was the pilot experienced by adults, children, young people, and staff?
* How effectively are Family Hub services addressing the unique challenges and priorities of the North Northamptonshire community? Particularly regarding accessibility, inclusivity, and cultural relevance.

**C. Cost-effectiveness and Value for Money:**

* Are the current Family Hub service delivery models cost-effective, and are allocated resources being used optimally to achieve the programme’s intended outcomes?
* What financial benefits result from the Family Hubs, and how do these compare to the programme’s operational costs?

**D. Sustainability and Scalability:**

* Which elements of the Family Hubs Programme have proven most sustainable, and what are the key factors supporting their continuity?
* How feasible is it to scale successful aspects of the Family Hubs to reach a wider population, and what resources would be required?
	1. The evaluation partner will work closely with commissioners, local authorities, health services, and other partners as needed to thoroughly evaluate initiatives in North Northamptonshire. The focus will be on assessing their effectiveness and establishing robust performance measurement systems to guide current and future investments.
1. **Stakeholders**
	1. The key to the evaluation process will be a participatory approach that values and understands programme stakeholders’ needs and desired outcomes. This list is not intended to be exhaustive, but key stakeholders’ aims may include:

|  |  |
| --- | --- |
| **Stakeholder** | **Key outcomes** |
| The existing funding partnership (North Northants Family Hubs)  | 1. Delivery against the programme’s key aims (s [Family Hubs and Start for Life Programme Guide](https://assets.publishing.service.gov.uk/media/62f0ef83e90e07142da01845/Family_Hubs_and_Start_for_Life_programme_guide.pdf))
2. Improvements to the programme’s delivery to inform future funding provision
3. Enhanced health and care outcomes and overall well-being for children and their families, fostering healthier communities.
 |
| NHS ICB & Public Health  | 1. Delivery against the critical deliverables of their funding areas: infant feeding, HLE (speech and language), perinatal mental health, and parent-infant relationships.
2. Improvements to the programme’s delivery to inform future funding provision
3. Enhanced health outcomes and overall well-being for children and their families, fostering healthier communities.
 |
| The Voluntary Community Sector  | 1. Collaboration opportunities to expand programme reach and impact.
 |
| Service Users  | 1. Increased access to support services addressing infant feeding, mental health, and parenting needs.
2. Improved service quality and alignment with family needs through ongoing feedback
 |

* 1. The Evaluation Partner should propose methods, measures, and outcomes that relate to the aims of the stakeholder groups and are realistic and proportionate to the size of the pilot projects being delivered. These should be shaped into an ambitious but viable evaluation plan.
1. **Research methodology**
	1. The partnership is familiar with the “double diamond” methodology and is looking for the same or similar approach that enables us to reach a good evaluation framework by challenging what we know, understanding what more we need to know, iterating new approaches (or confirming current ones), and ultimately supporting joined-up, potentially integrated approaches to pathways to help and a system support offer for children and families.
	2. The Evaluation Partner Will make full use of the suggested double diamond methodology, comprised of four stages: (i) Discovery, (ii) Definition, (iii) Development, and (iv) Delivery.



* 1. **Discovery Phase:** The discovery phase will consist of the evaluation partner familiarising themselves with the existing body of work, considering what we already know, what quantitative and qualitative data and information already exist and, importantly, how we can build on this learning, addressing any remaining gaps.

This stage will also involve discovering and mapping relevant stakeholders to engage. These will cover the local areas of East Northants, Corby, Wellingborough, and Kettering and work laterally and hierarchically. Critical to this stage, we will consult with lived experience, organisations and individuals to co-produce engagement methods for the definition phase.

* 1. **Definition Phase:** The Definition Phase will focus on setting clear objectives, outcomes, and performance indicators for the evaluation. This includes developing specific metrics and benchmarks aligned with programme goals, collaborating with stakeholders to identify meaningful outcomes, and conducting a gap analysis to determine any additional data needed for a thorough assessment.
	2. **Development Phase:** The Development Stage will focus on creating and delivering the evaluation tools needed to assess programme impact effectively. This includes tool design, which involves developing tailored surveys, interview guides, and data collection instruments to capture critical metrics aligned with programme goals.
	3. **Delivery Phase:** During the Delivery Phase, a key focus is exploring how partners can collaborate more effectively to design and deliver services. This includes identifying innovative ways to align resources, expertise, and community insights to meet the needs of families across North Northamptonshire.
1. **Outputs/Deliverables**
	1. We expect the following key deliverables to be produced by the chosen supplier:
2. Develop a **monitoring and evaluation framework**, including a refined Theory of Change for each workstream, agreed outcomes, and evaluation methods and measures for the programme, including viable evaluation question sets for service providers to complete, with a plan for data analysis.
3. a **baseline report**, working with existing data to create baselines to measure impact.
4. comprehensive **mid-term review**, including results from stakeholder engagement, data analysis and recommendations for ongoing project delivery
5. A **final report** detailing the impacts of funding, lessons learned, recommendations and proposals for the fund’s sustainability and future.
	1. Each report must be an honest, independent and practical assessment of the projects, capturing successes and failures. Reports must be written in an accessible format, with the expectation that they will be made available publicly. The report’s format and content will be agreed in advance with the programme team.
	2. To avoid doubt, North Northamptonshire Local Authority will own the copyright and IP in any evaluation outputs.
6. **Skills**
	1. The successful supplier should possess or be able to access the specialist knowledge, skills and expertise required to deliver this work. This must include:
* Experience in developing and implementing monitoring and evaluation systems and frameworks.
* Experience analysing monitoring, evaluation and impact assessment data to draw meaningful conclusions and reports.
* Understanding of Theory of Change and the logic-model approach to evaluation.
* Knowledge of methodologies for evidence metrics (collection, analysis and dissemination).
* Facilitation and consultation skills, including conducting purposeful interviews and focus groups.
* Research and analytical skills.
* Previous experience in supporting programmatic development.
* Expertise in compellingly presenting complex data.
* Knowledge of children and families' services, early years and early help.
* Strong report writing, presentation writing and presentation delivery skills to engage internal and external stakeholders.
1. **Contract Management**
	1. The contract period will be from February 2025 to the programme’s closure in February 2026.
	2. The budget for evaluation will be **£99,000** over the one year exclusive of VAT.
	3. North Northamptonshire Council will lead the evaluation's day-to-day management. The appointed organisation will also be accountable to partner agencies, including NHS ICB and Public Health.
	4. Payments may be linked to milestone delivery, and an indicative payment schedule is included below – however, we are open to additional payment stages or other payment schedules, subject to negotiation with the chosen supplier:
2. Contract signature – 50% contract value (January 2025)
3. Client approval of the monitoring and evaluation framework and baseline report – 50% contract value (March 2025)
4. Delivery of a client-approved mid-term report – 0% contract value (June 2025)
5. Delivery of a client-approved final report – 0% contract value (December 2025)
6. **Data Management / UK General Data Protection Regulation (UK GDPR)**

As a data controller, we are committed to upholding the principles of UK GDPR and the Data Protection Act 2018 (UK Data Protection Legislation) to ensure: that any processing is lawful, fair, transparent and necessary for a specific purpose;

that data is kept accurate, up to date and removed when no longer necessary;

that data is kept securely and safely; and

transparency regarding use of personal (including special category) data.

The data controller has overall control of the personal data that it holds. The data controller is responsible for ensuring that its data processors are competent to process personal data in line with UK GDPR requirements. Under Article 28(1) data controllers are only permitted to use data processors that can provide “sufficient guarantees” to implement appropriate technical and organisational measures, to ensure the processing complies with the UK GDPR and protects the rights of individuals.

There have been no data protection implications identified for the initial provision of this service.

If, at any stage following the commencement of services the supplier requires access to personal data held by the data controller; the data controller will ensure that the appropriate provisions are put in place and documented, to allow the processing to be undertaken in accordance with UK Data Protection Legislation.

In this event, in accordance with Article 28 UK GDPR, the supplier as a ‘data processor’ must adhere to the following provisions:

28 (3)(a) only process personal data in line with the data controller’s documented instructions (including when making an international transfer of personal data), unless it is required to do otherwise by UK law.

28(3)(b) the data processor and its personnel must obtain a commitment of confidentiality from anyone it allows to process the personal data, unless that person is already under such a duty by statute.

28(3)(c) the data processor is obligated to take all security measures necessary to meet the requirements of Article 32 on the security of processing.

28(3)(d) the data processor should not engage another processor (a sub-processor) without the controller’s prior specific or general written authorisation. Where authorisation is received, the sub-processor must offer an equivalent level of protection for the personal data.

28(3)(e) the data processor must take “appropriate technical and organisational measures” to help the data controller respond to requests from individuals to exercise their data rights.

28(3)(f) considering the nature of the processing and the information available, the data processor must assist the data controller in meeting its obligations to investigate and report data breaches to the ICO and data subjects, where applicable.

28(3)(g) upon termination of services, the data processor must delete existing copies of the personal data and confirm in writing to the data controller that it has done so, unless UK law requires it to be stored. Deletion of personal data should be done in a secure manner, in accordance with the security requirements of Article 32.

28(3)(h) the data processor must provide the data controller with all the information that is needed to show that the obligations of Article 28 have been met; and allow for, and contribute to, audits and inspections carried out by the data controller, or by an auditor appointed by the data controller.

# Section 3: Supporting Information

1. Please complete Section *3 below.*

| **General Information** |
| --- |
| **Question 1:** | **Scoring Methodology:** | Question Answered? Yes/No |
| 1.1. (a) | Full name of the Potential Supplier completing Information | Click to enter text. |
| 1.1. (b) (i) | Registered office address | Click to enter text. |
| 1.1 (b) (ii) | Registered website address | Click to enter text. |
| 1.1. (c) (i) | Trading Status | Other\* |
| 1.1. (c) (ii) | \*If you selected ‘**Other\***’, please specify |  |
| 1.1 (d) | Date of registration in country of origin | Click to enter date. |
| 1.1. (e) | Company registration number | Click to enter text. |
| 1.1. (f) | Charity registration number | Click to enter text. |
| 1.1 (g) | Head Officer DUNS number | Click to enter text. |
| 1.1 (h) | Registered VAT number | Click to enter text. |
| 1.1 (i) | Trading name(s) that will be used if successful in this procurement. |  |
| 1.1. (j) | Are you a Small, Medium or Micro Enterprise (SME)? |  |
| 1.1 (k) | If applicable, details of immediate parent company |  |
| 1.1 (l) | If applicable, details of ultimate parent company | Click to enter text. |

**Please Note:** To avoid any unnecessary duplication for the Potential Supplier, by signing the Declaration at Question 2, you are also signing to confirm the following, as included in this RFQ Response, and all associated subsections therein contained:

1. Section 5: Freedom of Information; and
2. Section 6: Declaration.

| **Contact Details and Declaration** |
| --- |
| **Question 2** | **Scoring Methodology:** | Question Answered? Yes/No |
| *Potential Supplier contact details for enquiries about this RFQ Response* |
| 2.1. (a) | Contact name | Click to enter text. |
| 2.1. (b) | Name of organisation | Click to enter text. |
| 2.1. (c) | Role in organisation | Click to enter text. |
| 2.1. (d) | Phone number | Click to enter text. |
| 2.1. (e) | E-mail address | Click to enter text. |
| 2.1. (f) | Postal address*including postcode* | Click to enter text. |
| 2.1. (g) | Signature*electronic is acceptable* | Click to enter text. |
| 2.1. (h) | Date | Click to enter date. |

| **Insurance** |
| --- |
| **Question 3** **Scoring Methodology:** Pass/FailPotential Suppliers who answer ‘No’ to any of the levels below will be eliminated from this procurement process. |
| *Please confirm that your organisation already has or is prepared to obtain the level of insurance cover prior to award of the contract? The levels of insurance cover are indicated below.* |
| 3.1. | Employer’s (Compulsory) Liability Insurance at no less than £5,000,000 *It is a legal requirement that all Potential Suppliers hold Employer’s (Compulsory) Liability Insurance of £5 million as a minimum. Please note this requirement is not applicable to Sole Traders.* | Yes |
| 3.2. | Public Liability Insurance at no less than £5,000,000.  | Yes |

| **Requirements under Modern Slavery Act 2015** |
| --- |
| **Question 4****Scoring Methodology:** Pass/FailPotential Suppliers who answer ‘No’ will be eliminated from this procurement process. |
| 4.1. (a) | The Council wants to ensure that within your business and its supply chain, there is no servitude or forced labour, slavery human trafficking, arranging or facilitating the travel of another person with a view that a person is being exploited or conducting any activities that contain violation of human rights.Please confirm that your supply chain with regards to this quotation response complies with the Modern Slavery Act 2015? | Yes |

| **UK General Data Protection Regulations (UK GDPR)** |
| --- |
| **Question 5****Scoring Methodology:** Pass/FailPotential Suppliers who answer ‘No’ will be eliminated from this procurement process. |
| 5.1. | The Council wants to ensure that within your business and/or in its supply chain, the processing of personal data and processes in relation to this contract are complaint with the requirements of the UK General Data Protection Regulations (UK GDPR) and Data Protection Act.Please confirm that you and your supply chain with regards to this RFQ response comply with all applicable data protection legislation including but not limited to the UK General Data Protection Regulations (UK GDPR) and Data Protection Act | Yes |

| **Your Organisation (weighting 20%)**  |
| --- |
| **Question 6****Scoring Methodology:** 0-4**Word Limit:** 500 words |
| * About your organisation
* Please provide details of previous experience, relevant transferable skills, and any specialist knowledge your organisation has that benefits this project.
* Working with public sector clients and a track record in building strong and successful client relationships
* Successful project management and implementation of a similar project/s
* the staffing resources assigned to the project.
* the expected competency/experience of the staff assigned to the project.
 |
| **Answer:** |
|  |
| **Word Count:** | 499 |

|  |
| --- |
|  **Research and Evaluation Methodology (40%)** |
| **Question 7****Scoring Methodology:** 0-4**Word Limit:** 1500 words |
| * Description of your proposed evaluation methodology
* Why this approach will lend itself well to this work and perceived benefits
* Research you may need or need to undertake and how you will do that
* Who you think are the key stakeholders and how you propose to engage with them
* The support you expect from the commissioners to undertake the work
* A visual summary of the design journey
* A proposed delivery structure.

|  |
| --- |
| * How you plan to meet the requirements
* How you would ensure that the evaluation framework can be effectively implemented
 |

 |
| **Answer:** |
|  |
| **Word Count:** |  |

| **Timetable and project management (20%)** |
| --- |
| **Question 8****Scoring Methodology:** 0-4**Word Limit:** 1000 words |
| * Provide a project timeline, including discussion of how you will meet key deadlines throughout the project, plus any support required from the Council project team.
* Describe how and when you will meet with the Council project team, how progress will be communicated and how any issues will be handled and resolved between both parties.
* Provide details of expectations around roles and responsibilities of the family hubs steering group throughout the duration of the project. This should include details of information or support that may be required from the NNC project team, to ensure smooth project delivery.
* how many days will you allocate to the project, discussing timescales with key milestones and dependencies?
* governance, risk, and quality assurance process
* the feasibility of our preferred delivery date for the strategy
* please provide a copy of your project plan (excluded from word count), including the mobilisation period.
 |
| **Answer:** |
|  |
| **Word Count:** |  |

| **Risk and Ethics (20%)** |
| --- |
| **Question 9****Scoring Methodology:** 0-4**Word Limit:** 1000 words |
| * Key risks for this project and what strategies you will put in place to mitigate these.
* Describe how you will ensure the work is conducted to the highest ethical standards
* Note any key considerations related to the participants taking part.
* A strategic and/or corporate plan that includes actions relating to safeguarding adults at risk and children. This plan must be regularly reviewed to make sure that it remains relevant and appropriate
* A safeguarding adults/children policy and procedure in place that provides clear guidance on how to recognise and respond to abuse that is easily accessible and regularly updated
 |
| **Answer:** |
|  |
| **Word Count:** |  |

# Section 4: Pricing Sheet

## Pricing and Costs

* 1. Please complete the Pricing Schedule at Table E, below, ensuring that you have provided a fixed and firm cost in each of the relevant boxes.

* 1. All prices quoted must exclude VAT.
	2. We are accepting quotes up to £99,000.
	3. Should you be successful, your fixed cost for the contract must be included in your RFQ Response and any costs which are not included will not be met by the Council either before or during the contract.
	4. Where the Council considers a price to be abnormally low, it may seek clarification and/or an explanation from the Potential Supplier, and the Council may reject any RFQ Response, at its absolute discretion, if it is unreliable.

## 2. Award Criteria Questionnaire Weightings

* 1. The Award Criteria Questionnaire carries a total weight of 100%, split between Quality and Price.
* Quality (80%)
* Price (20%)

The allocation of points available for these criteria are set out in Table G.

* 1. The scores from these sections will be added together and the Potential Supplier with the highest overall score will be awarded the contract. The scores for each of these two sections will be calculated as per the methodologies described in the following sections.

## Evaluation and Moderation of Quality (Award Criteria Questionnaire)

* 1. Each Tender Response will be evaluated by an Evaluation Panel, which may include, but not be limited to, Council officers, members, technical advisors and/or stakeholders (such as members of user groups, focus groups and/or tenant/resident panels).
	2. An initial examination may be made to establish the completeness of the Tender Responses.
	3. Any moderation meetings will be attended by the Evaluation Panel and a member of the Procurement Team, who will facilitate the moderation meeting.
	4. As the result of any moderation, the Evaluation Panel may choose to revise a Potential Supplier’s score for each response to a Quality Assessment question, either up or down to reach a final score.
	5. All responses to the Award Criteria Questionnaire will be assessed against the Criteria set out in Table F, below.

**Table F**

| **Score** | **Criteria for Awarding Score** |
| --- | --- |
| 0 | Considered to be a **poor response** on the basis that:* No response is provided; or
* It does not answer the question or is completely irrelevant.
 |
| 1 | Considered to be a **limited response** on the basis that:* Overall, it lacks sufficient detail or is perceived to be unclear, meaning that evaluators are not confident that the criteria will be delivered to an acceptable level.
 |
| 2 | Considered to be an **acceptable response** on the basis that:* It addresses most of the relevant criteria; and/or
* The supporting detail is clear for the most part and provides evaluators with an understanding that the criteria it does address will be met to an acceptable level.
 |
| 3 | Considered to be a **good response** on the basis that:* It addresses all relevant criteria; and/or
* The supporting detail is clear and provides evaluators with confidence that the criteria will be delivered to a good standard.
 |
| 4 | Considered to be an **outstanding response** on the basis that:* It addresses all relevant criteria; and/or
* The supporting detail is clear and robust and provides evaluators with the utmost confidence that all criteria will be delivered to the highest standard.
 |

* 1. The evaluated score as detailed in Table F, will be divided by 4 and multiplied by the question weighting (within Total) (%), to provide a final score (%) for each question, in accordance with the following example:
		1. If the question weighting (within Total) is 20% and the Potential Supplier’s response is scored ‘2’, their final score (%) will be:
1. 2 / 4 x 20 = 10% for that question.
	* 1. The Potential Supplier’s response to each question will be evaluated and scored a maximum of 4 marks as per Table F.
	1. Should the Evaluation Panel, in its reasonable judgement, identify a fundamental failing or weakness in any Tender Response then that Tender Response may, regardless of its other merits, be excluded from further consideration.
	2. For the avoidance of doubt, there are no sub-criteria elements in the Award Criteria Questionnaire, which will be scored. The score allocated will be against the total answer submitted and factored against the maximum percentage awarded for that question in accordance with the calculation formula.
	3. Where a particular question may list “elements”, Potential Suppliers are informed that no such individual element will be scored, per se; instead, the “elements” as listed are given for information only to assist Potential Suppliers to submit their most comprehensive Response and therefore their most competitive Tender Response in all the circumstances.
	4. The award criteria questions will be evaluated, using the scheme set out in Table G, below.
2. **Evaluation of Price (Award Criteria Questionnaire)**
	1. Potential Suppliers should satisfy themselves of the accuracy of all fees, rates and prices quoted, since they will be required to hold these or withdraw their Tender Response in the event of errors being identified after the Deadline for Submission of Bids, set out in Table C.
	2. If a Potential Supplier fails to provide fully for the requirements of the RFQ it must either:
		1. absorb the costs of meeting the Council’s full requirements within its tendered price; or
		2. withdraw its tender.
	3. The following criteria will be applied to evaluate price:
		1. The Potential Supplier with the lowest overall compliant price will be awarded the full Price score, as set out in Table G. All other Tender Responses will be scored in accordance with the following calculation:

$$=Price Weighting-\left(\frac{Your submitted price-lowest submitted price}{Your submitted price}\right)x 100$$

1. An example is provided in Example 1, below. This example is based on a 40% price weighting where the lowest compliant price is £1,000,000.

**Example 1**

| **Potential Supplier No.** | **Tender Price** | **Price Calculation** | **Price Score** |
| --- | --- | --- | --- |
|  | £1,000,000.00 | = 40%(lowest compliant price) | 40 |
|  | £1,100,000.00 | =40 -((1,100,000-1,000,000)/1,100,000) \*100 | 30.91 |
|  | £5,000,000.00 | =40-((5,000,000-1,000,000)/5,000,000) \*100 | -40 |
|  | £1,300,000.00 | =40-((1,300,000-1,000,000)/1,300,000) \*100 | 39.77 |

1. Potential Suppliers who receive a minus score will be eliminated from the procurement process.

**Table E**

| **Pricing Schedule** |
| --- |
|  | Management costs |  |
|  | Staffing - including for auditing, desktop research, design, reporting and engagement. |  |
|  | Delivery costs – travel, venues, incentives.  |  |
|  | Additional Costs not otherwise specified |  |
|  | Total Cost (A+B+C+D+E+F)This is the figure that will be used for the price evaluation, as detailed in this document. |  |

# Section 5: Freedom of Information

1. Information in relation to this RFQ may be made available on demand in accordance with the requirements of the Freedom of Information Act 2000 (“The Act”) and your organisation details will be disclosed and/or published where the expenditure is over £500, as per the Government Transparency agenda.
2. Potential Suppliers must state if any of the information supplied by them is confidential and commercially sensitive or should not be disclosed in response for the Information under The Act. Potential Suppliers must state why they consider the information to be confidential or commercially sensitive.
3. Note that inclusion below will not guarantee that the information will not be disclosed but will be examined in the light of the exemptions provided in The Act. Note that the Declaration for this Section has been completed and signed at Section 3, Question 2.1 (g) of this document.

| **Information/Document** | **Reference/Page No.** | **Reasons for Non-Disclosure** | **Duration of Confidentiality** |
| --- | --- | --- | --- |
|  | Table E Pricing Schedule | 46 | Commercial information | 1 year |
|  | Click to enter text. | Click to enter text. | Click to enter text. | Click to enter text. |
|  | Click to enter text. | Click to enter text. | Click to enter text. | Click to enter text. |
|  | Click to enter text. | Click to enter text. | Click to enter text. | Click to enter text. |
|  | Click to enter text. | Click to enter text. | Click to enter text. | Click to enter text. |
|  | Click to enter text. | Click to enter text. | Click to enter text. | Click to enter text. |
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|  | Click to enter text. | Click to enter text. | Click to enter text. | Click to enter text. |
|  | Click to enter text. | Click to enter text. | Click to enter text. | Click to enter text. |
|  | Click to enter text. | Click to enter text. | Click to enter text. | Click to enter text. |

# Section 6: Declaration

1. By signing Section 3, Question 2.1. (g) I hereby declare that:
	1. I am signing on behalf of the Company named at Section 3, Question 1.1 (a) and am duly authorised to do so;
	2. to the best of my knowledge, the information provided is complete and accurate;
	3. the price in Section 4 is our best offer;
	4. no collusion with other organisations has taken place in order to fix the price;
	5. that there is no conflict of interest in relation to the Council’s requirement;
	6. the requirement be subjected to the terms and conditions set out in Conditions of Contract identified at Appendix 1;
	7. that no goods, supplies, services and/or works will be delivered or undertaken until both parties have executed the formal contract documentation as identified at Appendix 1 and an instruction to proceed has been given by the Council in writing; and
	8. I understand that the Council may reject my submission if there is a failure to answer all relevant questions fully or if I provide false and/or misleading information.

# Section 7: Due diligence

* 1. The Council will undertake its due diligence in advance of any contract award.
	2. The preferred Potential Supplier(s) will not be awarded the Contract until the Council is satisfied with any further checks and due diligence it has carried out and these will need to be acceptable to the Council before a contract can be awarded. The Council reserves the right to disqualify any Quotation Response which is incomplete.
	3. Due diligence may include credit checks in relation to the preferred Potential Supplier(s) (including each member of any consortium and of any key sub-contractor). This is important to the Council to ensure that any organisation who wishes to enter a contract with the Council will be able to provide the goods, services and/or works on an ongoing basis as agreed within any contract. The Council works with external credit agencies to provide these financial checks.
	4. The Council reserves the right to reject a Potential Supplier from the procurement process, where any findings from the Council’s due diligence reveal a serious concern or risk for the Council that cannot be remedied in a reasonable amount of time before award. Potential Suppliers are strongly encouraged to check and manage their financial score within the industry.
	5. The Council reserves the right to revisit any selection criteria questions at any time before award stage, where the Council believes there is a risk that selection responses might have changed. The Council reserves the right to disqualify any Potential Supplier who no longer meets the selection criteria if it originally led to them continuing in the procurement process.

# Section 8: CONTRACT AWARD

1. The Council will notify all Potential Suppliers of its intention to award a contract.

1. This will include details of the:
	* 1. Award criteria scores;
		2. Name of the successful provider(s).
2. The following documents shall form part of the contract between the Council and the successful provider(s):
	* 1. Specification;
		2. Terms and Conditions plus related Schedules (such as service levels, site plans, asset lists, contracts list, list of transferring employees, relevant policies, etc.);
		3. A pricing schedule (as completed by the Potential Supplier);
		4. Responses to requirements; and
		5. A list of commercially sensitive information.

## Appendix 1: Conditions of Contract

