# Specification

## Scope

* + 1. The Supplier shall provide Services to the DHSC for the administration of Grants and purchasing and distribution of Automated External Defibrillators (AEDs) in accordance with this Specification and the criteria outlined in Annex B.

1. **Aims and Objectives**
   1. Through the provision of this service the supplier will support the increase in the number of Automated External Defibrillators (AED’s) in communities across England.
   2. The DHSC anticipates that the £1m fund will increase the number of AED’s by circa 1,000. The Supplier will work collaboratively with the DHSC throughout the contract life to ensure the number of AED’s installed is maximised.
   3. The fund also aims to ensure AED’s are installed in locations where they are most in need to help reduce the inequality in their access.

## Key Service Requirements

* 1. The Supplier shall offer the following key Services:

1. Market Engagement and Promotion (see 3.1.1)
2. Application & Award Services (see 3.1.2)
3. Counter Fraud Services (see 3.1.3)
4. AED specific requirements (see 3.1.4)

## Market Engagement & Promotion

This includes:

### Communications and marketing

The Supplier shall work closely with DHSC to:

* 1. Identify and target relevant audiences and potential applicants, such as those in areas where AED’s are most in need;
  2. Promote the fund or programme to relevant audiences and potential applicants and;
  3. Provide impartial help for applicants through the application process by creating and delivering clear messages through a range of mediums e.g. personal engagement and/or interaction.
  4. Advertise the grant on the Find a Grant Service as needed

The Supplier shall work closely with DHSC to identify, target and interact at the right level with audiences to promote the ongoing activities and achievements of the fund or programme as a whole. The Supplier shall establish key messages in agreement with DHSC in order to promote the fund successfully; identify the appropriate style of communication to potential applicants and applicants, e.g. newsletters or social media posts; and publicise the success and achievements of the applicant(s).

### Production and design of supporting intelligent guidance and materials

The Supplier shall design and produce guidance for fund applicants and participants. This must include, but not be limited to:

* 1. Appropriate pre-application guidance, clearly communicating fund aims, objectives and criteria, to ensure that relevant audiences and potential applicants are easily able to make accurate decisions around the suitability of the fund for their organisation;
  2. Appropriate application guidance, which supports applicants to provide all required information through the application process;
  3. Distribution of any other relevant specific guidance if required for the fund and agreed with DHSC

### Design of templates for audience usability

The Supplier shall work closely with DHSC to develop new, or tailor existing, easy to use and easily accessible digital application forms that are appropriately styled with any accompanying materials where appropriate.

These forms will include, but not be limited to, application, award and monitoring for applicants and participants. The supplier will be required to hold and maintain documentation and information (including digital information) on behalf of DHSC.

The Supplier shall work closely with DHSC to develop materials to support and guide staff and decision makers in executing assessments and awards of the fund.

The Supplier shall work closely with DHSC to decide upon the most suitable platform for accessibility. Emphasis should be placed on digital applicant forms. However, where applicants have a clear need for paper forms this should be reasonably accommodated by the Supplier to ensure an inclusive application and award process.

## Application & Award Services

This includes:

### Customer and administrative support

The Supplier shall provide DHSC with customer service and administrative support services that facilitate the delivery of fund administration through, but not limited to, the following activities:

### Customer service

### A function that will provide assistance, advice and guidance to applicants and potential applicants participating, or seeking to participate in the fund commissioned by the DHSC. The scope of the support will include but not be limited to:

* 1. The provision of an enquiry service proportionate to the fund, which furnishes prompt and professional advice concerning all aspects of the fund;
  2. The production and dissemination of visible and clear guidance concerning the application and payment processes associated with the fund, including the prompt provision of accurate information in response to queries submitted by applicants;
  3. The delivery of a high quality customer service experience that facilitates the movement of applicants through the process;
  4. The resolution of complaints received as a consequence of the Supplier’s delivery of the fund within 10 working days, and a mechanism for promptly providing DHSC with full transparency of any complaints received and their status (in terms of resolution) as requested by DHSC.

### Record management

The supplier shall be responsible for the receipt, processing, filing/retrieval, management, and retention/disposal of all records and information associated with their administration of the fund on behalf of DHSC. Administrative services will support the easy identification and retrieval of individual records or files for publication or audit, enabling DHSC to be transparent and accountable. The services must have the following characteristics:

1. The ability to accommodate DHSC’s policies for the management, retention, backup and disposal of records and files as needed.
2. Technological adaptability in order to successfully interface with DHSC’s existing technological infrastructure.
3. Provide for security of information requiring special protection.
4. Compliance with the Data Protection Act / UK GDPR.
5. Comprehensive auditable records of the fund on an on-going basis. This should include as a minimum but not limited to; the number of applicants, number of applications accepted and rejected, number of AED’s purchased and installed, and amount spent on purchase of AED’s.

The Supplier will be responsible for compiling and providing DHSC with regular status reports concerning the project being run, in line with DPS Order Schedule 1 - Transparency Reports.

### Risk Management

Supplier will be responsible for implementing systems and processes to effectively manage risks and issues relevant to predict:

* + 1. Demand (number of applications) and timeline;
    2. Fraud and Counter Fraud;
    3. Reputational;

The supplier should also utilise their knowledge of grant administration in relation to AED’s to accurately plan resource to enable the award of all funding and installation of AED’s within 12 months of the contract start date.

The DHSC requires that Supplier aims to begin installation of AED’s by October 2023, and the Supplier must be able to demonstrate that progress has been made toward this.

The Supplier will consult with the DHSC the most effective way to structure the advertisement, application, and award of grants for this service to ensure all grant funding is awarded within 12 months.

DHSC may use a degree of flexibility in the contract term where factors outside of the Suppliers control prevent the timelines above being adhered to.

### Scheme and programme assessment and / or award

The Supplier shall work closely with DHSC to make decisions in respect of fund assessment and award, including but not limited to:

* 1. Reading and evaluation of applications;
  2. Managing the receipt and assessment of all applications, including producing assessment summaries and scoring based on predefined criteria
  3. Effective decision making by assessing and presenting the extent to which individual applications demonstrate that the proposals meet the funds defined assessment criteria;
  4. Seeking (where required) clarification from applicants concerning their applications;
  5. Performing due diligence checks;
  6. Communicating the results (successful and unsuccessful notifications) to applicants
  7. Awarding of grant to successful applicants;
  8. Maintaining data on the number and profile of applications including their outcomes;
  9. Provide DHSC with the necessary information for inclusion on the Government Grants Information Service (GGIS).

### Payment processing

The supplier will not be required to transfer any DHSC funding to successful grant applicants.

Suppliers will receive DHSC funding and use this to purchase AED’s on behalf of the successful grant applicants.

It is anticipated that the payment schedule will be as described in Order Schedule 5 – Pricing Details.

The Supplier shall confirm that predetermined criteria have been met in order to assess if the grant applications can be approved.

The Supplier shall ensure AED’s are purchased promptly following grant approval.

### Performance and financial monitoring

The Supplier shall work closely with DHSC to support the monitoring of performance and the use of fund finances, including but not limited to:

* 1. Setting up monitoring and evaluation processes including those related to risk and fraud management;
  2. Provide DHSC with the necessary information for inclusion on the Government Grants Information Service (GGIS);
  3. Conducting regular reviews to identify risk (including counter fraud) and record outcomes and assess delivery of value for money;
  4. Taking action to resolve issues as agreed with DHSC;
  5. Supporting DHSC in carrying out any other tasks that relate to performance and financial monitoring.
  6. Reporting any perceived fraudulent behaviour by grant applicants
  7. Setting up mechanisms for recouping funding if sent fraudulently, in error or through other means which requires the recipient to return some or all of the money paid to them

## Counter Fraud Services

The Supplier will be expected to purchase AED’s on behalf of successful applicants to mitigate fraud risk in the first instance (see 3.1.4).

The Supplier shall work closely with DHSC to mitigate fraudulent grant applications by developing systems and processes to prevent these.

These may include;

* 1. Reviewing grant applications and awards regularly and conducting fraud risk assessments to ascertain if fraud has happened or is happening;
  2. Report findings back to the DHSC;
  3. Make recommendations to mitigate any future fraud risk

### Additional Requirements (Specific to AED’s)

* 1. The supplier will not be required to transfer any funding to successful grant bidders.
  2. The supplier will use the funding awarded by DHSC to purchase AED’s and any associated equipment needed for installation (e.g. cabinets, signage) on behalf of the successful bidders. The supplier must be able to demonstrate to DHSC that any equipment purchased is suited for the intended purpose and represents value for money.
  3. The supplier should possess strong knowledge of the types of AED’s available in the market and be able to accurately determine the most suitable one to be installed in the location of the successful grant bidder based on their grant application. Consideration may be given to:
     + 1. Age of those most likely to require use of the AED (children/adults/both)
       2. If the AED is indoor in a temperature-controlled environment, or outside, and what measures need to be taken to account for this.
       3. Any other factors in determining the suitable AED associated equipment to install (e.g. security requirements)
  4. AED’s purchased by the supplier should demonstrate value for money and be suitable for their intended purpose.
  5. The supplier should also consider the accessibility of instructions on the AED’s (e.g. language used) and if they can be easily understood by members of the public. AED’s should be useable by members of the public without prior training.
  6. Where applicable, successful grant bidders should be made aware of any warranty information so they can take appropriate action in the event of a fault with the AED. **This fund does not cover ongoing maintenance expenses.**
  7. The supplier is strongly encouraged to identify match funding opportunities to increase the number of AED’s installed under the scheme and not directly funded by the DHSC. The amount of match funding received will be monitored by DHSC.

Suppliers may achieve match funding through the means they determine to be most relevant for the grant applicant in question e.g;

* + - 1. Asking the grant applicant if they would consider contributing towards the cost of their AED in any amount
      2. The supplier providing their own funding in addition to that provided by DHSC
      3. The supplier using their relationships with other organisations who may consider providing additional funding

A grant applicants’ inability to provide match funding should NOT impact their ability to be approved for grant funding in anyway.

* 1. The supplier should make it clear to grant applicants that the DHSC funding will not cover ongoing maintenance expenses or training in the use of the AED.
  2. The supplier should provide material to successful grant applicants to support the use of AED’s, such as training videos or instructions from manufacturers. The supplier should not use DHSC funding to develop new training for successful grant applicants. Training should be in the form of already accessible sources/materials, such as free online training from reputable sources.

### Sustainability

* 1. The Supplier shall ensure that it adheres to Government guidance and best practice as set out in the Greening Government Commitments.
  2. The Supplier shall support CCS and DHSC to meet the Government agenda in terms of business sustainability. This requires consideration of commercial needs and the ability to make a positive impact on society and the environment, both locally and globally, as detailed in Joint Schedule 5 (Corporate Social Responsibility).
  3. The Supplier shall work with DHSC to identify opportunities to introduce innovation, reduce cost and waste and ensure sustainable development is at the heart of their operations.

### Regional, National and International Standards

* 1. The Supplier shall ensure that it adheres to any applicable government guidance and standards including, but not limited to, the following:

1. Common Minimum Standards (CMS)
2. Government Buying Standards
3. Supplier Code of Conduct
4. Greening Government Commitments
5. Applicable regulations

# ANNEX A – Glossary

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| **Term** | **Definition** |
| Fund, fund, funds | The Community Automatic External Defibrillator Fund |
| Funding Agreement | The standard funding agreement that should be signed by successful applicants where applicable |
| Government Functional  Standards GovS 015: Grants. | The Standard that all grant making bodies adhere to when developing grant schemes and programmes |
| Government Functional Standard GovS 013: Counter Fraud | The Standard that sets the expectations for the management of fraud, bribery and corruption risk in government organisations |
| Government Grants Information Service (GGIS) | The portal that captures all information on grant awards across all departments |

# ANNEX B – Criteria for the successful supplier to use to award grants

* 1. DHSC wishes to utilise the knowledge of suppliers in the market to refine the exact criteria the supplier will use to award grants. This will be agreed between DHSC and the Supplier before grant applications are encouraged or received.
  2. The criteria agreed between DHSC and the successful supplier should ensure that the following applies to successful bids:
     + 1. AED’s will be accessible to the public, preferably 24/7
       2. AED’s are installed in areas where there is a clear need for the device e.g. high footfall areas, rural locations with extended ambulance response times, hotspots for cardiac arrest such as, but not limited to, sporting venues, venues with vulnerable people etc.
       3. AED’s should not be in locations/organisations where [DfE has already committed to fund the installation of these](https://www.gov.uk/government/news/every-school-will-have-a-life-saving-defibrillator-by-2223), such as in state funded schools, or where other national organisations may be installing them.
       4. All AED’s purchased must be registered on [The Circuit](https://www.thecircuit.uk/)– The British Heart Foundation’s national defibrillator database.
       5. Successful grant bidders are encouraged to train or facilitate the training of the local community in CPR.
       6. Successful grant bidders agree responsibility for the ongoing maintenance and serviceability of the AEDs themselves (replacement defibrillators will not be funded by DHSC)
     1. Grants will be available to businesses and/or any applicable organisation that can demonstrate they meet the above criteria.