# **Request for Proposal**

# Surrey County Council - Support in the Community (Lot 1 Community & Life Skills including Centre Based Support)

Deadline for receipt of the completed Response Document is **on Thursday 30th October at 12noon**.

All information provided will be treated in the strictest confidence.

**Thank you for your interest in working with us**

**Service Overview**

Surrey County Council is commissioning Community and Life Skills, including Centre-Based Support Services, for adults aged 18 and over with a Learning Disability, Acquired Brain Injury and/or Autism. As existing contractual arrangements are due to end, Surrey County Council has refreshed the service specification to ensure future provision meets the needs of residents and supports the Council’s 2030 Community Vision, in which no one is left behind and all individuals can participate fully in community life.

**Aims**

The service will promote progression and independence, supporting individuals to live their best lives through improved wellbeing, social inclusion, and informed decision-making. Providers will be expected to help individuals develop or maintain skills, reduce reliance on services, and increase engagement in community-based activities, volunteering, or employment.

**Objectives**

* Deliver a range of tailored, outcome-focused activities within community and/or centre-based settings.
* Promote community inclusion through use of local assets and partnerships.
* Build local connections to support wellbeing and progression.
* Implement relevant Health Action and Positive Behaviour Support Plans.
* Provide countywide Travel Training to promote independent travel.
* Support individuals to use technology that enhances independence and outcomes.
* Offer responsive, non-residential short breaks.
* Work in partnership with Supported Employment providers to ensure transport access.
* Support unpaid carers through signposting and resources.
* Manage risk proactively to promote independence and prevent dependency.
* Ensure staff possess the necessary skills, competencies, and specialist knowledge to deliver consistent, high-quality, and cost-effective services that represent best value for Surrey County Council.

**Our commissioning approach**

Fedcap is a not-for-profit organisation dedicated to transforming lives and strengthening communities. We work in partnership with funders and our partners to deliver excellence for beneficiaries of our services across workforce development, health, economic development and education. As a transformative prime, through market stewardship we work to build the capacity of our delivery partners and particularly seek to include SMEs and or VCSE organizations in our supply chains.

We are seeking to procure potential partners with demonstrable experience of the following:

## **Centre Based & Community Support/Delivery**

* + Delivering equivalent centre based and or community services for adults aged 18 and over with a Learning Disability, Acquired Brain Injury and/or Autism
	+ Delivering as part of centre based or community settings a range of activities relating to community and life skills including (but not limited to) vocational activities; supporting access to work experience; life skills (cooking, budgeting, meal planning); support with medication​; and, support with personal care.
	+ Providing non-residential short breaks including for the carers of individuals mentioned above

***\*Please note:*** *Organisations applying to deliver Centre Based & Community Support should be aware that TUPE (Transfer of Undertakings Protection of Employment) may apply.*

**Please complete sections: 1,2,3,7,9 and 10 only**

1. **Provision of Transport**
* Capability and capacity to provide Surrey-wide transport for adults with learning disabilities and/or autism to/from attending day (morning and/or afternoon sessions) and community services
* At a minimum providers must have capacity/capability to provide safe secure and accessible transport for up to 150 individuals (individually and or in groups) covering an estimated total travel distance of 3600 miles per week

***\*Please note:*** *Organisations applying to provide transport services should be aware that TUPE (Transfer of Undertakings Protection of Employment) may apply.*

**Please complete sections: 1,2,4,7,9 and 10 only**

## **Technology Specialists**

* 1. Expertise in providing digital solutions to adults aged 18 and over with a Learning Disability, Acquired Brain Injury and/or Autism that support equity of access to community and life skills/assets​
	2. Innovation in Apps and or other tools that provide targeted support to any of the specific groups mentioned above

**Please complete sections: 1,2,5,7,9 and 10 only**

## **Advocacy Services**

* 1. Provision of advocacy (embedded within a centre-based/community service or independent of other services) for adults aged 18 and over with a Learning Disability, Acquired Brain Injury and/or Autism that enables them to express their view, secure their rights and participate fully in decisions affecting their lives.

**Please complete sections: 1,2,6,7,9 and 10 only**

**If applying for all 4 service lines, please complete all sections.**

**Timetable of activity**

Set out below is the proposed procurement timetable. This is intended as a guide and whilst Fedcap does not intend to depart from the timetable it reserves the right to do so at any stage**.**

**Return Submissions and Clarification Points to:** **partnerships@fedcap.org.uk**

| **Activity** | **Dates** |
| --- | --- |
| Support in the Community RFP issued  | Thursday 23rd October 2025  |
| Deadline for bidders to issue points for clarification | Monday 27th October 2025 at 12noon  |
| Deadline for receipt of RFP submissions | Thursday 30th October 2025 at 12noon  |
| RFP Evaluations  | Friday 31st November 2025 |
| RFP Evaluation Notifications  | Monday 3rd November 2025 |

# **RFP Instructions**

All responses must be submitted in the template provided below. This is the first stage of our partner selection process. Shortlisted organisations may be invited for further due diligence and provider verification.

**RFP Response Template & Evaluation Criteria**

1. **Organisation Information**

Please complete the following organisational details for your company.

|  |  |
| --- | --- |
| 1.1 Company Name  |  |
| 1.2 Registered Company Name if different to 1.1 Company Name |  |
| 1.3 Registered Company Address  |  |
| 1.4 Registered Company Number or Registered Charity Number |  |
| 1.5 Primary Contact Name, Job Title, Email Address and Phone Number  |  |
| 1.6 Organisation Website |  |
| 1.7 Company type (Public, Private, Charity, Social Enterprise etc.) |  |
| 1.8 Date Organisation Established |  |
| 1.9 Is your Organisation a Small/Medium Enterprise (SME) (yes or no) |  |

1. **Organisation Overview (Not scored)**

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| --- |
| 2.1 Please provide a brief description of your organisation, its vision, mission & values ***(maximum 200 words)***  |
|  |

1. **Centre Based & Community Support/Delivery (Scored Weighting x 4)**

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| --- |
| 3.1 Describe your experience delivering centre-based and/or community services for adults aged 18+ with a Learning Disability, Acquired Brain Injury, and/or Autism.Please include:* Types of services delivered
* Settings used (centre-based, community, hybrid)
* Outcomes achieved

***(maximum 500 words)***  |
|  |
|  3.2 How do you support individuals to develop life skills and access vocational activities?Please include:* Examples of life skills training (e.g. cooking, budgeting)
* Support for work experience or volunteering
* Support with medication and personal care

**(maximum 500 words)** |
|  |

**4. Transport (Scored weighting x 2)**

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| 4.1 Describe how your organisation provides safe, reliable, and inclusive transport solutions that meet the diverse needs of adults with a Learning Disability, Autism, and/or Acquired Brain Injury, or with similar needs. Please include: * How you ensure services are accessible, flexible, and responsive to changing individual requirements (including mobility, sensory, and behavioural needs).
* How vehicles and equipment are/have been adapted or designed to meet accessibility standards and individual preferences.
* How you manage punctuality, route planning, and scheduling to ensure efficiency while maintaining person-centred service delivery.
* Your procedures for staff vetting and training

***(maximum 300 words)***  |
|  |
| 4.2 For any vehicles referred to in question 4.1, are these owned outright or rented by your organisation? Please give details of how you ensure vehicle maintenance, safety checks, and compliance with relevant transport and health and safety legislation. **(maximum 200 words)** |
|  |

1. **Specialist / Assistive technologies (Scored Weighting x 4)**

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| --- |
| 5.1 Describe your digital solutions (current platforms/apps or other technologies) that support independence, safety, communication, and/or wellbeing, for adults aged 18 and over with a Learning Disability, Acquired Brain Injury and/or Autism or with other similar needs.Please include: * Ease of use and accessibility
* Training and support provided
* Data security & safeguarding
* Feedback from current users/their carers.
* Estimated costs on a per user model and indicate any relevant pricing variables.

***(maximum 500 words)***  |
|  |

1. **Advocacy (Scored Weighting x 4)**

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| --- |
| 6.1 Describe how your organisation has ensured that people accessing your services have appropriate and timely access to advocacy in line with the **Care Act 2014**, **Mental Capacity Act 2005**, and **Equality Act 2010**.Please include:* How you identify who may require advocacy support, including those who have difficulty communicating their needs or making informed decisions.
* How you facilitate access to **independent advocacy** and how you will work collaboratively with advocates to ensure individuals’ views are represented. Or the steps you take to promote **self-advocacy and empowerment**, enabling individuals to speak up for themselves wherever possible.
* How your staff are trained and supported to understand the role of advocacy and their responsibilities in signposting/facilitating advocacy access.
* How you record, monitor, and review advocacy solutions/involvement to ensure effective outcomes and continuous improvement.

***(maximum 500 words)***  |
|  |

1. **Social Value (Scored Weighting x 2)**

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| --- |
| 7.1 Please provide details on how you plan to demonstrate added social value and/or social impact and sustainability whilst on contract.Please include details of:* Social value initiatives, including any initiatives related to volunteering, supporting NEET and/orworking locally with SMEs and VCSEs
* Any carbon reduction initiatives within scope 1, 2, and 3 and how these will be measured and reported against annually on contract

***(maximum 300 words)***  |
|  |

1. **Mandatory Policies and Compliance Standards – Not scored**

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| --- |
| Acceptance onto our supply chain will be subject to due diligence checks and confirmation that you have the following polices, processes or procedures in place or would be willing to be subject to ours for the period of the contract. **Signature and submission of this document will be taken as confirmation that you agree to have any necessary checks undertaken and agreement to provide any evidence requested with respect to:** |
| * Medication policy (aligned to good practice as set out in NICE Guidance NG67 Managing medicines for adults receiving social care in the community) – ***only required for organisations interested in delivering Centre based and Community Support***
* Financial Performance and standing (including credit checks)
* Safeguarding and prevent
* Delivery accreditation or professional memberships (where applicable)
* Cyber Security and data protection
* Health and Safety
* Social Value
* Equality, Diversity and Inclusion
* Modern Slavery
* Fraud Prevention including Corruption and Bribery
* Registration with the Government’s Central Digital Platform (i.e. share code & supplier information download)
 |

1. **Delivery Areas (Not Scored)**

9.1 Please Indicate below in which geographical areas your services currently operate and any areas you could or would consider operating in within Surrey.

|  |  |  |  |
| --- | --- | --- | --- |
| **Surrey area** | **Currently operating services**  | **Would consider delivering services** | **If you are only able to provide services in a specific location within these areas, please provide details below** |
| Surrey Heath  | [ ]  | [ ]  |  |
| Woking  | [ ]  | [ ]  |  |
| Guildford  | [ ]  | [ ]  |  |
| Tandridge | [ ]  | [ ]  |  |
| Elmbridge  | [ ]  | [ ]  |  |
| Runnymede  | [ ]  | [ ]  |  |
| Spelthorne | [ ]  | [ ]  |  |
| Epsom & Ewell | [ ]  | [ ]  |  |
| Mole Valley | [ ]  | [ ]  |  |
| Reigate & Banstead | [ ]  | [ ]  |  |
| Waverley | [ ]  | [ ]  |  |

# **Are you considering bidding as a lead Provider for this opportunity? (Not scored)**

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| --- |
| *If yes, please outline relevant Lots.*  |
|  |

# **Evaluation**

Submissions will be evaluated in line with below:

Responses will be scored on a 0–5 basis:

* 0 – No or poor response
* 1 – Weak; lacks evidence
* 2 – Limited; some relevant detail
* 3 – Satisfactory; meets basic expectations
* 4 – Strong; clearly evidenced and relevant
* 5 – Excellent; fully aligned and compelling

Scores will be weighted as indicated in each section above.

# **Declaration**

**I declare that to the best of my knowledge the answers submitted in this document are correct.**

|  |
| --- |
| **FORM COMPLETED BY: -** |
| Name |  |
| Job Title |  |
| Date |  |
| Telephone Number |  |
| Signature |  |

For the purposes of this electronically transmitted document, it is sufficient that typed names are permitted rather than signatures. A typed name will be deemed to have been signed by the person stated with the necessary responsibility required within the organisation.

All information you give us is deemed confidential.

**Please note – it is up to you to update us if the information you have given changes, or if you do not want us to keep your details on file anymore, please contact** **partnerships@fedcap.org.uk**