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Request for Quotation: A&E Navigators service for the Humber (South Bank)

Reference number: VPP/23/A&E(SB)

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# Instructions to tenderers

## Instructions

* + 1. The Humber Violence Prevention Partnership (HVPP) is seeking quotations from suitably experienced organisations to provide a reliable and successful service for the services described in Section 2 of this document.
    2. The value of this requirement is less than £60,000.
    3. It is anticipated that the Contract shall be awarded in April 2024.
    4. The duration of the contract will be twelve months. Work must begin in April 2024, and as far as possible should be completed by 31 March 2025.
    5. It is essential to observe and comply with the following instructions in the preparation and submission of your quotation. The HVPP reserves the right to reject a quotation that does not fully comply with these instructions.
    6. The Terms & Conditions of this document will apply to this agreement.
    7. The Person(s) Responsible for this process is:

Pip Betts

Programme Manager

Humber Violence Prevention Partnership

Office of the Police and Crime Commissioner for Humberside

Email: Humbervpp@humberside.pnn.police.uk

* + 1. All contact in relation to this RFQ must be made by email.

## Requests for clarification or further information

* + 1. Tenderers shall note that all reasonable efforts have been made to ensure that accurate and correct technical and functional terminology has been used in the preparation of this quotation document. There is an absolute obligation on the tenderer to resolve any ambiguity, whether actual or potential, in the use of technical and functional terms used in this Request for Quotation and any and all associated documents.
    2. The deadline for receipt of any requests for clarification is 1200 hours on Thursday 28 March 2024. Requests must only be made via the email address at paragraph 1.1.7. All clarification questions and answers shall be circulated to all tenderers invited to submit a RFQ, unless they are deemed specific to a tenderer’s solution.

## Return of quotation and validity

* + 1. Quotations must be completed in English and use the template provided in this document, saved in Word or PDF format.
    2. Your quotation must be submitted via email to the address at paragraph 1.7. Receipt of emails will be acknowledged as quickly as possible.
    3. The closing date for receipt of quotations is 1200 hours on Monday 8 April 2024.
    4. Quotations received after this time will NOT be considered unless the Person Responsible as identified in paragraph 1.1.7 above has formally extended the closing date for receipt of quotations.
    5. Any quotation submitted will be deemed to remain open for acceptance or non-acceptance for not less than 90 days from the closing date stipulated above. The HVPP may accept the quotation at any time within this prescribed period. The HVPP shall, however, not be bound to accept the lowest or any quotation.

## Price schedule

* + 1. The price schedule shall be submitted as part of the quotation response for the goods/services, using the template in Section 3.
    2. The prices should be inclusive of all applicable costs and expenses but exclusive of Value Added Tax.
    3. The Currency is to be quoted in Pounds Sterling.

## Evaluation criteria

* + 1. The evaluation panel will consider the factors listed below as part of the evaluation process:

|  |  |
| --- | --- |
| 1. Price | 25% |
| 2. Quality | 70% |
| 3. Social value | 5% |

* + 1. Price will be evaluated on the overall cost for all services as detailed above to establish the cheapest overall cost. The lowest overall cost will be awarded 25% and all subsequent bids will receive a proportion based on the lowest overall submission (cheapest bid received divided by the bid being evaluated multiplied by 25%).
    2. Quality and social value are divided into individual questions, each scored using the scoring guidelines detailed below based on the evaluation panel’s considered view on their importance to this project and in terms of the organisation’s requirement as a whole:

|  |  |
| --- | --- |
| **Score 0** | The response does not satisfy the requirement. An unacceptable or irrelevant response. No response provided. |
| **Score 1** | A poor response. There are significant gaps in the detail/supporting evidence |
| **Score 3** | The response meets most elements of the requirement. There are some gaps in explanation/detail or supporting evidence. |
| **Score 5** | Response meets the requirement in full. Response has been fully explained and supported with relevant evidence. |

## Sub contract/joint venture/partnership

* + 1. The tenderer shall submit with its quotation a list of any major partners or sub-contractors it intends to use and the services that each will provide. The tenderer in the response will identify sole tenderers and proprietary items.

## Results of quotation

* + 1. The tenderer will be notified of the outcome of their quotation at the earliest possible time by the Person Responsible. No useful purpose will be served by communication with the Person Responsible following the quotation submission unless invited to do so.
    2. Any tenderer who directly or indirectly canvasses the HVPP, the PCC or any of his officers, other than the person named at 1.1.7 above, concerning the award of the Contract or any other quotation or proposed quotation may be disqualified. Such decision shall be at the sole discretion of the Person Responsible as identified at 1.1.7 above.

## Quotation costs

* + 1. There shall be no liability on the HVPP to defray any cost incurred by the tenderer as a result of this procedure.

# Specification

## About the organisation

* + 1. This Request for Quotation is issued by the Humber Violence Prevention Partnership (HVPP) via the Office of Police and Crime Commissioner for Humberside (“the OPCC”).
    2. Police and Crime Commissioners are elected to hold the police to account on behalf of the communities they serve. They issue Police and Crime Plans that set the police and crime objectives for local areas and commission a range of services to help cut crime, improve community safety and provide support for victims of crime.
    3. Further information about the HVPP is available at <https://humbervpp.org/> and about the PCC is available on our website: [www.humberside-pcc.gov.uk](http://www.humberside-pcc.gov.uk).

## Background

* + 1. The Humber Violence Prevention Partnership (VPP) is a Home Office-funded Violence Reduction Unit (VRU), established in summer 2022. VRUs exist to lead and co-ordinate the local response to preventing and reducing serious violence, utilising a public health approach to work with local partners. This includes the Police and Crime Commissioner, Humberside Police, Humber local authorities, Youth Justice Teams, the local NHS Integrated Care Board, the OHID and the Probation Service.
    2. VRUs bring together key partners to identify the local drivers and root causes of serious violence in the development of a Strategic Needs Assessment (SNA). The SNA will include developing a sound, common understanding of cohorts (particularly young people) that are most vulnerable and local geographical areas most affected.
    3. VRU’s are required to fund the delivery of interventions that can be proven to deliver the most impact for vulnerable young people. To identify ‘what works’, the Humber VPP draws on the experience of others, specifically the YEF toolkit. The toolkit provides details of interventions that have been subjected to rigorous evaluation to demonstrate impact. <https://youthendowmentfund.org.uk/toolkit/>
    4. The YEF describes how hospital navigators use the ‘teachable moment’ of hospital attendance for violent injury to engage people at risk of further involvement in violence. The nature of support offered is tailored to the individual, but typically involves community-based pastoral and social support, and signposting towards relevant support services.
    5. A&E Navigator programmes place a case worker, called a ‘navigator’, in hospital emergency departments to support young people with a violence-related injury. Programmes can recruit navigators from a range of backgrounds including youth work, social work, nursing, probation, and medicine. Navigators try to develop trusting relationships with the injured young people, provide informal mentoring, and help them access services.
    6. Over the last 6 years, Humberside has ranked 19th nationally for total admissions to hospital with a Sharp Object. As per the VPP implementation plan for 2024/25, funding has been allocated to deliver A&E Navigator provision within the three emergency departments across the Humber.
    7. From our local strategic needs assessment, quantitatively the volume of knife related Police intelligence submissions has increased in the last year (April 22 to April 23); as well as knife related crimes and possession of weapon offences. In addition, 28% of the patient attendances in the Hospital Episode Statistics data involved an assault with a weapon, with 18% relating to a sharp object and 10% related to blunt force weapon.
    8. Adopting a public health approach to reducing and preventing serious youth violence, the Humber VPP are seeking an experienced provider to support the delivery of an A&E Navigator programme on the south bank of the Humber. The activity will be focussed on the two A&E settings located within North Lincolnshire and Goole NHS Foundation Trust (Diana, Princess of Wales Hospital in Grimsby and Scunthorpe General Hospital).

## Key deliverables

* + 1. The key deliverables of this tender will be:
* improved identification of violence-related injuries in A&E and access to support in the community
* a responsive and timely service to victims of violence presenting in A&E
* provision of immediate interventions in A&E, referrals and follow up support in the community to address factors associated with violence after discharge
* enhanced safeguarding arrangements within each A&E
* improved knowledge and skills sharing across A&E and the partnership
* equipping young people with risk management strategies and tools supporting them to cope and recover
* using ‘reachable/teachable moments’ to reduce the likelihood of young people being involved in violence in the future

This work will produce:

* A final report including an executive summary and recommendations
* A presentation of the findings to partners

## Specification

* + 1. The Youth Endowment Fund toolkit emphasises the importance of navigators developing strong relationships with the children involved. <https://youthendowmentfund.org.uk/toolkit/ae-navigators/>
    2. In the studies evaluated by the YEF, about one-third of the children referred to the services did not participate. Some children may be distrustful of speaking to navigators, fear that it will lead to police involvement, and be reluctant to disclose the cause of their injury.
    3. Recruiting relatable navigators who can build trusting relationships with young people could overcome this barrier. For example, the Glasgow programme recruited navigators with relevant lived experience.
    4. Building trusting relationships might be easier in longer-term interventions. One study found that the rapport between navigators and children increased with each encounter.
    5. The Humber VPP is seeking to appoint a provider to develop and deliver an effective A&E Navigator service in North and North East Lincolnshire.
    6. This work will be carried out in collaboration with key health, police and youth outreach partners in order to develop referral pathways and secure and monitor continued support for young people accessing the navigator service.
    7. The provision will be available to North and North East Lincolnshire residents aged 11 – 35 years, presenting in A&E with a violence related injury due to physical interpersonal violence, including family, partner or community violence, and sexual assault. (In situ support should be offered to those who are not residents of North and North East Lincolnshire but then the young person should be connected to local services.)
    8. The supplier should have expertise in relation to service delivery within an emergency department or similar health setting, including working closely with NHS colleagues and safeguarding contacts to develop and continuously improve service delivery.
    9. The supplier should have expertise in relation to providing one to one support and planning navigation support and onward referral to other partners and services.
    10. Ideally, the supplier should have experience of delivery and knowledge of youth provision and related services within North and North East Lincolnshire.
    11. The provider is responsible for delivering awareness training to other professionals and promoting a learning environment and culture in A&E settings to identify and respond to violence related injuries.
    12. The service must be available at both sites at their peak times, including evenings and weekends. The service need not be available 24 hours a day but needs to be flexible and responsive, allocating delivery hours according to demand. This may be subject to change during the delivery period (e.g. seasonal or around key events etc)
    13. The provider should, as far as practicable, develop arrangements with NHS colleagues in order that service referrals can be picked up ‘out of hours’, even when there is no navigator present at the setting.
    14. The successful applicant should apply a trauma informed approach to delivery of this programme. Trauma informed practice aims to increase practitioners’ awareness of how trauma and adverse childhood experiences (ACEs) can negatively impact on individuals and communities, and their ability to feel safe or develop trusting relationships. Provisions should be in place to support anyone affected by the subject matter to be supported via existing safeguarding pathways. The supplier will be responsible for ensuring all practitioners, volunteers and people with lived experience delivering the operational service undergo relevant training, including training in trauma-informed approach to care.

## Data collection, monitoring requirements and branding

* + 1. In addition to quarterly contract monitoring, the supplier will work closely with VPP colleagues to develop an appropriate output monitoring framework in order to track the progression of individuals through the service and onward referrals.
    2. The supplier will work with NHS, VPP and other partners as appropriate to coordinate data collection to generate monthly monitoring reports of activity that will serve to enhance all partner understanding on Information Sharing to Tackle Violence (ISTV). This work will include exploring current methods of A&E data collection relating to serious violence, analysing the data, responding to and sharing accordingly and making suggestions to improve data collection when appropriate.
    3. The Humber VPP has commissioned the delivery of a similar A&E Navigator service in the Hull University Teaching Hospital (HUTH) NHS Trust, in Hull Royal Infirmary. The supplier will work closely with north bank delivery partners to share best practice and lessons learned in relation to partnership working, delivery, data collection, referrals etc.
    4. The Humber VPP will initiate a co-production exercise to name and create a visual identity and branding for the service. The name and brand will be shared across both NHS Trust settings, creating a single identity for the Humber wide service delivery. The provider will work with VPP colleagues, other partners and young people on this co-production exercise.

## Evaluation

* + 1. The supplier will be required to work closely with the University of Hull - the VPP’s appointed evaluation partner - to conduct an evaluation of the development of the A&E Navigator service.

## Timescales

* + 1. This contract will be awarded and commence before Friday 12 April 2024.
    2. The tenderer should provide detail around the timescale of their planned provision, delivery of final report and presentation as part of their proposed approach (see below.)

## Pricing schedule

* + 1. Tenderers are required to fully complete and return the following Pricing Schedule.
    2. The Total Contract Price must include delivery of all aspects of the specification, inclusive of all costs (including expenses), but exclusive of VAT.

|  |  |
| --- | --- |
|  | **Price (£)** |
| **Cost breakdown (example)** |  |
| Service delivery |  |
| Analysis and reporting |  |
| **Total** |  |

# Technical questions

## Technical questions

* + 1. In order to pass this section of the evaluation, valid information relating to the question must be provided. This information must be appropriate and relate to the question/specification requirements. If the information provided is not relevant to the question this may render your submission invalid. Please do not submit any sales and marketing information or other appendices unless expressly requested.
    2. Your statements should be concise, in 11 point font and not exceed the word counts indicated. Inclusion of any organisational charts, illustrative diagrams etc do not contribute to the word count. You may expand the text boxes in the template to fit your responses**.**

**Question 1 (15%)**

**Please outline your organisation’s experience of delivering similar projects *[500 words].***

**Your answer should include, as a minimum, responses to the following:**

* Expertise in relation to service delivery within an emergency department or similar health setting, including working closely with NHS colleagues and safeguarding contacts to develop and continuously improve service delivery
* Expertise in relation to providing one to one support and planning navigation support and onward referral to other partners and services
* Experience of delivery and knowledge of youth provision and related services within North and North East Lincolnshire
* Experience of delivering awareness training to other professionals and promoting a learning environment and culture in A&E settings to identify and respond to violence related injuries
* Experience of trauma informed approach

|  |
| --- |
|  |

**Question 2 (15%)**

**Please outline the knowledge, skills and experience of the staff who will be working on the project. Include details of your plans for resilience should any staff be unavailable. *[500 words]***

|  |
| --- |
|  |

**Question 3 (40%)**

**Please outline your proposed approach to delivering the contract *[1000 words].* Your answer should include, as a minimum, responses to the following:**

* Description of your approach to delivering the A&E Navigator service including:
  + Liaison with NHS colleagues in relation to governance and safeguarding
  + Service design to meet demand. Please outline in your response your staffing structure (covering delivery and management staff) and proposed initial shift pattern for service delivery across both settings.
  + Referral process and identification of suitable individuals from clinical provision
  + Sustained one to one support for young people accessing the navigator service
  + Managing onward referral process for young people
  + Development of a monitoring process to track pathways of young people accessing the navigator service
  + Working with NHS colleagues to improve dentification of violence-related injuries and encourage professional curiosity in A&E
  + Working with NHS, VPP and other colleagues to enhance data capture around violence-related injuries
* Number of young people you expect to support during the project
* Number of staff and other colleagues that you expect to train during the project

|  |
| --- |
|  |

## Social Value

**Question 1 (2.5%)**

**How does your organisation support residents of the Humber area?** This could include, for example, any community work you do, work experience you offer, how you recruit and develop your staff, how you support employee wellbeing, and whether you are a Living Wage employer. ***[250 words]***

|  |
| --- |
|  |

**Question 2 (2.5%)**

**How does your organisation contribute to the environment and sustainability? *[250 words]***

|  |
| --- |
|  |

# Organisation and contact details

## Lead organisation

You must answer all questions in this section. Enter N/A for any that do not apply.

|  |  |  |
| --- | --- | --- |
| Full legal name |  | |
| Registered office address |  | |
| Company number |  | |
| Charity number |  | |
| VAT registration number |  | |
| Name of immediate parent company |  | |
| Name of ultimate parent company |  | |
| Type of organisation *(please tick)* |  | a public limited company |
|  | a limited company |
|  | a limited liability partnership |
|  | other partnership |
|  | sole trader |
|  | other (please specify): |
|  |
| Please tick if any of the following classifications apply to you |  | Voluntary, Community and Social Enterprise (VCSE) |
|  | Small or Medium Enterprise (SME) |
|  | Sheltered workshop |
|  | Public service mutual |

## Sub-contractors

|  |  |
| --- | --- |
| Are you proposing any sub-contractors or consortium partners in your response? *(please tick)* | |
|  | Yes |
|  | No |

If yes, please provide details below (add additional rows if required):

|  |  |
| --- | --- |
| Organisation name and address | Proposed role |
|  |  |
|  |  |
|  |  |

## Contact details

We will use this contact for correspondence about the application

|  |  |
| --- | --- |
| Name |  |
| Role |  |
| Email |  |
| Phone |  |

# Terms and conditions

Please refer to the attached copy of the terms and conditions which govern this quotation exercise and any resulting contract.

# Certificate and declaration

I/We hereby certify that the information supplied in this request for quotation and any supporting documents is accurate to the best of my/our knowledge and I/we accept the conditions and undertakings requested in the application. I/we understand that false information could result in my/our exclusion from the PCC’s future procurement opportunities.

I/We also understand that it is a criminal offence punishable by imprisonmentto give or offer any gift or consideration whatsoever, as an inducement or reward, to any servant of a public body, and that any such action will empower the PCC to cancel any contract currently in force, and result in my/our exclusion from the PCC’s future procurement opportunities.

I/We understand that the PCC, or his agents, will not accept any charges by the Tenderer, its sub-contractors or any other party for:

* Work in responding to this RFQ
* The completion of the Pricing Schedule if required
* Any other associated activity

I/We understand that this RFQ, will not in any way bind the PCC to enter into a Contract with the Bidder (you), or involve the PCC in any financial commitment whatsoever in this respect. The Bidder is also advised that the PCC is not bound to accept any of the submitted documents in whole, or in part.

The parties here do acknowledge and agree that any information requested under the Freedom of Information Act 2000 may be disclosed, provided such disclosure is appropriate and in accordance with the said Act.

I/We hereby apply for consideration in connection with the Therapeutic Intervention for Young People for the Office of the Police and Crime Commissioner (OPCC), and confirm that I am/we are prepared to answer any questions relating to this RFQ Submission, if so required

|  |  |  |  |
| --- | --- | --- | --- |
| Signed |  | Date |  |
| Name |  | For, and on behalf of |  |
| Position in Tenderer |  | Telephone number |  |
| Email address |  | | |
| Full address |  | | |

**Before returning this questionnaire, please ensure that you have signed the above undertaking.**

If your RFQ is successful, this application will be incorporated in the contract awarded to you.