**Documentation Provided by Council**

1. All the documentation necessary to submit this quotation are set out in the following appendices:
* **Appendix A – Background information**
* **Appendix B – instructions for quotation**
* **Appendix C – Procurement timetable**
* **Appendix D – Delivery Milestones**
* **Appendix E – terms and Conditions**
* **Appendix f - Specification**
1. The deadline for any clarifications should be sought from Janet Ikharia (jikharia@lambeth.gov.uk) in accordance with the timetable in accordance with Appendix C – Procurement Timetable.

**Submission of Quotation by Provider**

1. Your proposals should be set out in the method statement and pricing document and returned to Janet Ikharia in accordance with the submission date/time in Appendix C.

**criteria for evaluation**

1. Your submission will be evaluated by an evaluation panel. The evaluation will be based on quality 65% and price 35%.

**method statement**

1. Providers are invited to submit their proposal based on the questions in set out in Table 1 – Evaluation Criteria and Questions below which is based on the requirements set out in Appendix F – The Specification. Each question will be scored in accordance with Table 2 – Scoring Methodology.

**Table 1 – Evaluation Criteria and Questions**

|  |  |  |
| --- | --- | --- |
| **Criteria** | **Questions** | **Weighting %** |
| **Criteria 1** | **Sample size and sampling*** Please indicate the sample size or sizes that you would recommend as providing best value within the stated budget and why.
* Please detail which demographic characteristics you would advise setting quotas on and why.
 | 10 |
| **Criteria 2** | **Questionnaire development*** Please indicate the maximum survey length that that your proposed methodology covers.
* The survey instrument should be adequately tested prior to application with the full sample. Please outline what testing will be employed.
* While we expect some questions to be very specific to Lambeth Council’s outcomes and ambitions, it will be possible to benchmark other more longstanding questions with findings from other councils. Please suggest what level of normative comparison data you would expect your organisation to be able to provide or facilitate access to, and how this would influence the question setting process.
* We would expect the questions to remain fairly static over future years of the survey but may require up to 30% of the questions to change in second and subsequent years. Please detail the level of change to the questions that would be acceptable in future years of delivery of the survey and why.
* Although this survey is being contracted by the council it is hoped that, should they wish, partner organisations or departments within the council may be able to pay for additional questions on an ad hoc basis. Please indicate in your proposals whether this is feasible; please provide indicative costs for additional time on the survey, as well as for adding the following types of questions:
* A showcard multi-code question
* An open ended question
* A battery statement (3 statements with agree/disagree or important/unimportant)
 | 5 |
| **Criteria 3** | **Fieldwork*** Lambeth is an extremely diverse borough. We do not wish to exclude residents on the basis that they do not speak English, are disabled or have other characteristics that might mean that they are ‘hard to reach’ or ‘hard to hear’. Please provide details on how you will include these groups.
* Please also outline any procedures you would put in place to include people with childcare responsibilities, people with religious commitments at particular times of day or days of week, and people whose cultural or religious background means they would prefer to be interviewed by people of a particular gender.
* We also do not wish to exclude residents who may have particular needs (physical disabilities or learning difficulties) – please outline how you would include these respondents.
* Your submission should include details of the methodology to be adopted including statistical/sampling processes; quality processes to ensure accurate and swift data processing; back-checking policies; sample sizes, quotas and any boosts, confidence levels, and information about fieldworker briefing and training.
 | 10 |
| **Criteria 4** | **Analysis and reporting** * Analysis (10%) and reporting (5%) together make up 15% of the overall score for your proposal. If you are able to provide reports within the budget please state what you could provide (including samples), with timelines for delivery.

The key outputs we require are:* Tables with cross breaks and significance testing for subgroups with at least 50 respondents including our 6 geographic town areas
* An SPSS data file of responses
* Responses linked to contact details of respondents who consent to re-contact
* Top lines with historical trends and normative comparisons.
 | 15 |
| **Criteria 5** | **Online Panel**We are also interested in establishing an online Residents’ Panel which can be consulted to quickly answer follow up question that emerge as a result of the surveys carried out. We would like the commissioned agency to tell us how they would go about setting this up, how they would ensure the online panel is representative, how they would ensure residents are engaged with this channel and to demonstrate examples of data they have previously collected through this methodology. | 5 |
| **Criteria 6** | **Experience**Having a proven track record in delivering this type of consultancy is very important to us. Please describe when you have completed a similar project before, how this experience will be applied to deliver the Council’s requirements, and your experience conducting online panels and the: * Value of the contract
* Dates of the contract
* Employer
* Scope of service
 | 10 |
| **Criteria 7** | **Quality procedures, sustainability and project management*** We require short weekly email updates from the contractor during fieldwork highlighting progress and any issues that are arising, as well as an inception and closure meeting – please detail how this requirement will be met.
* Under the Public Services (Social Value) Act 2012, local authorities must consider economic, social and environmental well-being when commissioning contracts for public services. Contractors are asked to consider the economic, social and environmental sustainability in their proposals. With particular regard to social sustainability, please provide details on employment conditions, health and safety of your staff and interviewers, health and safety of interviewees particularly those with special needs.
* With regard to economic sustainability, please provide details about your ability to employ local interviewers and/or translators. Please provide details of any policies you will employ to reduce the environmental impact of this project.
* Contractors must abide by the MRS code of conduct and proposals should provide detail of quality assurance processes that will be in place, including how agency will adhere to GDPR legislation.
* Please ensure your proposals are clear about which elements of this contract, if any, will be sub-contracted, and provide details of responsibilities allocated within these contractual agreements.
 | 5 |
| **Criteria 8** | Please detail the resources and planning that you will employ to ensure delivery of the Key Delivery Milestones (Appendix D). *Proposed timescales for 2022*

|  |  |
| --- | --- |
| Questionnaire for Quarterly Residents’ Survey finalised (Q1) | 17th February 2022 |
| Fieldwork | 28th February 2022 |
| Top line results provided | 14th March 2022 |
| Q1 report delivered | 4th April 2022 |
| Online Panel set up | 4th April 2022 |

|  |  |
| --- | --- |
| Questionnaire for Quarterly Residents’ Survey finalised (Q2) | 20th May 2022 |
| Fieldwork | 31st May 2022 |
| Top line results provided | 14th June 2022 |
| Q2 report delivered | 4th July 2022 |

|  |  |
| --- | --- |
| Questionnaire for Quarterly Residents’ Survey finalised (Q3) | 8th August 2022 |
| Fieldwork | 15th August 2022 |
| Top line results provided | 31st August 2022 |
| Q3 report delivered | 26th September 2022 |

|  |  |
| --- | --- |
| Questionnaire for Annual Residents’ Survey 2022 finalised | 31st October 2022 |
| Fieldwork | 7th November 2022 |
| Top line results provided | 21st November 2022 |
| Annual Residents’ Survey 2022 report delivered | 19th December 2022 |

 | 5 |
| **Total (Quality Score)** | **65** |

**Information Requirements**

1. Please ensure your method statement are provided in Ariel Font Size 11. Please limit your responses to: that you limit your responses to the following:

Question 1 – 2 sides of A4

Question 2 – 1 side of A4

Question 3 – 1 side of A4

Question 4 – 1 side of A4

Question 5 – 1 side of A4

Question 6 – 1 side of A4

Question 7 – 1 side of A4

Question 8 – 1 side of A4

* The council reserves the right to challenge any information provided in response to the RFQ and request further information in support of any statements made therein.
* Potential Providers’ responses must clearly demonstrate how they propose to meet the requirements set out in the question and address each element in the order they are asked.
* Potential Providers’ responses should be limited to, and focused on each of the component parts of the question posed. They should refrain from making generalized statements and providing information not relevant to the topic.
* Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these areas including identifying key sections within responses.
* Please note that Question number 4 within in Table 1 is a threshold question. If the provider is unable to submit a satisfactory response this will result in automatic elimination from the procurement process.

**Table 2 – Scoring Methodology**

|  |  |
| --- | --- |
| 0  | Failed to address the question/issue.  |
| 1  | An unfavourable response/answer/solution. There is limited or poor evidence of skill/experience sought; a high risk that relevant skills will not be available.  |
| 2  | Less than acceptable. The response/answer/solution/information lacks convincing evidence of skill/experience sought; lack of real understanding of requirement or evidence of ability to deliver; medium risk that relevant skills or requirement will not be available.  |
| 3  | Acceptable response/answer/solution/information to the particular aspect of the requirement; evidence has been given of skill/experience sought.  |
| 4  | Above acceptable – response/answer/solution/information demonstrates real understanding of the requirement and evidence of ability to meet it (based on good experience of the specific provision required or relevant experience of comparable service or supply.  |
| 5  | Excellent – response/answer/solution provides real confidence based on experience of the service or supply provision required. Response indicates that the supplier will add real value to the organisation with excellent skills and a deep understanding of the service or supply requested.  |

PRICE SUBMISSION

1. The Council is seeking an itemised submission in accordance with the deliverables set out in Table 3 – Pricing Submission. The pricing submission should assume and include all disbursements and costs associated with the production of the deliverables.
2. Price proposals should include the requirements and standards as set out in Appendix F – The Specification.

**Table 3 – Pricing Submission**

|  |  |  |
| --- | --- | --- |
| **Item No.** | **Deliverables** | **Itemised lump sum cost (£ excl. VAT)** |
| 1 | Sample size and sampling  |  |
| 2 | Questionnaire Development  |  |
| 3 | Fieldwork  |  |
| 4 | Analysis and Reporting  |  |
| 5 | Quality procedures, sustainability and project management   |  |
| 6 | Online panel |  |
| 7 | Any other costs – please detail   |  |
|  | **Total for items 1 to 7 (to be used for price evaluation purposes)** |  |

**Pricing considerations**

1. For price, each submission will be assessed on the total cost (item 5 in Table 3 above) using the following equation:



1. The Quality Score will be added to the Price Score to determine the Final score. The Council will select a supplier on a most economically advantageous tender.