

**Request for Quotation**

**Family hubs volunteer academy**

Contents

[Section 1: Introduction 4](#_Toc144435869)

[1. General Requirements 4](#_Toc144435870)

[2. Procurement Timetable 6](#_Toc144435871)

[3. Clarification Questions 6](#_Toc144435872)

[4. Quotation Responses 7](#_Toc144435873)

[5. Evaluation of Quotations 7](#_Toc144435874)

[Section 2: Specification 9](#_Toc144435875)

[1. Introduction and Background 9](#_Toc144435876)

[2. Scope 11](#_Toc144435877)

[3 Statement of Requirements 12](#_Toc144435878)

[4 Eligibility Criteria 13](#_Toc144435879)

[5 Outcome measures 13](#_Toc144435880)

[6 Data Management / UK General Data Protection Regulation (UK GDPR) 14](#_Toc144435881)

[Section 3: Supporting Information 16](#_Toc144435882)

[Section 4: Pricing Sheet 22](#_Toc144435883)

[1. Pricing and Costs 22](#_Toc144435884)

[2. Award Criteria Questionnaire Weightings 22](#_Toc144435885)

[2. Evaluation and Moderation of Quality (Award Criteria Questionnaire) 22](#_Toc144435886)

[**3.** **Evaluation of Price (Award Criteria Questionnaire)** 24](#_Toc144435887)

[Section 5: Freedom of Information 26](#_Toc144435888)

[Section 6: Declaration 28](#_Toc144435889)

[Section 7: Due diligence 29](#_Toc144435890)

[Section 8: CONTRACT AWARD 30](#_Toc144435891)

[Appendix 1: Conditions of Contract 31](#_Toc144435892)

# Section 1: Introduction

## General Requirements

* 1. North Northamptonshire Council (hereafter referred to as “The Council”) invites quotations for a Provider to deliver a structured program or initiative that provides training, education, and support to individuals interested in volunteering for various Family Hub projects and within the wider community.
	2. The Family Hubs Volunteer Academy will create a structured and supportive environment for individuals to develop skills, gain knowledge, and contribute meaningfully to their communities through volunteering.
	3. The Council’s detailed requirements are defined in Section 2: Specification.
	4. Please take care in reading this document, in particular 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.
	5. 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.
	6. 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.
	7. All documents and materials, which comprise the RFQ response, must be written in English only.
	8. Quotations are to remain open for acceptance for a period of 21 days from the Deadline for Submission of Bids.
	9. 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.
	10. **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(as applicable) |
| --- | --- |
|  | Request for Quotation Documents issued | Wednesday, 17 January 2024  |
|  | Deadline for Questions from Potential Suppliers | Tuesday 27 February 2024 |
|  | Deadline to Provide Answers to Questions from Potential Suppliers | Thursday, 29 February 2024 |
|  | Deadline for Submission of Bids | 17:00 on Friday, 1 March 2024  |
|  | Evaluation of Bids Received\* | Monday 4 March – Friday, 22 March 2024 |
|  | Contract Award\* | Friday, 22 March 2024  |
|  | Contract Start\* | Monday, 25 March 2024 |
|  | Contract End | 24 March 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 | Sorayah Mbuthia |
| Job Title | Interim Strategic Commissioner  |
| E-Mail address | Sorayah.mbuthia@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 NCT (Northamptonshire Children’s Trust) was established to deliver children’s social care, early help, and youth offending services on behalf of the Council.
	2. North Northamptonshire was identified as one of the 75 national Local Authorities designated as a ‘Family Hub Development’ authority. Consequently, the Council receives £3,728,000 in Government funding, which will enable it to transform services and enhance the accessibility of 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 DfE, to support the upscaling of Family Hubs nationally. The Early Years Healthy Development Review Report - The Best Start for Life, 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, 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 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.

**Local context**

* 1. North Northamptonshire has an estimated 40.5% under 5s living in the 0-30% most deprived LSOAs nationally and we know that children growing up in poverty can have a negative impact on children’s development who are often less likely to achieve in school and more likely to experience mental health problems.
	2. The ambition for services across North Northamptonshire is to achieve sustained outcomes for 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 Family Hubs Partnerships 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 us to define current service delivery, outcomes, and service gaps; to agree on the options in and out of the scope.
	2. The workshops highlighted that;
* universal health promotion had reduced post-covid due to staff capacity, pushing services to focus on targeted high-risk support.
* 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.
* Impact of covid has meant children's developmental needs have not been identified early, which impacts on assessments, access to services and school readiness.
* The current Perinatal Mental Health offer does not cover specialisms in mild-moderate perinatal mental health and child-parent relationship difficulties.
	1. The Council has since mobilised services that will ensure it meets the 'minimum' outputs that local authority areas are expected to deliver with the funding throughout the three-year programme and, where possible, 'go further' to enhance and expand the offer to go beyond the minimum expectation depending on the current provision, to encourage innovation and ambition.
	2. 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:
* Strengthening the support on offer to parents and making it easier to access support.
* Enabling parents to do their best to make a positive difference for children and young people.
* Parents, carers, and families feel better connected, belonging and safe in their communities.
* Shared systems for sharing information across the partnership that reduces duplication and repeating information.
* Ensure that every child has the best start and outcome for later in life.
* Evidence working with communities, including marginalised groups and people with protected characteristics, to reduce health and social care inequalities.

## Volunteering in health and social care

* 1. The Family Hubs Partnership recognises that robust volunteer support is essential for fostering a positive and productive volunteer experience and that public services benefit significantly from what volunteers can add to them.
	2. Health and social care services are not an end but a means to improve the public’s quality of life, therefore ownership of them by that same public is paramount. Volunteers can provide a source of local knowledge and information about local communities for the service providers, acting as the ‘voice of the community’ and providing a check on how services are delivered.
	3. In 2021/22, **34%** of respondents (approximately 16 million people in England) had taken part in either formal or informal volunteering at least once a month. This is a decrease from rates in 2020/21 (41%) and is the lowest recorded by the CLS (Community Life Survey) for this measure[[1]](#footnote-1).
	4. Health and Social Care volunteering, more than in any other sector, is likely to rely on volunteers having a personal interest or link to the cause. This creates a self-sustaining volunteer base, but it also means that volunteering in the sector depends on personal links for volunteer recruitment.

## Scope

* 1. The Family Hubs Volunteer Academy will aim to create a structured and supportive environment for local organisations and individuals to develop skills, gain knowledge, and contribute meaningfully to their communities through volunteering.
	2. The provider will help local organisations highlight their volunteer opportunities and adopt effective volunteer management practices. This aims to ensure volunteers engage in meaningful work, feel valued, see the impact of their contributions, and have positive experiences, contributing to volunteer retention.
	3. The Provider will play a key role in supporting people interested in volunteering to access local volunteer opportunities across the Family Hub Network, including the delivery of awareness-raising workshops and training and development sessions on specific skills relevant to the Family Hubs Volunteering tasks, e.g., **parenting support, PNMH (perinatal mental health support), and PIR (parent-infant relationship support) and HLE (home learning environments).**
	4. The Council aims to expand its local workforce by providing pathways for individuals to explore health and social care career opportunities. Volunteering across the North Northants Family Hubs Network will help them decide if they want to pursue further employment in these services.

## Statement of Requirements

**Volunteer Support**

The Provider will;

* 1. Equip volunteers with the skills, knowledge, and resources to impact their communities positively.
	2. Provide comprehensive orientation and training programs to equip volunteers with the necessary skills and knowledge for their volunteering roles.
	3. Deliver training sessions to develop specific skills relevant to the Family Hubs volunteering tasks, e.g., parenting support, perinatal mental health, and PIR (parent-infant relationship support) and HLE (home learning environments).
	4. Adapt and evolve the North Northants Volunteer Academy in line with ongoing evaluations, data, and insights, including implementing recommendations from the workforce skills audit and development plan.
	5. Provide opportunities for personal development, leadership training, and self-confidence building to help volunteers become equal contributors to the delivery of services across North Northamptonshire.
	6. Create a supportive model to guide and assist volunteers requiring additional help in fulfilling and maintaining their volunteering roles.
	7. Provide focused training, development, and support to enable volunteers to provide PNMH (perinatal mental health) support that will include the skills and confidence to have sensitive conversations on mental health and emotional well-being.
	8. Empower people who have experienced PNMH (perinatal mental health) to become peer supporters with appropriate wrap-around support in place.
	9. Create a platform for volunteers to connect with like-minded individuals, share experiences, and build relationships.
	10. Recognise and appreciate volunteer contributions through certificates, awards, or recognition events.
	11. Engage volunteers from diverse communities, including marginalised groups and people with protected characteristics, to support the communities they serve, understand their needs, and collaborate with local stakeholders.
	12. Enhance volunteer skills to aid employment opportunities. Supporting volunteers to identify their unique skills, producing CVs, applying for jobs, accessing local job opportunities, providing interview coaching, and offering career counselling.
	13. Make relevant resources, information, and materials easily accessible to volunteers for a smooth workflow.

**Support for organisations**

The provider will need to support organisations across North Northants to promote their volunteering opportunities and encourage good volunteer management practices.​

The Provider will;

* 1. Prepare the employed workforce to work with the voluntary workforce to address the culture and behaviours that may prevent them from utilising volunteering to deliver core services.
	2. Co-design and co-produce a volunteer charter and review kit, this includes a checklist of policies and procedures to check if organisations are ‘Volunteer-ready’.
	3. Review volunteer opportunities across North Northants to ensure they are appropriate and suitable for voluntary roles.
	4. Support organisations to develop longer-term volunteer engagement by providing opportunities for volunteers to stay engaged potentially advancing to leadership roles or specialised positions.
	5. Upload and share volunteer opportunities to an online database so that opportunities can be viewed by a wide audience.
	6. Monitor volunteer data across the area to help create a picture locally of the level of volunteer contribution.
	7. Establish feedback mechanisms to gather input from volunteers, allowing them to share their experiences and suggestions for improvement.

## Eligibility Criteria

* 1. Open to all North Northamptonshire residents over the age of 16.
	2. The service will deliver support alongside Family Hubs site locations coming online in Corby, Kettering, Wellingborough, and East North Northamptonshire.

## Outcome measures

* 1. Measuring the outcomes of volunteering is essential for evaluating the effectiveness of the volunteer programs and understanding their impact on volunteers, organisations, and communities.
	2. The Provider will be expected to collect pre- and post-intervention data using agreed outcomes tools and measurements. A combination of quantitative and qualitative measures will provide a comprehensive understanding of the impact of volunteering on individuals, organisations, and the community at large.

|  |
| --- |
| **Outcomes** |
| **Impact on the Community** | * Evaluate the tangible impact of volunteer efforts on the community.
 |
| **Skill Development** | * Measure the skills volunteers acquired or improve through their volunteer work e.g. technical skills, communication skills, leadership skills, and more.
 |
| **Personal Growth and Self-Esteem** | * Determine whether volunteers experience personal growth, increased self-esteem, and a sense of accomplishment from their volunteering.
 |
| **Social Connections and Networks** | * Evaluate whether volunteers build new social connections, networks, and friendships within organisations and communities.
 |
| **Retention and Satisfaction** | * Measure volunteer satisfaction through effective management practices.
* Measure volunteer's retention/intention to continue volunteering.
 |
| **Training and Learning** | * Measure volunteers receiving training and opportunities for learning.
* Evaluate the perceived effectiveness of these training sessions.
 |
| **Inclusion and Diversity** | * Evaluate if the volunteer program effectively reaches and engages organisations and individuals from diverse backgrounds, fostering inclusivity and cultural sensitivity.
 |
| **Long-Term Engagement** | * Assess whether volunteers continue to stay engaged with organisations beyond the initial volunteering experience, potentially becoming workers, board members, or other long-term supporters.
 |

## Data Management / UK General Data Protection Regulation (UK GDPR)

# Data Processing Schedule

##  DESCRIPTION OF SERVICES

* 1. In April 2022, North Northamptonshire Council (NNC) received a three-year transformational grant from the DFE (Department for Education) to develop the Family Hubs and Start for Life Programme. The Family Hubs funding objectives are to join up and enhance services delivered through transformed Family Hubs in local authority areas, enabling more accessible access to support, better outcomes for families, more effective service delivery and more innovative use of budgets.
	2. The Government has published the Family Hub Framework, which sets out expectations for service delivery under three delivery areas of **access, connection, and relationships**, to which multiple key success criteria are aligned. Emphasis on services for families with children aged 0-19 (and up to 25 for SEND) requires local authorities to evolve services from the children’s centre offer focused on babies, young children, and their families to deliver an integrated service that supports the whole family.
	3. There are specific requirements to deliver peer support services that reach diverse communities. Therefore, we seek to appoint a Provider to deliver a structured program or initiative that provides training, education, and support to individuals interested in volunteering across the Family Hub Network and the broader community.
	4. The Family Hubs Volunteer Academy will aim to create a structured and supportive environment for local organisations and individuals to develop skills, gain knowledge, and contribute meaningfully to their communities through volunteering.
	5. The provider will help local organisations showcase their volunteer opportunities and adopt effective volunteer management practices. This aims to ensure volunteers engage in meaningful work, feel valued, see the impact of their contributions, and have positive experiences, contributing to volunteer retention.
	6. The Provider will play a key role in supporting people interested in volunteering to access local volunteer opportunities across the Family Hub Network, including the delivery of awareness-raising workshops and training and development sessions on specific skills relevant to the Family Hubs Volunteering tasks, e.g., **parenting support, PNMH (perinatal mental health), and PIR (parent-infant relationship support) and HLE (home learning environments).**
	7. We aim to expand our local workforce by providing pathways for individuals to explore health and social care career opportunities. Volunteering across the North Northants Family Hubs Network will help them decide if they want to pursue further employment in these services.

## 2 ROLES OF THE PARTIES

2.1 The relationship between the parties is Controller & Processor.

The Data Controller is: North Northamptonshire Council (NNC)

The Processor is: TBC

The Data Discloser is: NNC and TBC

The Data Recipient is: NNC and TBC

The data controllers Data Protection Officer’s contact details:

NNC DPO Email: DPO@northnorthants.gov.uk

2.2 All parties to this schedule must appoint and communicate to each other the Specific Points of Contact (SPOC). The SPOCs within each organisation will be the first point of contact for questions about this schedule.

|  |  |
| --- | --- |
| **NNC** |  |
| Name | Sorayah Anderson |
| Job Title | Interim Strategic Commissioner  |
| Email | familyhubs@northnorthants.gov.uk |
| **Supplier TBC**  |  |
| Name |  |
| Job Title |  |
| Email |  |

2.3 Data controllers are responsible for ensuring that the processing of personal data takes place in compliance with UK GDPR and the Data Protection Act 2018. Data controllers have the right and obligation to make decisions about the purposes and means of the processing of personal data.

2.4 Unless legally exempt, the Provider is obligated to provide the data controller with confirmation and evidence of ICO registration.

2.5 Each party ensures that it has all necessary notices and consents in place to enable lawful transfer of the shared personal data between the parties for the agreed purposes.

## 3 PURPOSE AND SCOPE

3.1 The agreed purpose of this data processing is to enable the Family Hubs Programme to develop a better-skilled workforce to better meet the needs of its diverse communities. This will enable the service to better meet the needs of local communities to ensure the right people provide the right support at the right time.

3.2 Each party considers this data processing initiative necessary to achieve the agreed purpose.

3.3 The aim of the data processing is to:

* Embed the DfE Family Hubs Core Intentions of “more accessible, better connected and relationship-centred” into all our family hubs.
* Establish robust volunteer support for fostering a positive and productive volunteer experience.
* To demonstrate a commitment to volunteer well-being and encourage long-term engagement in children and families workforce – by ‘growing our own’.

3.4 It will serve to benefit society by:

* ensuring better coordination of care and support around the person, their carer, and families;
* Provide management information for strategic planning and saving time and resources.

## 4 Purpose Limitation

4.1 Personal data will be processed only on the data controller’s documented instructions and not be, shared, disclosed, or used in any way except:

* in accordance with this Schedule; or
* as required by law.

4.2 As long as in keeping with this schedule and UK data protection legislation, the data processor may make its own day-to-day operational decisions, unless it is required to do otherwise by law.

4.3 Any data processing is undertaken in accordance with UK GDPR and the Data Protection Act 2018. Further details can be found in the [Children’s Services Privacy Notice](https://www.northnorthants.gov.uk/service-privacy-notices/childrens-trust-privacy-notice) on the [North Northamptonshire Council website](https://www.northnorthants.gov.uk).

4.4 Subsequent instructions can also be given by the data controller throughout the duration of the processing of personal data, but such instructions shall always be documented and kept in writing, including electronically.

4.5 Under Article 28(3)(d) the data processor should not engage another data processor (a sub-processor) without the data controller’s prior specific or general written authorisation.

4.6 Where the data processor intends to engage a sub-contractor pursuant to clause 4.6 above and intends for that sub-contractor to process any personal data relating to this agreement, it shall:

* notify the data controller in writing of the intended processing by the sub-contractor;
* obtain prior written consent from the data controller to the processing;
* enter into a written agreement incorporating terms which are substantially similar to those set out in this schedule. Where applicable the data processor is liable to the data controller for a sub-processor’s compliance with its data protection obligations.

4.7 The data recipient shall:

* not transfer or otherwise process the personal/special category data outside the UK without obtaining the data controller’s prior written consent, which will include the transfer instructions and obligations under Article 45, 46 & 49 UK GDPR.
* not share the shared personal data with any third party without the consent of the data discloser in accordance with the data controllers transfer instructions.

## 5 LAWFUL BASIS

5.1 The UK GDPR lawful basis for processing personal data is Article 6:

(e) processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller.

5.2 In respect of processing special categories of personal data, the applicable UK GDPR, Article 9 ground is:

2(h) processing is necessary for the purposes of preventive or occupational medicine, for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems and services on the basis of [domestic law] or pursuant to contract with a health professional and subject to the conditions and safeguards.

5.3 In respect of special categories of personal data and personal data relating to, Data Protection Act 2018 Schedule 1 condition, part 1, 2 Health or social care purposes.

5.4 For information shared or provided for fraud, law enforcement and prevention and detection of crime purposes, the lawful basis will be legal obligation. Requests will be actioned in accordance with Data Protection Act 2018 Schedule 2, Part 1.

5.5 For fraud, law enforcement and prevention and detection of crime purposes, the special categories data, UK GDPR Article 9 ground is:

2 (f) processing is necessary for the establishment, exercise or defence of legal claims or whenever courts are acting in their judicial capacity.

5.6 In respect of special categories of personal data, Data Protection Act 2018 Schedule 1, Part 2, (10) Preventing or detecting unlawful acts; (11) Protecting the public against dishonesty etc; (12) Regulatory requirements relating to unlawful acts and dishonesty etc; and/or (14) Preventing fraud.

## DATA USE PROVISIONS AND DATA QUALITY

* 1. The data processor will process personal and special category data for the purpose of delivering volunteer support, training, and development programs, where information on courses attended will need to be stored on the Provider system. In addition, volunteers accessing additional 1:1 support or coaching will have records of any sessions stored on the Provider system.
	2. The data processor is required to collect and manage consent in line with UK GDPR provisions for the purpose of fieldwork…

6.2 The only requirement for the data processor to provide personal data to the data controller is where:

* any allegations of fraudulent behaviour within your area. The data controller may request further information to this allegation. If the data processor is made aware of such activity through the project, the data controller will need to be informed;
* Where a safeguarding action is taken to promote the welfare of children and protect them from harm; and
* law enforcement or other authorities have requested in accordance with applicable law.

6.3 The disclosing party is responsible for the quality of the data they are sharing.

6.4 Before sharing data, the disclosing party will check that the data being shared is accurate valid, reliable, timely, relevant, complete, and up to date to the best of their knowledge. If sensitive data is being shared, which could harm the data subject if it was inaccurate, then particular care must be taken.

6.5 The parties shall ensure that the shared personal data remains confidential and that no one, including any member of any party's personnel, has access to the shared personal data other than those directly involved in, or connected with, the agreed purposes.

6.6 The data processor shall at the request of the data controller, demonstrate that the concerned persons under the data processor’s authority are subject to the abovementioned confidentiality.

## 7 CATEGORIES OF DATA SUBJECT

7.1 Residents of North Northamptonshire Council accessing the service.

## 8 CATEGORIES OF PERSONAL DATA

8.1 The data processor will be required to process the following data on the data controller’s behalf for the agreed purpose of delivering the service:

* Forename
* Surname
* DOB
* Age
* Sex
* Address
* Postcode

8.2 None for monitoring and reporting purposes.8.2

8.3 For fraud, law enforcement and prevention and detection of crime purposes, the parties will specify as part of the request.

## 9 SPECIAL CATEGORIES OF PERSONAL DATA

9.1 The data processor will be required to process the following special category data on the data controller’s behalf, for the agreed purpose of fieldwork:

* Health or social care status
* Sexual orientation
* Racial or ethnic origin
* Religions belief

9.2 None for monitoring and reporting purposes.

9.3 For fraud, law enforcement and prevention and detection of crime purposes, the parties will specify as part of the request.

## 10 MONITORING AND REPORTING DATA

10.1 Monitoring and reporting data and/or anonymised data relating to the below is required:

* Number of people accessing the service, waiting times for services
	+ Broken down by intervention and activities.
* Demographic information age, sex, religion, ethnicity, gender, and deprivation
* Impact of volunteering support service
* Outcome data for any structured interventions s.
	1. Data is to be shared with the data controller for the below service elements.
* For collecting and monitoring KPI and management information that will be shared by secure email.
* For collecting and sharing KPI and management information that the DFE require the local authority to submit every quarter data will be shared by secure email and secure file transfer.
* KPI and management information data will be shared every quarter on the 28th day of the month

10.3 Monitoring and reporting data will be shared quarterly on:

* 28th day of the Month,

## 11 SECURITY MEASURES

11.1 Data controllers and data processors are obliged under Article 32 to put in place appropriate technical and organisational measures to ensure the security of any personal data they process which may include, as appropriate:

* encryption and pseudonymisation;
* the ability to ensure the ongoing confidentiality, integrity, availability and resilience of processing systems and services;
* the ability to restore access to personal data in the event of an incident; and
* processes for regularly testing and assessing the effectiveness of the measures.

11.2 All shared personal data shall be encrypted and transferred by secure methods approved by both parties.

11.3 It is the responsibility of each party to ensure that its staff members are appropriately trained to handle and process the shared personal data in accordance with the technical and organisational security measures set out in this schedule, together with any other applicable laws and guidance.

11.4 Anonymised data can be sent via email.

11.5 Personal or special category data for law enforcement, prevention and detection of crime or fraud should be sent via secure file transfer portal. In this event the data controller will arrange for the data processor to access the portal. Once the information has been downloaded by the recipient, the discloser will delete the data from the portal.

##  DATA TRANSFER AND ACCESS REQUIREMENTS

* 1. No sharing of personal data from family hubs to the volunteer academy other than signposting interested parties to the Volunteer academy where relevant.

12.2 Access will be limited to the party’s authorised personnel only.

12.4 The parties may share personal data with permitted recipients where applicable by law or by virtue of this schedule. Permitted recipients are:

* DFE
* Lawful enforcement agencies
* Safeguarding board

12.5 Access to personal data can be withdrawn, if access is no longer necessary, and personal data shall consequently not be accessible anymore to those persons.

## 13 RETENTION

13.1 Personal information for the purpose of this processing will be kept by the parties in line with the council’s retention schedule unless otherwise permitted or obligated by statute or common law.

## 14 STORAGE

14.1 Personal data is securely stored on data controllers and data processors systems.

14.2 Personal data will not be stored outside of the UK or EU, unless where adequacy can be demonstrated.

## 15 DELETION

15.1 On termination of the provision of personal data processing services, the data processor shall be under obligation to delete all personal data processed on behalf of the data controller and certify, in writing or via email to the data controller that it has done so.

15.2 The data processor will securely dispose of personal and special category data in line with the specified retention period. Disposal is to be undertaken via confidential waste for hardcopy data; and by permanent deletion from the data processors systems for electronic data.

15.3 Deletion of personal data should be done in a secure manner, in accordance with the security requirements of Article 32 UK GDPR.

## 16 DATA SUBJECTS’ RIGHTS (INDIVIDUAL RIGHTS REQUESTS)

16.1 The parties each agree to provide such assistance as is reasonably required to enable the other Parties to comply with Individual Rights Requests within the time limits imposed by UK data protection legislation.

16.2 The data processor will take appropriate technical and organisational measures to help the data controller respond to requests from individuals to exercise their rights.

16.3 The data processor shall, as far as this is possible, assist the data controller in compliance with individual rights under UK GDPR.

16.4 Each party shall:

* promptly inform the other party about the receipt of any Individual Rights Request (within 48 Hours);
* not disclose or release any shared personal data in response to an Individual Rights Request, without first consulting the other party wherever possible.

16.5 Each party is responsible for maintaining a record of individual requests for information, the decisions made and any information that was exchanged. Records must include copies of the request for information, details of the data accessed and shared and, where relevant, notes of any meeting, correspondence or phone calls relating to the request.

## 17 BREACH REPORTING & RESOLUTION OF DISPUTES WITH DATA SUBJECTS OR THE ICO

17.1 Considering the nature of the processing and the information available, the data processor must assist the data controller in meeting its obligations to:

* keep personal data secure;
* notify personal data breaches to the data controller, immediately/without undue delay of awareness to allow the data controller to comply with the requirement to notify the ICO (where appropriate) within the 72-hour deadline.
* notify personal data breaches to data subjects only if instructed by data controller;
* carry out data protection impact assessments (DPIAs) when required; and;
* consult ICO where a DPIA indicates there is a high risk that cannot be mitigated.

17.2 In the event of a dispute or claim brought by a data subject or the ICO concerning the processing of shared personal data against either or both parties, the parties will inform each other about any such disputes or claims and will cooperate with a view to settling them amicably in a timely fashion.

17.3 The parties agree to respond to any available non-binding mediation procedure initiated by a data subject or by the ICO. If they do participate in the proceedings, the parties may elect to consider participating in any other arbitration, mediation or other dispute resolution proceedings developed for data protection disputes.

17.4 Each party shall abide by a decision of a court in England or Wales or the ICO in relation to a dispute arising under this agreement.

## 18 AUDITS AND INSPECTIONS

18.1 The data processor shall make available to the data controller all information necessary to demonstrate compliance with the obligations laid down in Article 28 UK GDPR and allow for and contribute to audits, including inspections, conducted by the data controller or another auditor mandated by the data controller.

18.2 The data processor shall be required to provide the supervisory authority, which pursuant to applicable legislation have access to the data controller’s and data processor’s facilities, or representatives acting on behalf of such supervisory authorities, with access to the data processor’s physical facilities on presentation of appropriate identification.

## 19 ANY OTHER SPECIFIC REQUIREMENTS REGARDING DATA PROTECTION

19.1 None.

## 20 INDEMNITY

20.1 The data processor shall indemnify the data controller against any losses, damages, cost or expenses incurred by the data controller arising from, or in connection with, any breach of the data processors obligations under this schedule.

## 21 WAIVER [ONLY INCLUDE IF NOT COVERED IN THE CONTRACT. IF COVERED DELETE SECTION]

21.1 No failure or delay by a party to exercise any right or remedy provided under this schedule or by law shall constitute a waiver of that or any other right or remedy, nor shall it prevent or restrict the further exercise of that or any other right or remedy. No single or partial exercise of such right or remedy shall prevent or restrict the further exercise of that or any other right or remedy.

## 22 GOVERNING LAW & JURISDICTION [ONLY INCLUDE IF NOT COVERED IN THE CONTRACT. IF COVERED DELETE SECTION]

22.1 Any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with this schedule or its subject matter or formation shall be governed by and construed in accordance with the law of England and Wales.

22.2 Each party irrevocably agrees that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with this schedule or its subject matter or formation.

## 23 REVIEW / VARIATION / TERMINATION

23.1 No variation of this schedule shall be effective unless it is in writing and signed by the parties.

23.2 If, during the term of this schedule, UK data protection legislation changes in a way that this schedule, is no longer adequate for the purposes of governing lawful data sharing exercises, the parties shall enter good faith negotiations to review this schedule to ensure continued lawfulness.

23.3 The schedule will expire on in line with the contract end date.

# 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 |  |
| 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 | Click to enter text. |
| 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 |  |
| 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. | Click to enter text. |
| 1.1. (j) | Are you a Small, Medium or Micro Enterprise (SME)? | Yes |
| 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 |  |
| 2.1. (d) | Phone number | Click to enter text. |
| 2.1. (e) | E-mail address |   |
| 2.1. (f) | Postal address*including postcode* |  |
| 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 service.
 |
| **Answer:** |
|  |
| **Word Count:** | Enter no. |

| **Service delivery model (40%)** |
| --- |
| **Question 7:** | **Scoring Methodology:** | 0-4 | **Word Limit:** | 1500 words |
| **Please outline your proposed delivery model. How will you meet the aims, requirements, objectives, and outcomes?** * Your proposed staffing structures and how you will work in partnership with North Northants Family Hubs and other agencies to support the recruitment, growth, development, and retention of volunteers to deliver services across North Northamptonshire.
 |
| **Answer:** |
|  |
| **Word Count:** | Enter no. |

| **Risk Management (20%)** |
| --- |
| **Question 8:** | **Scoring Methodology:** | 0-4 | **Word Limit:** | 1000 words |
| * Key risks for this project and what strategies you will put in place to mitigate these.
* Note any key considerations related to the service users taking part in volunteering.
* How will service-level risks be identified, recorded, and tracked?
 |
|  |
|  |
| **Word Count:** | Enter no. |

| **Quality Assurance (20%)**  |
| --- |
| **Question 9:** | **Scoring Methodology:** | 0-4 | **Word Limit:** | 500 words |
| Please provide a project timeline, * How will you measure success? Including the tools, you will use for recording and reporting against the outcomes.
 |
| **Answer:** |
|  |
| **Word Count:** | Enter no. |

# Section 4: Pricing Sheet

## 1. 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 £90,000
	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 appears to be unreliable.
1. **Award Criteria Questionnaire Weightings**
	1. The Award Criteria Questionnaire carries a total weight of 100%, split between Quality and Price.
	* Quality (80%)
	* Price (20%)
	1. The allocation of points available for these criteria are set out in Table G.
	2. 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.
2. **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:
	2. 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.
	3. 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.
	4. 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.
	5. 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.
	6. The award criteria questions will be evaluated, using the scheme set out in Table G, below.
1. **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. | £Click to enter text. |
|  | Delivery costs – travel, venues, incentives.  | £ |
|  | Additional Costs not otherwise specified | £Click to enter text. |
|  | 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. | £Click to enter text. |

# 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** |
| --- | --- | --- | --- |
|  | 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. |

# 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 into a contract with the Council will be in a position 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



1. <https://www.gov.uk/government/statistics/community-life-survey-202122/community-life-survey-202122-volunteering-and-charitable-giving> [↑](#footnote-ref-1)