

# DPS FRAMEWORK SCHEDULE 4: LETTER OF APPOINTMENT AND CONTRACT TERMS

## Part 1: Letter of Appointment



Dear Sirs

### Letter of Appointment

This letter of Appointment dated 20/01/2020, is issued in accordance with the provisions of the DPS Agreement (RM6018) between CCS and the Supplier.

Capitalised terms and expressions used in this letter have the same meanings as in the Contract Terms unless the context otherwise requires.

Contract Number:	Con_17371
From:	MoJ Commercial & Contract Management Directorate (CCMD), on behalf of; on behalf of Youth Justice Board, with offices at 102 Petty France, Westminster, London SW1H 9AJ ("Customer")
To:	Opinion Research Services at The Strand, Swansea, SA1 1AF ("Supplier")

Effective Date:	03/02/2020
Expiry Date:	End date of Initial Period 31/1/2023 End date of Maximum Extension Period 31/1/2023

Services required:	Set out in Section 2, Part B (Specification) of the DPS Agreement and refined by: the Customer's Project Specification attached at Annex A and the Supplier's Proposal attached at Annex B; and
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Key Individuals:	<b>REDACTED</b> <b>REDACTED</b>
[Guarantor(s)]	N/A

Contract Charges (including any applicable discount(s), but excluding VAT):	<b>REDACTED</b>
Insurance Requirements	As Per Terms
Liability Requirements	<b>Suppliers limitation of Liability</b> (Clause <b>Error! Reference source not found.</b> of the Contract Terms);
Customer billing address for invoicing:	Ministry of Justice SSCL PO Box 769 Newport NP20 9BB  APinvoices-MOJ-U@sscl.gse.gov.uk

GDPR	See terms and conditions and schedule 7
Alternative and/or additional provisions (including Schedule 8(Additional clauses)):	N/A

**FORMATION OF CONTRACT**

**BY SIGNING AND RETURNING THIS LETTER OF APPOINTMENT (which may be done by electronic means) the Supplier agrees to enter a Contract with the Customer to provide the Services in accordance with the terms of this letter and the Contract Terms.**

**The Parties hereby acknowledge and agree that they have read this letter and the Contract Terms.**

**The Parties hereby acknowledge and agree that this Contract shall be formed when the Customer acknowledges (which may be done by electronic means) the receipt of the signed copy of this letter from the Supplier within two (2) Working Days from such receipt**

**For and on behalf of the Supplier:**

**For and on behalf of the Customer:**

Name and Title:

**REDACTED**

Name and Title:

**REDACTED**

Signature:

**REDACTED**

Signature: **REDACTED**

Date: **REDACTED**

Date: **REDACTED**

## ANNEX A

### Customer Project Specification

Enhanced Case Management (ECM) is a trauma-informed approach to service delivery for children in youth justice settings. This specification sets out the requirement for a suitably qualified and experienced contractor to carry out an impact and process evaluation of an Enhanced Case Management pilot being delivered by four Youth Offending Teams in the South-West of England. The pilot commenced on the 30<sup>th</sup> September 2019 and will conclude in December 2021, and will deliver ECM to 25 children a year. The evaluation will assess the impact of ECM upon the desistance, needs and wellbeing of the children engaged through ECM, and upon the YOT practitioners implementing ECM. It will also assess the implementation of ECM. An innovative, mixed methods approach to small-scale evaluation should be conducted. It is anticipated to include the analysis of administrative data and conduct of primary research. Findings will be presented in two publishable reports to be delivered in March 2022 and January 2023. This project is commissioned by the Youth Justice Board (YJB) through the Crown Commercial Services Research Marketplace RM6018. Two small-scale evaluations of ECM have been, or are currently being conducted, and this evaluation will seek to test the approach further. Findings will feed into the YJB's strategic thinking regarding trauma-informed practice and will assist the YJB to build on knowledge and understanding of ECM to date, to identify if trauma-informed practice delivered through ECM improves outcomes for children in the youth justice system and whether ECM can confidently be promoted as an approach.

#### Introduction

In England and Wales, the number of children in the youth justice system has substantially declined. Since March 2008, there are 86% fewer first time entrants, 82% fewer children who receive a youth caution or court conviction and 70% fewer children in custody<sup>1</sup>.

However, there is now a greater concentration of children in the youth justice system with entrenched patterns of offending and complex needs, including those that stem from childhood trauma and adverse childhood experiences. In the year ending March 2018, the rate of re-offending stood at 40.9%.<sup>2</sup>

Enhanced Case Management (ECM) was developed in Wales as a trauma-informed approach to service delivery for children in youth justice settings. It uses psychology led case formulation to assist youth justice practitioners to tailor and sequence interventions according to individual need, utilising understanding of the Trauma Recovery Model<sup>3</sup>. ECM recognises the impact of adverse childhood experiences and trauma on children and supports YOT practitioners to develop effective ways of working with them to improve life chances and to prevent future offending. An initial trial of ECM, funded by the Welsh Government was evaluated in 2017<sup>4</sup>, with the conclusion that the approach should be tested further. A further project was established in South Wales (with the support of the Welsh Government, Public Health Wales and the South Wales Police and Crime Commissioner), which is due to conclude in March 2020 with a separate evaluation.

This specification sets of the requirement for a suitably qualified and experienced contractor to carry out an impact and process evaluation of a new ECM pilot in the South-West of England. This evaluation is commissioned by the Youth Justice Board. One of the objectives of the Youth Justice Board's (YJB) 2019 corporate strategy<sup>5</sup> is to promote the development of trauma-informed practice and ECM. This evaluation will feed into the YJB's strategic thinking regarding trauma-informed practice and will assist the YJB to build on knowledge and understanding of ECM to date, to identify if trauma-informed practice delivered through ECM improves outcomes for children in the youth justice system and whether ECM can confidently be promoted as an approach.

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<sup>1</sup> Youth Justice Board/Ministry of Justice (2019) [Youth Justice Statistics: 2017 to 2018](#). London: Youth Justice Board

<sup>2</sup> Youth Justice Board/Ministry of Justice (2019) [Youth Justice Statistics: 2017 to 2018](#). London: Youth Justice Board

<sup>3</sup> Skuse, T. and Matthew, J. (2015) The Trauma Recovery Model: Sequencing Youth Justice Interventions for Young People with Complex Need. *Prison Service Journal* 220, p.216-225

<sup>4</sup> Cordis Bright (2017) *Evaluation of the Enhanced Case Management Approach* Cardiff: Welsh Government

<sup>5</sup> YJB (2019) *YJB Strategic Plan 2019 to 2022* London: YJB

## **Background to the Requirement**

ECM is currently being developed in four youth offending teams (YOTs) in the South-West of England. The YOTs involved are Bristol, North Somerset, Bath and North-East Somerset, and South Gloucestershire, with North Somerset YOT acting as the lead. It is being taken forward by a partnership consisting of:

- The Youth Justice Board for England and Wales YJB, who is the principal funder and provides oversight of the project.
- The Forensic Adolescent Consultation and Treatment Service (FACTS) in Wales, provides and supervises the psychology service to ECM.
- NHS England (NHSE) South West Health and Justice team, which is part funding the project.
- Public Health England (PHE), which is assisting with the quality assurance and evaluation aspects of the project, and;
- North Somerset, South Gloucestershire, Bath and North-East Somerset and Bristol YOTs, which will refer cases under their supervision to ECM. North Somerset YOT is the lead YOT for administrative purposes.

The project commenced on 30th September 2019 and will conclude in December 2021. The aim is to deliver ECM with 25 children a year, distributed amongst the participating YOTs. This number has been derived from the capacity that the full-time psychologist has. The criteria for referral to ECM are:

- Children who have previously offended
- Children who are subject to statutory court orders in the community (this may also include those who received an out of court disposal).
- Minimum of six months engagement with the YOT (which can include voluntary as well as statutory contact)
- Displaying indicators of complex need and adverse childhood experience

In terms of preparation for delivery, training was commissioned for the participating YOTs on attachment, the impact of child and adolescent trauma and the Trauma Recovery Model. This was provided in 2016, December 2018, January 2019. We are currently considering what refresher training is needed and when it will be delivered.

The first four referrals have been received and accepted by the project team; one from each YOT, and case formulations with psychology input has commenced for these cases.

The project has three staff; a psychologist and two senior practitioners. The role of the psychologist is to lead the multi-agency case formulation and subsequent reviews of case progress, make recommendations for intervention planning and delivery and provide clinical supervision and support to YOT practitioners managing ECM cases. The senior practitioners are trauma champions, who work with two YOTs each, to support YOT case managers in the delivery of ECM and trauma-informed practice. The project is supported by operational and steering groups which meet quarterly.

This project is being let under the terms of the Crown Commercial Service Research Marketplace RM6018.

## **Aims**

As indicated above, there has been a previous evaluation of ECM in 2017 and a further evaluation is due of the South Wales project in March 2020. The previous projects have been small scale in terms of the numbers of children worked with and as such it is difficult to establish to what extent the ECM approach improves outcomes for children and the extent to which staff have adopted a trauma-informed approach in participating YOTs. This evaluation will take account of previous findings and continue to build and expand the evidence base, to support improvement of the ECM approach and identify lessons which can be learned in developing trauma-informed practice in a youth justice setting.

## **Objectives**

The overall objective of this evaluation will be to:

*Assess the impact of ECM on children's desistance, needs, and wellbeing in the four participating YOTs.*

Primary and secondary objectives are outlined below and both must be delivered as part of the evaluation. However, as achieving the primary objective is of greater importance, the suitability of methods to address this objective will be given greater weighting in the evaluation criteria (see Assessment of Bids).

### 1. Impact Evaluation (Primary objective).

- a. What impact has the ECM had in terms of:
  - i. Children's criminal justice outcomes, such as breaches and reoffending (frequency, and severity) during ECM and over a 12 month period following ECM, in comparison to children not going through ECM. Proxy measures (or interim measures) for desistance should also be considered.
  - ii. Children's non-justice psychosocial outcomes, which should include as a minimum: child health and wellbeing, development, needs, identity shift and agency and relationships.
  - iii. YOT practitioners and managers' knowledge and understanding in relation to how early attachment, trauma and adverse life events can impact on a young person's ability to engage effectively in youth justice interventions. In addition, YOT practitioner attitudes towards and confidence in delivering trauma informed practice. This could be measured through the ARTIC assessment, but is not limited to this.
  - iv. Child engagement with ECM and with YOTs and strength of relationships with YOT practitioners.
  - v. Harms or unintended negative consequences of ECMThese stated outcomes could be refined, and further outcomes may be identified and prioritised, following refinement of the theory of change.
- b. What is the relative contribution of different ECM elements to outcomes?

### 2. Process Evaluation (Secondary Objective).

- a. Is ECM, and its constituent elements, being implemented as intended and in accordance with ECM practice guidance? Summarised below are the key elements of ECM:
  - i. Embedding the key principles of trauma-informed approaches in practice such that approaches reflect concerns for the child's safety and developing trustworthiness, collaboration, participation and empowerment<sup>6</sup>.
  - ii. The tailoring and sequencing interventions more effectively according to the developmental and mental health needs of individual young people
  - iii. Use of the trauma recovery model as a framework for decision making and intervention planning
  - iv. Use of the multi-agency case formulation meetings to share knowledge and understanding of the child's background and history
  - v. Influence of psychologist's assessments and recommendations in guiding practice during case formulation and subsequent reviews
  - vi. Training and clinical supervision of YOT practitioners
  - vii. Eligibility criteria. Who is receiving the ECM and is this being managed appropriately. Examination of case selection, profile of children receiving ECM, attrition, re-referral of cases and case closure should be considered.
- b. To what extent does the implementation of ECM, its constituent elements and the activities that underlie this, represent a change from current practice?
- c. What are the barriers and facilitators (e.g. logistical, practical, cultural and legal) of ECM delivery and effectiveness?

3. **Overall assessment of ECM.** Combine the findings from 1 and 2 to make conclusions as to the confidence the YJB can have in ECM as an approach to trauma-informed service delivery. In addition, recommendations and

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<sup>6</sup> These principles are taken from Covington S (2016) *Becoming Trauma-informed Toolkit for Women's Community Service Providers* <https://www.mappingthemaze.org.uk/wp/wp-content/uploads/2017/08/Covington-Trauma-toolkit.pdf>

adaptations needed to support implementation, effectiveness and sustainability of the approach should be provided in a final presentation to YJB.

## Access to Data

The project is maintaining anonymised monitoring data on each of the children referred to ECM (and for those who are referred but not accepted, with the reasons why). This includes their profile by age, gender, ethnicity, adverse childhood experiences, offence(s), status in the youth justice system and reasons for referral to ECM<sup>7</sup> etc. The monitoring spreadsheet also contains information about re-offending whilst under statutory provision<sup>8</sup>, breach and supervisory contact with the YOT recorded on the case management system. The successful bidder will have access to this information.

There may be the possibility of pooling outcomes of the current evaluation cohort with previous cohorts from the evaluations conducted in Wales to assess criminal justice outcomes over time for all children who have received ECM. There have been 65 cases of ECM identified from previous evaluations. This will be subject to obtaining data sharing approval.

The project also has a range of documentation which has been developed to support implementation and start-up, for example an equality impact assessment, referral criteria, a guide to establishing ECM and benefits map. Further, there are minutes of operational and steering group meetings which record decisions relating to the operation of the project. Any further non-commercially sensitive information can potentially be made available on request subject to technical feasibility, data sharing agreements and ethical considerations.

A draft Theory of Change has also been created and can be seen in the Appendix. This should be used, in combination with reviewing the logic model from the Cordis Bright (2017) evaluation<sup>9</sup>, stakeholder input and research review, to create a refined the Theory of Change for ECM.

Bidders should also consider whether they will require access to further case level data for analysis and what specific information this would include. Data sharing agreements will be required for the evaluation and the project plan should address this and what can be done to mitigate against delays in the process of putting the arrangements in place. YJB will provide the successful contractor with initial contacts and facilitate arrangements to carry out the fieldwork. However, it will be the contractor's responsibility to complete and submit necessary documentation, applications and approvals. ECM YOT practitioners will act as the gatekeepers to children.

## Methodology

Use an appropriate approach to small-scale evaluation, enabling a range of evidence to be collected and analysed. We encourage an innovative mixed methods approach but are open to a wide range of methodologies that address the objectives. Approaches to outcome measurement that capture the non-binary nature of desistance (e.g. survival analysis) and make use of intermediate outcome measures would be welcomed. We encourage bidders to consider appropriate baseline or comparisons in order to robustly assess the impact of ECM. An examination of the attitudes and experiences of children, YOT workers and YOT managers, senior practitioners, FACTS and external agencies towards ECM will prove useful for assessing a number of objectives.

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<sup>7</sup> A referral form is completed for each child which contains their basic details, known adverse childhood experiences and other indicators of complex needs. It also asks why the case has been referred.

<sup>8</sup> This would include offending known to have occurred whilst on the order e.g. because of arrest or charge or could arise from sentencing for an offence that was committed prior to the commencement of the order, which was sentenced during the order.

<sup>9</sup> Cordis Bright (2017) *Evaluation of the Enhanced Case Management Approach Annex 1: Research Material* Cardiff: Welsh Government. Available at: <https://dera.ioe.ac.uk/30929/2/170328-evaluation-enhanced-case-management-approach-annex1-en.pdf>

Bidders are invited to explain the approach they will use to conduct the evaluation and how this will achieve the objectives set out above. They will be required to provide the information to address the criteria set out below.

- What methods of data collection and analysis they intend to use; why these are the most appropriate and how they will answer the aim and objectives of the evaluation.
- They should specify how they will make use of existing data and what additional data would need to be collected. In addition, they should set out how they will record the data and synthesise findings from a range of sources.
- What assumptions they have made e.g. about effect sizes, sampling, response rates and access to data
- The risks to the approach and how these will be addressed (e.g. how they will guard against selection biases and minimise the likelihood of missing data)
- What the strengths and limitations are in their approach
- How they will quality assure each element of their work

Where alternative, additional or innovative approaches are suggested bidders must ensure that these approaches are clearly identifiable within their bid along with the associated benefits of each approach. Bidders must also ensure that each alternative/additional/innovative aspect is separately priced within the pricing structure of their bid. Where alternative/additional/innovative approaches are suggested it may be necessary for YJB to evaluate your bid more than once, depending on the number of alternative/additional/innovative approaches suggested and the size/scale of each. Any small alternative/additional/innovative approaches that are suggested in addition to the approaches outlined within the specification may be retained or dismissed at the discretion of YJB. Therefore, bidders must stipulate any intrinsic aspects of these alternative/additional/innovative approaches so that these aspects are not dismissed.

## Outputs

1. A detailed project plan addressing:
  - a. How each of the research questions will broadly be undertaken and addressed.
  - b. Risk identification and mitigation.
  - c. Details of staffing for the project and the project management arrangements.
  - d. A timetable which includes the frequency of progress meetings from project set-up to closure at which project updates will be presented. This should contain key planning milestones from inception to final project end date. This should include the scope to participate in meetings to promote the research and engage with key stakeholders.
2. Inception meeting
3. A revised Theory of Change. The draft theory of change (see Appendix) should be reviewed and revised. This revised Theory of Change should then be used to structure the evaluation framework.
4. Evaluation framework. This should include methods, timescales, tools and data sources for addressing each of the outlined objectives. This should be no more than 4 pages.
5. Any data sharing agreements and applications for permission to access data or conduct research.
6. Research tools and materials (e.g. topic guides)
7. Quarterly progress meetings
8. Presentation of emerging findings
9. Completion of fieldwork and record of data collected (e.g. transcripts).
10. Phase 1 report to include theory of change, process evaluation findings and available outcome evaluation findings. This should include an executive summary and be no more than 40 pages excluding appendices. It will be subjected to at least two rounds of drafting and comments and be written to a publishable standard. Providing it has met the necessary quality requirements (including internal assurance checks and external peer review) it will be published in line with standard practice for YJB. Time for external peer review should be allowed for in the timetable and resources.
11. Presentation of Phase 1 findings to the YJB
12. Presentation of Phase 1 findings to ECM steering group.
13. Phase 2 report which will concentrate on longer-term offending outcome findings in accordance with the timeline. This should include an executive summary and be no more than 40 pages excluding appendices. It will be subjected to at least two rounds of drafting and comments and be written to a publishable standard.

Providing it has met the necessary quality requirements (including internal assurance checks and external peer review) it will be published in line with standard practice for YJB. Time for external peer review should be allowed for in the timetable and resources.

14. Presentation of Phase 2 findings to the YJB. Recommendations on how to support the implementation, effectiveness and sustainability of the approach should be set out in this presentation.
15. Full anonymised final data set used for the outcome evaluation. This should include a data dictionary.

Deliverables will be subject to YJB being satisfied with their quality.

Depending on the proposed methodology, additional outputs may also be required, for example, electronic copies of any transcripts, data and analysis output. Bidders must specify if they intend to provide any additional outputs, making it clear which of the proposed methods these outputs relate to. A cost breakdown for these additional outputs must also be provided. Bidders must confirm that they will be able to provide all the necessary quality assured outputs within the expected timescales. The successful contractor should agree with the project manager the details of all expected final outputs before drafting - including the target audience, length, expected structure and format for each final output. Contractors are responsible for ensuring all versions of draft reports are fully quality assured for spelling, grammar, accuracy and formatting.

## **Project management**

The project manager nominated by the contractor must have sufficient experience, seniority and time allocated to manage the project effectively. The bidder must commit to undertaking quality assurance of all deliverables and for the contractor to guarantee the accuracy of all outputs to YJB. The project will work on exception reporting whereby the contractor has responsibility for informing YJB of any issues or risk impacting significantly on quality, time, resources or stakeholder engagement of the project.

It is expected that following the project initiation meeting, regular contact will take place between the contractor and the YJB by telephone, email and face to face meetings. The frequency of contact will be agreed at the project inception meeting. However, progress meetings outlining emerging current issues/ risks and mitigation will take place on a quarterly basis.

Bidders must include:

- Details of the project team that will be involved in working on the project, outlining their roles and responsibilities and the number of days on the project broken down by key areas of work within the evaluation
- Details of the skills and experience of the project team, including experience of their knowledge of youth justice services, experience of conducting high quality innovative mixed-methods approaches to small-scale evaluations and experience of conducting evaluations with children
- How the contract will be delivered in the event of staff changes during the project;
- How they will keep the YJB updated on the progress of the project.
- Describe in detail how they will manage this project to ensure that it runs smoothly, specifying the project management techniques that will be used.
- Identify risks associated with the successful completion of the research and how they plan to mitigate them. Bidders must provide a full risk register for all elements of the project.
- Details of planned quality assurance procedures.

### **Provisional Timetable**

Bidders must confirm that they can meet the below timetable and outline how they will organise their team to ensure this. In their bid they should expand on this timetable, detailing the timings of specific planned data collection activities.

The timetable is flexible if the bidder provides justification that the project will benefit from fieldwork being undertaken to a different timeframe. In this case, bidders should propose adjustments to the timetable for the project.

<b>Step</b>	<b>Key milestones</b>	<b>Timeframe</b>
Inception meeting	<ul style="list-style-type: none"> <li>• Agree proposals with client</li> <li>• Establish reporting mechanisms and frequencies with YJB</li> </ul>	January 2020
Finalise project plan	<ul style="list-style-type: none"> <li>• Meet key stakeholders</li> <li>• Agree finalised project plan including governance, staffing and timetable</li> </ul>	February 2020
Produce Theory of Change, evaluation framework and finalise data collection tools and procedures	<ul style="list-style-type: none"> <li>• Produce revised Theory of Change and evaluation framework</li> <li>• Develop and identify research tools and materials</li> <li>• Establish and agree data sharing protocols with YOTs and data collection arrangements</li> </ul>	March 2020
Research fieldwork and analysis	<ul style="list-style-type: none"> <li>• Commence data collection and analysis</li> <li>• Attend quarterly progress meetings</li> </ul>	April 2020 onwards
Emerging findings	<ul style="list-style-type: none"> <li>• Presentation of emerging findings</li> </ul>	January 2021
End of ECM project	<ul style="list-style-type: none"> <li>• ECM project concludes</li> <li>• Fieldwork data collection closes</li> </ul>	December 2021
Phase 1 Report	<ul style="list-style-type: none"> <li>• Submission of Phase 1 report</li> </ul>	March 2022
Presentation of Phase 1 Report	<ul style="list-style-type: none"> <li>• Presentation of findings to the YJB</li> <li>• Presentation of findings to ECM steering group</li> </ul>	April 2022
Phase 2 Report and Presentation	<ul style="list-style-type: none"> <li>• End of offending outcome data collection 12 months following ECM case closure</li> </ul>	December 2022 – Jan 2023

	<ul style="list-style-type: none"> <li>• Submission of Phase 2 report</li> <li>• Presentation of findings and recommendations to YJB.</li> </ul>	
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## Project Costs

The maximum estimated budget for the work **REDACTED**. All bids should be within budget. We welcome bids at lower costs if they meet the research aims in more effective ways.

Bidders must submit clear separate costings for each aspect of the project. This must include: details of the data collection and data analysis activities with a breakdown of cost; a detailed breakdown of what activities each member of the research team will conduct with a specification of the time allocated and their daily rate; and any assumptions associated with the costs.

## Payment Milestones

Expected date of milestone completion	Detail of milestone	Expected Invoice amount
March 2020	Revised theory of change signed off	20%
March 2020	Design of field work signed off: evaluation framework, data sharing and data collection arrangements, and data collection instruments approved by YJB	30%
January 2021	Presentation of emerging findings	10%
March 2022	Phase 1 report signed off following drafting, revision and peer review process	20%
January 2023	Phase 2 report signed off following drafting, revision and peer review process. Presentation of findings and recommendations to YJB delivered.	20%

YJB must be satisfied that any deliverables/outputs have been provided by the contractor to the required standard before they authorise a payment.

## Ethical Issues

The research will be expected to meet the requirements of the Government Social Researcher (GSR) Professional Guidance: Ethical Assurance for Social Research in Government (<http://www.civilservice.gov.uk/networks/gsr/publications>) and any other relevant professional codes.

Bidders must provide details of any ethical issues relevant to the proposal and how these will be addressed and what internal ethical assurance processes are in place in their organisation. The successful contractor must obtain informed written consent from those participating in the study. Bidders should outline how the specific ethical issues of

conducting research with children will be addressed. It should explain how consent will be obtained, how children will be safeguarded and how any disclosures which may be a cause of concern will be dealt with. They should also outline how the voice and experience of children is appropriately captured in the evaluation.

## **Data Protection**

Bidders must provide details of data protection issues relevant to the proposal and explain how these will be addressed. The successful contractor will be required to store all data in accordance with data protection legislation and data sharing agreements that will need to be put in place. Bidders should explain how the information collected from individuals will be stored, reported and collected and disposed of following completion of the project.

## **Security**

The successful contractor must ensure that all staff working on the project have had a Baseline Personnel Security Standard (BPSS) check.

## **Response**

The response must be limited to 15 pages of A4, font size 11 (this excludes annexes). The response must include:

- Evidence of understanding of the contextual factors, research aims and research and analysis requirements
- Full details of the research methodology (including data collection and analysis methods) and how this will meet the listed aims and objectives;
- An itemised outline timetable of the stages of work should be provided;
- Details of the project team that will be involved in working on the project, outlining their roles and responsibilities and the number of days on the project broken down by key areas of work within the evaluation
- Details of the relevant skills and experience of each team member to conducting their specific roles and responsibilities on the project. This should include details of the project team's knowledge of youth justice services, experience of conducting high quality innovative mixed-methods approaches to small-scale evaluations and experience of conducting evaluations with children.
- How the contract will be delivered in the event of staff changes during the project;
- What project management arrangements and progress reporting will be used.
- Details of the planned quality assurance procedures.
- Details of any ethical issues, data protection and data security relevant to the proposal and how these will be addressed; including how the voice of children will be adequately captured in the evaluation.
- A risk register identifying risks associated with the completion of the research and how bidders plan to mitigate them.
- Overall cost and clear separate costings for each aspect of the project. This should include a detailed breakdown of what activities each member of the research team will conduct with a specification of the time allocated and their daily rate; and any assumptions associated with the costs.
- If various options are provided, a cost for each option and a recommendation as to your preferred options.
- CVs and supporting information should be included in annexes (these are additional to the specified page limit).

## **Assessment of Bids**

The information provided in the bids will be assessed against the following weighted criteria:

<b>Criteria (Weighting)</b>	<b>Relevant response points</b>
Understanding of the research and analysis requirement (10%)	<ul style="list-style-type: none"> <li>Evidence of understanding of the contextual factors, research aims and research and analysis requirements</li> </ul>
Robustness and suitability of the proposed approach for meeting the project aims and objectives (50%: Primary objective (30%); Secondary Objective (20%))	<ul style="list-style-type: none"> <li>Full details of the research methodology (including data collection and analysis methods) and how this will meet the listed aims and objectives.</li> <li>Details of the planned quality assurance procedures.</li> <li>Details of any ethical issues, data protection and data security relevant to the proposal and how these will be addressed; including how the voice of children will be adequately captured in the evaluation.</li> </ul>
Suitability and robustness of project management (20%)	<ul style="list-style-type: none"> <li>An itemised outline timetable of the stages of work should be provided</li> <li>Details of the project team that will be involved in working on the project, outlining their roles and responsibilities and the number of days on the project broken down by key areas of work within the evaluation</li> <li>How the contract will be delivered in the event of staff changes during the project</li> <li>What project management arrangements and progress reporting will be used</li> <li>A risk register identifying risks associated with the completion of the research and how bidders plan to mitigate them</li> </ul>
Suitability and experience of the team to deliver the project to a high standard (10%)	<ul style="list-style-type: none"> <li>Details of the relevant skills and experience of each team member to conducting their specific roles and responsibilities on the project.</li> <li>This should include details of the project team's knowledge of youth justice services, experience of conducting high quality innovative mixed-methods approaches to small-scale evaluations and experience of conducting evaluations with children.</li> </ul> <p>CVs and supporting information should be included in annexes (these are additional to the specified page limit).</p>
Cost (10%)	<ul style="list-style-type: none"> <li>Overall Cost</li> <li>Clear separate costings for each aspect of the project including a detailed breakdown of what activities each member of the research team will conduct with a specification of the time</li> </ul>

	<p>allocated and their daily rate; and any assumptions associated with the costs.</p> <ul style="list-style-type: none"> <li>• If various options are provided, a cost for each option and a recommendation as to your preferred options.</li> </ul>
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Scoring guidance for cost, and other quality criteria are set out separately below. In scoring each quality criterion, attention will be given to each of the supporting response points. Should a variant bid be submitted, it will be scored separately.

**Quality criteria (excluding Cost) scoring guidance**

Any individual criterion scores within the lowest bracket (Major Reservations / Unacceptable) will lead to a rejection of the bid.

Score	Assessment	Interpretation
100	Exceeds Requirement	Exceeds the requirement. Exceptional demonstration by the bidder of understanding the criterion and ability to deliver. Evidence identifies factors that will offer significant added value.
80	Acceptable	Satisfies or slightly exceeds the requirement. Demonstration by the bidder of understanding the criterion and ability to deliver.
60	Minor reservation	Satisfies the requirement with minor reservations. Some minor reservations about the bidder’s understanding of the criterion and ability to deliver.
0	Major Reservation / Unacceptable / Unanswered	Satisfies the requirement but with major reservations. Serious concerns about the bidder’s understanding of the criterion and ability to deliver.

**Cost scoring methodology** – All costs must be within budget.

Score	Assessment
100	Lowest Cost
95	1-4.9% above lowest cost
90	5-9.9% above lowest cost
80	10-19.9% above lowest cost
70	20+ % above lowest cost

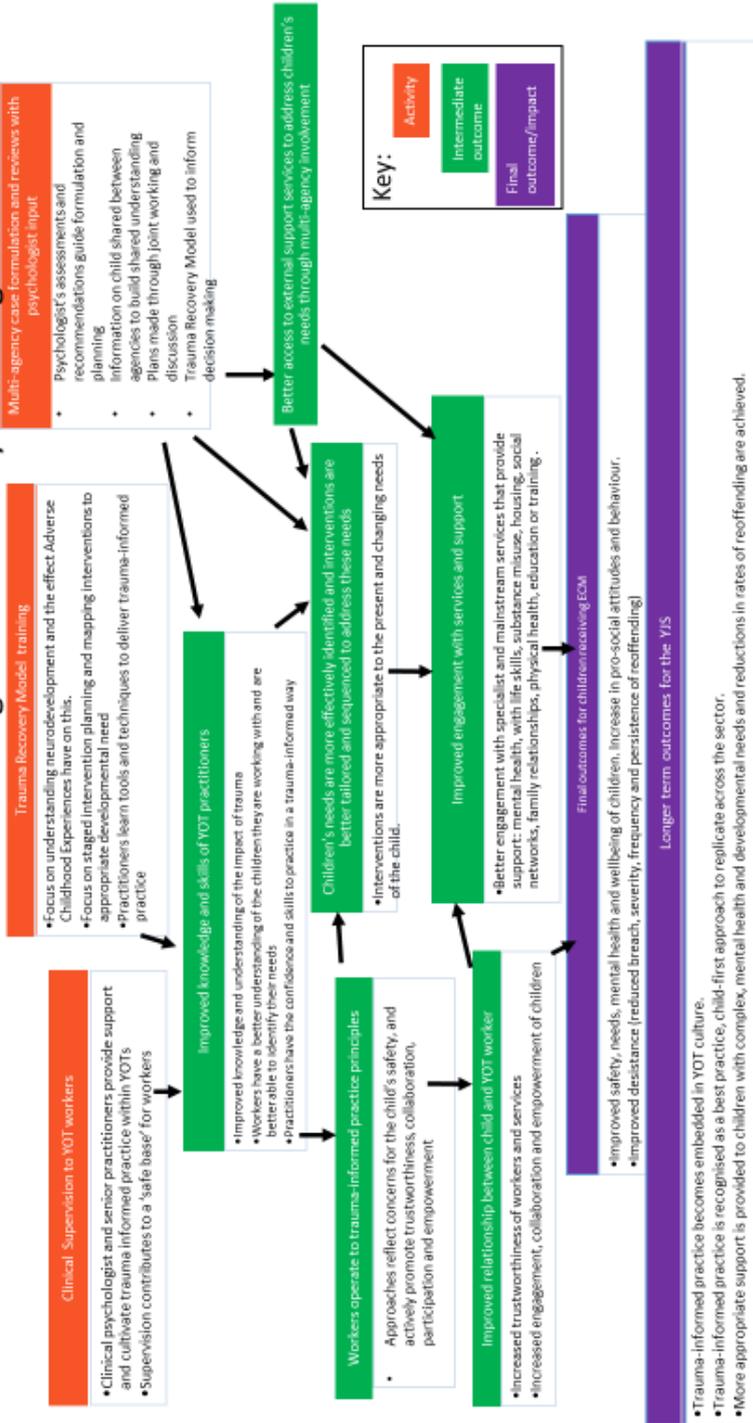
## Timetable for Tender Process

Our indicative timetable for the tender is as follows:

ITT issued on e-commerce portal	4 December 2019
Last day for clarification questions	16 December 2019
Responses to ITT deadline	6 <sup>th</sup> January 2020
Bids appraisal and outcome decision	16 <sup>th</sup> January 2020
Commencement meeting with successful contractor (Skype). Note that if the contract has not been signed, the Authority will not be liable for any costs incurred by the supplier if anything prevents the award going ahead.	

# Appendix

## POSITIVE OUTCOMES FOR CHILDREN **Enhanced Case Management – Theory of Change** SYSTEM CHANGE



**ANNEX B**

**Supplier Proposal**

Proposal for the Ministry of Justice  
**Enhanced Case Management (ECM) Research**

»

**REDACTED**

Project Timetable – Daily Breakdown (*minimum 7.5 hours/day*)

**REDACTED**

**Part 2: Contract Terms**

**REDACTED**