

Request for Proposal (RFP)

For: Night Concierge Services

Date: 19th September 2022

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1 Overview of Social Interest Group

- 1.1 The Social Interest Group (SIG) is a leading UK based charity, providing bespoke person centred social and health care solutions.
- 1.2 We deliver social and health care services through our subsidiary charities SIG Penrose, SIG Equinox, SIG Pathways and SIG Investments.
- 1.3 As a group we operate 32 services, over 400 bed spaces of accommodation, support approximately 13,000 people in residential or community based settings and have a turnover of £19.1m per year.
- 1.4 We are experts in working with adults who have the most complex and chaotic lives; enabling and empowering them to take charge of themselves, giving them the skills and resilience to live healthy and fulfilled lives.
- 1.5 We are ambitious, creative and persistent in the way we work, ensuring high impact and outcomes are achieved in all we do.

2 Introduction and Background to the Project / Programme

- 2.1 The Social Interest Group is undertaking a review of the night concierge agencies it works with. This project will include a competitive tender for invited agencies to put forward proposals to become our preferred supplier that will enable the Group to cover the breadth of its needs.
- 2.2 It is envisaged that contracts will be awarded to successful bidders for periods of up to 3 years. All contract awards will be on a non-exclusive basis.
- 2.3 The Group has its head office in Highbury & Islington, and a network of local offices/projects. The local offices/projects will drive most of the night concierge needs from a variety of disciplines.
- 2.4 Night Concierge needs will vary across sites. These are set out in the Service Specification below.
- 2.5 The purpose and scope of this RFP and supporting documents is to explain in further detail the requirements of the Group and the procurement process for submitting a RFP proposal.

3 RFP Conditions and Contractual Requirements

This section of the RFP sets out the Social Interest Groups contracting requirements, general policy requirements, and the general RFP conditions relating to this procurement process ("**Procurement Process**").

3.1 Contracting requirements

- a) Subject to the terms of this RFP, Social Interest Group (which includes any subsidiary companies and other organisations that control or are controlled by Social Interest Group from time to time) proposes to enter into a Contract with the successful bidder. Each bidder must provide its terms and condition as requested in Annex 1 of this RFP. Any request set out in this RFP for a bidder to provide their standard terms and conditions to Social Interest Group does not constitute acceptance by Social Interest Group of such terms and conditions. Contract award is subject to the formal approval process of Social Interest Group and mutually acceptable contract terms and conditions being agreed. Until all necessary approvals are obtained, no Contract will be entered into.
- b) The appointed suppliers will be expected to deliver the goods and/or provide services at Social Interest Group's properties in London, Luton, Bedford, Kent and Brighton and elsewhere in England from time to time.
- c) Social Interest Group's contracting and commercial approach in respect of the required goods and/or services is set out at Annex 1 (Terms and Conditions of contract) ("**Contract**"). By submitting an RFP response, you are agreeing to be bound by the terms of this RFP and the Contract without further negotiation or amendment.
- d) Social Interest Group proposes to award the Contract for an initial period of up to 3 years, with a possible extension up to 2 years (1 plus 1).
- e) In the event that you have any concerns or queries in relation to the RFP, you should submit a clarification request in accordance with the provisions of this RFP by the Clarification Deadline (as defined below in the Timescales section of this RFP). Following such clarification requests, Social Interest Group may issue a clarification change to the RFP that will apply to all potential suppliers submitting an RFP response.

- f) Social Interest Group is under no obligation to consider any clarifications / amendments to the RFP proposed following the Clarification Deadline, but before the RFP Response Deadline (as defined below in the Timescales section of this RFP). Any proposed amendments that are received from a potential supplier as part of its RFP response shall entitle Social Interest Group to reject that RFP response and to disqualify that potential supplier from this Procurement Process.
- g) Neither the issue of this RFP, nor any of the information presented in it, should be regarded as a commitment or representation on the part of Social Interest Group (or any other person) to enter into a contractual arrangement.

3.2 General Policy Requirements

- a) By submitting a RFP response in connection with this Procurement Process, potential suppliers confirm that they will, and that they shall ensure that any subcontractors will, comply with all applicable laws, codes of practice, statutory guidance and applicable Social Interest Group policies relevant to the goods and/or services being supplied.

3.3 General RFP conditions (“RFP Conditions”)

- a) Application of these RFP Conditions – By participating in this Procurement Process and/or by submitting an RFP response you give are agreeing to comply with, accept and be bound by all the provisions and requirements of this RFP and its Annexes. You are also affirming that all the information provided by you during this Procurement Process is both true and accurate. Accordingly, RFP responses should be based on and strictly in accordance with the requirements of this RFP.
- b) Third party verifications – Your RFP response is submitted on the basis that you consent to Social Interest Group carrying out all necessary actions to verify the information that you have provided, and the analysis of your RFP response being undertaken by one or more third parties commissioned by Social Interest Group for such purposes.
- c) Information provided to potential suppliers – Information that is supplied to potential suppliers as part of this Procurement Process is supplied in good faith. The information contained in the RFP and the supporting documents and in any related written or oral communication is believed to be correct at the time of issue but Social Interest Group will not accept any liability for its accuracy, adequacy or completeness and no warranty is given as such. This exclusion extends to liability howsoever arising in relation to any statement, opinion or conclusion contained in, or any omission from, this RFP (including its Annexes) and in respect of any other written or oral communication transmitted (or otherwise made available) to any bidder. No representations or warranties are made in relation to these statements, opinions or conclusions. This exclusion does not extend to any fraudulent misrepresentation made by or on behalf of Social Interest Group.
- d) Potential suppliers to make their own enquiries – You are responsible for analysing and reviewing all information provided to you as part of this Procurement Process and for forming your own opinions and seeking advice as you consider appropriate. You should notify Social Interest Group promptly of any perceived ambiguity, inconsistency or omission in this RFP and/or any in of its associated documents and/or in any information provided to you as part of this Procurement Process.
- e) Amendments to the RFP – At any time prior to the RFP Response Deadline, Social Interest Group may amend the RFP. Any such amendment shall be issued to all potential suppliers, and if appropriate to ensure potential suppliers have reasonable time in which to take such amendment into account, the RFP Response Deadline shall, at the discretion of Social Interest Group, be extended. Your RFP response must comply with any amendment made by Social Interest Group in accordance with this paragraph 3.3.5 or it may be rejected.
- f) Compliance of RFP response submission – Any goods and/or services offered should be on the basis of and strictly in accordance with the RFP (including, without limitation, any specification of Social Interest Group’s requirements, these RFP Conditions and the Contract) and all other documents and any clarifications or updates issued by Social Interest Group as part of this Procurement Process.

- g) Format of RFP response submission – RFP responses must comprise the relevant documents specified by Social Interest Group, completed in all areas and in the format as detailed by Social Interest Group in Annex 2 (Supplier Response). Any documents requested by Social Interest Group must be completed in full. It is, therefore, important that you read the RFP carefully before completing and submitting your RFP response.
- h) Modifications to RFP response documents once submitted – You may modify your RFP response prior to the RFP Response Deadline by giving written notice to Social Interest Group. Any modification should be clear and submitted as a complete new RFP response in accordance with Annex 2 (Supplier Response) and these RFP Conditions.
- i) Rejection of RFP responses or other documents – A RFP response or any other document requested by Social Interest Group may be rejected which:
- contains gaps, omissions, misrepresentations, errors, uncompleted sections, or changes to the format of the RFP documentation provided;
 - contains hand written amendments which have not been initialled by the authorised signatory;
 - does not reflect and confirm full and unconditional compliance with all of the documents issued by Social Interest Group forming part of the RFP;
 - contains any caveats or any other statements or assumptions qualifying the RFP response that are not capable of evaluation in accordance with the evaluation model or requiring changes to any documents issued by Social Interest Group in any way;
 - is not submitted in a manner consistent with the provisions set out in this RFP;
 - contains information which is inconsistent with answers already given in the pre-qualification questionnaire completed as part of this Procurement Process or;
 - is received after the RFP Response Deadline.
- j) Disqualification – If you breach these RFP Conditions, if there are any errors, omissions or material adverse changes relating to any information supplied by you at any stage in this Procurement Process, if any other circumstances set out in this RFP, and/or in any supporting documents, entitling Social Interest Group to reject a RFP response apply and/or if you or your appointed advisers attempt:
- to inappropriately influence this Procurement Process;
 - to fix or set the price for goods or services;
 - to enter into an arrangement with any other party that such party shall refrain from submitting a RFP response;
 - to enter into any arrangement with any other party (other than another party that forms part of your consortium bid or is your proposed sub-contractor) as to the prices submitted;
 - to collude in any other way;
 - to engage in direct or indirect bribery or canvassing by you or your appointed advisers in relation to this Procurement Process; or
 - to obtain information from any of the employees, agents or advisors of Social Interest Group concerning this Procurement Process (other than as set out in these RFP Conditions) or from another potential supplier or another RFP response,
- Social Interest Group shall be entitled to reject your RFP response in full and to disqualify you from this Procurement Process. Subject to the “Liability” RFP Condition below, by participating in this Procurement Process you accept that Social Interest Group shall have no liability to a disqualified potential supplier in these circumstances.
- k) RFP costs – You are responsible for obtaining all information necessary for preparation of your RFP response and for all costs and expenses incurred in preparation of the RFP response. Subject to the “Liability” RFP Condition below, you accept by your participation in this procurement, including without limitation the submission of a RFP response, that you will not be entitled to claim from Social Interest Group any costs, expenses or liabilities that you may incur in RFP-ing for this procurement irrespective of whether or not your RFP response is successful.
- l) Rights to cancel or vary this Procurement Process - By issuing this RFP, entering into clarification communications with potential suppliers or by having any other form of communication with potential suppliers, Social Interest Group is not bound in any way to enter into any contractual or other arrangement with you or any

other potential supplier. It is intended that the remainder of this Procurement Process will take place in accordance with the provisions of this RFP but Social Interest Group reserves the right to terminate, suspend, amend or vary (to include, without limitation, in relation to any timescales or deadlines) this Procurement Process by notice to all potential supplier in writing. Subject to the "Liability" RFP Condition below, Social Interest Group will have no liability for any losses, costs or expenses caused to you as a result of such termination, suspension, amendment or variation.

- m) Consortium Members and sub-contractors – It is your responsibility to ensure that any staff, consortium members, sub-contractors and advisers abide by these RFP Conditions and the requirements of this RFP.
- n) Liability – Nothing in these RFP Conditions is intended to exclude or limit the liability of Social Interest Group in relation to fraud or in other circumstances where Social Interest Group's liability may not be limited under any applicable law.

4 Confidentiality and Information Governance

- 4.1 All information supplied to you by Social Interest Group, including this RFP and all other documents relating to this Procurement Process, either in writing or orally, must be treated in confidence and not disclosed to any third party (save to your professional advisers, consortium members and/or sub-contractors strictly for the purposes only of helping you to participate in this Procurement Process and/or prepare your RFP response) unless the information is already in the public domain or is required to be disclosed under any applicable laws.
- 4.2 You shall not copy, disclose or reproduce any of the information supplied to you as part of this Procurement Process other than for the purposes of preparing and submitting a RFP response. There must be no publicity by you regarding the Procurement Process or the future award of any contract unless Social Interest Group has given express written consent to the relevant communication.
- 4.3 This RFP and its accompanying documents shall remain the property of Social Interest Group and must be returned on demand.

5 RFP Validity

- 5.1 Your RFP response must remain open for acceptance by Social Interest Group for a period of sixty days from the RFP Response Deadline. A RFP response not valid for this period may be rejected by Social Interest Group;

6 Specification

The Group provides accommodation based support service for adults experiencing complex needs including mental health and substance misuse issues. Some of our residents will also have be in the Criminal Justice System. The Group prides itself on working with those who most need us and our offer includes:

- support residents and participants to live independently in their local community
- ensure that residents and participants engage with their specialist services
- ensure residents and participants are engaged in meaningful day time activities
- encourage residents and participants take responsibility for their health needs
- Working in partnership with statutory and non-statutory organisations, families and key persons in the wellbeing of the individual.

Whilst every service is different all our services are underpinned by working in a trauma informed way. We strongly believe that by understanding their experiences of trauma and working on their identity, relationships and sense of community we can make a positive difference. Our services also aspire to being psychologically informed environments (PIE) and it is an expectation that all staff within our services work in strength based way with our residents and participants.

6.1 Areas of Night Concierge Expertise and Geographic Coverage

The Group is seeking night concierge agencies that have proven experience, networks and expertise. The Group is looking for night concierge at the following locations at the stated times. Please note that the contracts below for the RBKC (Royal Borough of Kensington & Chelsea) will not be awarded until 1st April 2023. In addition, the Group can flex the requirement for provision, working with the chosen provider.

Site Address	Bed Spaces	No. Required	Start Time	End Time	Shift Length	Days per week
Holman House (Bedfordshire MK40)	19	1	9pm	6am	9 hours	7
Brighton (St Aubyns BN3)	12	1 1	9pm 6pm	6am 8.30am	12 hours 14hrs	5 2
Brighton (Seaford Rd, BN3)	8	1 1	8pm 6pm	8.15am 8.30am	12.25 14hrs	5 2
Churchfield (Ealing W13)	12	1	8pm	8.30am	12.5 hours	7
Marron House (Ealing, W13)	18	1	8pm	8.15am	12.25hrs	7
Havering (Faringdon Av)	25	1	8pm	8am	12 hours	7
Havering 2 (Masefield Crescent)	5	1	8.30pm	9am	12.5 hrs	7
Croydon 1 – (Friends Rd, CR0)	8	1	8pm	8.15am	12 hours	7
Croydon 2 (Meadowview Rd, CR7)	6	3 (2 x concierge and 1 Recovery Worke1r)	8pm	8.15am	12 hours	7
Croydon 3 – (Kemble Rd, CR0)	4	1	8pm	8.15am	12.25 hours	7
Link House	14	1	5pm	5am	12 hours	7
Victoria St (Rochester)	52 (on a rota to visit the 4 staffed projects, visiting 2 every night)		8pm	4am	8 hours	7
RBKC – Harrow Road	Night static at Harrow Road but on-call covers Harrow, Dalgarno Gardens, Barlby Road, Highlever Road and will be introducing Westgate Terrace (38 beds total)	Contracted: 1 per night 1 weekend Temp due to staffing: 1 per day	9pm 3pm 3pm	9am 9pm 9pm	12 hours 6 hours 6 hours	7 2 5 (weekends) (Weekdays)
RBKC – St Charles Square	Static cover at 30 St Charles but covers on-call for 30, 36-38 St Charles Sq, Oxford Gardens, Ladbrooke Grove, Latimer Road, 45,47 & 49 Chesterton	1 Per shift	8pm	8am	12 hrs	7

	Rd (56 beds total)					
RBKC – Colville Terrace	Roaming cover across: Colville, Culross House, Whitchurch Road, Stoneleigh, Ansleigh Place (52 Beds)	1x Roaming	8pm	8am	12 hrs	7

6.2 Service Description

Service Description (Overview)

Providers are required to provide a concierge service at each location which for the avoidance of doubt includes the following;

- A waking night service where residents can contact staff at any point throughout the shift
- Regular patrols of the service, both internally and externally (minimum of 1 per hour)
- Monitor the entrance and exits from the building to ensure that any unwanted visitors are not allowed on the premises.
- Monitoring of residents whereabouts and recording this appropriately on the system provided,
- Complete a welfare check on each resident every night,
- Engaging with residents in a pro-active way with an asset based, trauma informed approach
- Attend handover (where required) to ensure that a full understanding of the current needs and requirements for each resident for the shift ahead.
- Following requests from handovers to ensure that staff and residents are kept safe, and appropriate checks, reviews etc are completed as requested.
- Staff must be prepared to respond and manage any crisis or emergency that occurs during the shift, including escalation to emergency services and SIG On-Call managers where required
- Supporting the service to ensure that the residents keep to the code of conduct/house rules.
- Managing the reporting of any emergency repairs using listed call out contractors if needed.
- Ensure that staff are familiar with, understand and follow appropriate SIG policies including, but not limited to;
 - Quality Handbook
 - Incident, Accident and Near Miss Policy
 - Substance Misuse Policy
 - Smoking Policy
 - Management of Aggression Policy
 - SIG On-Call Policy
 - Crisis Management Policy
 - Medication Policy
 - Missing Person Policy and Procedure
 - Relapse Prevention Policy
 - Safeguarding Policy
 - Child Protection Policy
 - Health and Safety Policy
 - Equality and Diversity Policy
- Follow all local protocols / procedures that derive from these policies
- To protect the fabric of the building and maintain cleaning both internally and externally such as, sweeping and rubbish clearance
- Attend Team Meetings where required

Service Description (Detailed)

Regular Patrols

SIG staff will;

- Provide access to lone working devices where required
- Ensure that they are charged and able to be used
- Provide access to the On-Call policy and procedure for that service

Night Concierge staff will;

- Complete a patrol of the whole service once an hour
- Ensure they carry the lone working device with them at all times, or a alternative solution by the provider that means the worker can raise the alarm.
- Ensure the worker has a mobile phone provided where they are lone working, to ensure that can be contactable while on patrol
- Ensure that all fire exits are closed and secure where appropriate
- Note any repairs/damage to the property
- Ensure that doors that should be locked remain locked

Welfare Checks

SIG staff will;

- Provide access the Quality Handbook where the expectations around welfare checks are clearly outlined

Night Concierge staff will;

- Familiarise themselves with the requirements within the Quality Handbook and ensure compliance.
- Ensure that a welfare check is completed on each resident every shift
- Recording the time it was completed and any observations on the system provided,
- Following the appropriate policy should there be any concerns over the residents welfare during the check (i.e. phone the emergency services, escalate to On-Call etc)

Handover

SIG staff will;

- Provide a verbal handover at point of contact daily or where there is no opportunity for a verbal handover provide a written handover for concierge staff
- Meet with Concierge staff following any serious incidents during Concierge staff cover.

Night Concierge staff will;

- Provide a verbal handover at point of contact daily or where there is no opportunity for a verbal handover provide a written handover for SIG staff
- Provide a detailed handover by phone or in person following any serious incidents as soon as possible, post incident.
- Meet with SIG staff following any serious incidents during Concierge staff cover.

Reporting of Incidents

SIG Staff will;

- Provide access to the correct forms for completion following an accident, incident or near miss
- Provide details of where to send and store the information

Night Concierge staff will;

- Collate all information following an incident, accident or near miss including witness statements (where appropriate)
- Escalate accidents or incidents in accordance with the on-call policy

House Rules

SIG Staff will;

- Provide copies of house rules, or specific individual licence conditions and support residents and participants to follow these rules.

Night Concierge staff will;

- Report any breaches of house rules to SIG during handover (including where a resident has not stayed overnight at the address and this is a licence condition)
- Report any guests present at properties overnight (where this is allowed)
- Report any unusual or protracted absences by residents during handover, or report them as missing in accordance with the missing persons policy
- Not be required to enforce house rules themselves, with some exceptions:
 - concern for the safety of a resident or staff
 - illegal activity
 - enforcing guest bans
 - managing ASB and reporting this to emergency services and/or on call SIG managers where necessary

Smoking

Night Concierge staff will;

- Not smoke or vape on site unless in a designated agreed area under this contract

Dress Code

Night Concierge staff will;

- Wear either an official uniform of the concierge company or casual personal clothing
- Concierge staff must wear their CAYSH Concierge Service identity badge at all times in a visible manner
- Where personal clothing is worn this should not include items that have inappropriate logos or words. Clothing should be appropriate for the role and they must wear their identity badge at all times in a visible manner

Alcohol and Drugs Policy

Night Concierge staff will;

- Under no circumstances should any staff attend work under the influence of alcohol and or drugs
- Use any illegal substances on or around the premises of the work

Professional Boundaries

Night Concierge staff will;

- Maintain professional relationships with all residents at all times
- Under no circumstances exchange personal numbers, emails or social media accounts with residents

6.3 Service Levels

- Provide 100% cover for all shifts regardless of sickness or absence
- Ensure 100% punctuality for shifts
- 1 Site Visit per quarter by an Operational Manager during their shift hours

6.4 Selection of Night Concierge Workers

- All Night Concierge workers shall be interviewed fully by the Company.
- Training - all staff should be trained in the following before being deployed to SIG services
 - Emergency First Aid at Work
 - De-escalation

- Fire Marshall and Fire Extinguishers
- Safeguarding Adults
- Safeguarding Children
- Mental Health Awareness
- Suicide Prevention
- Mental Health First Aid
- Self-Harm Management
- GDPR Essentials
- Any other relevant training required by the service i.e gender informed training

Evidence of the training being completed should be available on completion

Training should be refreshed as per policy

7 Mandatory Requirements / Constraints

- 7.1 As part of your RFP response, you must confirm that you meet the mandatory requirements / constraints, if any, as set out in Social Interest Group's specification forming part of this RFP. A failure to comply with one or more mandatory requirements or constraints shall entitle Social Interest Group to reject a RFP response in full.

8 Key background documents and further information

- 8.1 Further relevant background documents / information may be provided to potential suppliers as set out below, as an Annex to this RFP and/or by way of the issue of additional documents / links to additional information / documents. Where no such information / documents are provided, this Section of the RFP will not apply.
- 8.2 The following additional documentation / information shall be provided as part of this RFP:
- Modern Slavery Policy (if over £36m turnover)
 - Anti-bribery and Corruption Policy
 - Equality, Diversity and Inclusion (EDI) Policy
 - Wellbeing Policy (if separate from EDI Policy)
 - Environmental Policy

9 Timescales

- 9.1 Subject to any changes notified to potential suppliers by Social Interest Group in accordance with the RFP Conditions, the following timescales shall apply to this Procurement Process:

Activity	Date / time
Issue of RFP documents	27 th September 2022
Deadline for clarification questions (Clarification Deadline)	5pm on 14 th October 2022
Deadline for submission of RFP responses by potential suppliers (RFP Response Deadline)	12pm on 21 st October 2022
RFP shortlisting announcement	28 th October 2022
Supplier presentations	4 th November 2022
Award decisions	9 th November 2022
Contract concluded with winning supplier	18 th November 2022
Contract start date	Starting from 1 st February 2023, as contracts are renewed.

10 Instructions for Responding

- 10.1 The documents that must be submitted to form your RFP response are listed at Part 2 of Annex 2 (Supplier Response) to this RFP. All documents required as part of your RFP response should be submitted to **michael.rutherford@socialinterestgroup.org.uk** by the RFP Response Deadline, as set out in the Timescales section of this RFP.
- 10.2 The following requirements should be complied with when submitting your response to this RFP:
- Please ensure that you send your submission in good time to prevent issues with technology – late RFP responses may be rejected by Social Interest Group, even where the reason for the delay cannot be directly attributed to you.
 - Please ensure that information provided as part of a response is of sufficient quality and detail that an informed assessment of it can be made by Social Interest Group.
 - Do not submit any additional supporting documentation with your RFP response except where specifically requested to do so as part of this RFP. PDF, JPG, PPT, Word and Excel formats can be used for any additional supporting documentation (other formats should not be used without the prior written approval of Social Interest Group).
 - All attachments/supporting documentation should be provided separately to your main RFP response and clearly labelled to make it clear as to which part of your RFP response it relates.
 - If you submit a generic policy / document, you must indicate the page and paragraph reference that is relevant to a particular part of your RFP response. Anything that is submitted that does not directly relate to any of the questions in the RFP will be disregarded. In particular please avoid submitting generic marketing material unless it is directly relevant to the proposal.
 - Unless otherwise stated as part of this RFP or its Annexes, all RFP responses should be in the format of the relevant Social Interest Group requirement, with your response to that requirement inserted underneath.
 - Where supporting evidence is requested as 'or equivalent' – you must demonstrate such equivalence as part of your RFP response.
 - Any deliberate alteration of a Social Interest Group requirement as part of your RFP response will invalidate your RFP response to that requirement and for evaluation purposes you shall be deemed not to have responded to that particular requirement.
 - Responses should be concise, unambiguous, and should directly address the requirement stated.
 - Your RFP responses to the RFP requirements and pricing will be incorporated into the Contract, as appropriate.

11 Clarification Requests

- 11.1 All clarification requests should be submitted to **michael.rutherford@socialinterestgroup.org.uk** by the Clarification Deadline, as set out in the Timescales section of this RFP. Social Interest Group is under no obligation to respond to clarification requests received after the Clarification Deadline.
- 11.2 Any clarification requests should clearly reference the appropriate paragraph in the RFP documentation and, to the extent possible, should be aggregated rather than sent individually.
- 11.3 Social Interest Group reserves the right to issue any clarification request made by you, and the response, to all potential suppliers unless you expressly require it to be kept confidential at the time the request is made. If Social Interest Group considers the contents of the request not to be confidential, it will inform you and you will have the opportunity to withdraw the clarification query prior to Social Interest Group responding to all potential suppliers.
- 11.4 Social Interest Group may at any time request further information from potential suppliers to verify or clarify any aspects of their RFP response or other information they may have provided. Should you not provide supplementary information or clarifications to Social Interest Group by any deadline notified to you, your RFP response may be rejected in full and you may be disqualified from this Procurement Process.

12 Evaluation Criteria

12.1 You will have your RFP response evaluated as set out below:

Stage 1: RFP responses will be checked to ensure that they have been completed correctly and all necessary information has been provided. RFPs responses correctly completed with all relevant information being provided will proceed to Stage 2. Any RFP responses not correctly completed in accordance with the requirements of this RFP and/or containing omissions may be rejected at this point. Where a RFP response is rejected at this point it will automatically be disqualified and will not be further evaluated.



Stage 2: If a bidder succeeds in passing Stage 1 of the evaluation, then it will have its detailed RFP response to Social Interest Group's requirements evaluated in accordance with the evaluation methodology set out below.

12.2 Award Criteria – Responses from potential suppliers will be assessed to determine the most economically advantageous RFP against a series of weighted criteria including quality and total cost.

Award Criteria	Overview
Core service offered	
Cultural Fit	Understanding of the charity / not for profit sector. Empathy with the Client's aims and goals. Way of working. Alignment with the Client's values.
Compliance	Compliance with Legal Terms and Conditions issued with the RFP Compliance to relevant laws Compliance with Client's brand values Compliance with relevant policies of the Client including Equality, Diversity and Inclusion Accreditations and Standards held
Overall Total Cost	Outturn total cost based on margin or fee structure for each site plus any other relevant costs

12.3 Scoring Model – RFP responses will be subject to an initial review at the start of Stage 2 of the evaluation process. Any RFP responses not meeting mandatory requirements or constraints (if any) may be rejected in full at this point and may not be assessed or scored further. RFP responses not so rejected will be scored by an evaluation panel appointed by Social Interest Group for all criteria.

12.4 Commercial Evaluation – Your "Overall Price" (as calculated in accordance with requirements of Annex 3 (Pricing Approach) for the goods and/or services will be evaluated by the evaluation panel for the purposes of the commercial evaluation. Your proposal must disclose all costs that you might expect to levy on Social Interest Group in the course of conducting the normal business of the contract even if the pricing template does not explicitly request a particular price. Social Interest Group will not pay any costs that have not been disclosed at this stage.

Annexes

List of Annexes forming part of this RFP but issued as separate documents

Annex 1

1.1 - Terms and Conditions of Contract

Please provide your proposed terms and conditions.

Please note that the extent of the changes we propose to your terms and conditions will form part of our evaluation process.

1.3 – Ethical Sourcing, Environment and Sustainability and Diversity

Social Interest Group is committed to sourcing its goods and services in an ethical manner that upholds certain standards. It is a given that any supplier who is appointed as a result of this process will comply with and agree to continue to comply with all relevant laws and regulations

As part of our supply chain diligence we will ask questions to satisfy ourselves that policies, processes and actions are in place to ensure compliance with law and beyond this to meet our own standards within your own company and our expectation that these standards will apply within your own supply chain

In respect of workers' rights as a minimum we expect our suppliers to meet the Ethical Trading Initiative (ETI) Base Code. The London Living Wage must be paid to staff where the provision of a service to a site is within London. (please click on this link for more details

https://www.ethicaltrade.org/sites/default/files/shared_resources/ETI%20Base%20Code%20%28English%29.pdf)

Please also see the Group's Anti-Bribery, Corruption and Money Laundering policy that we will expect compliance to as part of any agreement.



SIG Anti Bribery
Corruption Money

Environmental Policy

Social Interest Group is committed to protect the environment and improve its performance to minimise any harmful impact on the environment. Our attached Environmental Policy has more detail. Please review this and factor in when making your response to this proposal.



SIG Environmental
Policy v4.0.pdf

Equality and Diversity Policy

Social Interest Group acknowledges and respects diversity and seeks to achieve a balanced workforce that represents the wider society it serves. To further this aim it has developed an Equality and Diversity Policy that is attached.



SIG Equality &
Diversity Policy v4.pc

Annex 2 – Supplier Response

1. General Information		
1.1	Registered Name of Company	
1.2	Registered Company Number	
1.3	Previous names traded under in past 3 years (if applicable)	
1.4	Address of Head Office or Principle Place of Business	
1.5	Contact Details	Name:
		Telephone Number:
		E-mail Address:
		Website address:
1.6	How long has your Company/Consortium been established?	
1.7	How many members of staff does the Registered Company employ?	
1.8	*Names of Directors or Partners of the organisation who would be delivering the service	
1.9	Name of group of companies to which you belong (if any)	
1.10	Names of Directors or Partners of Group of Companies to which you belong	
1.11	Name of holding company (if any)	
1.12	Names of Directors or Partners of holding company to which you belong	
1.13	Name and address of Branch/Division which would manage this contract, if different from row 1 above, and location of any local offices. (Copy/paste as reqd.)	Location(s):
		Contact Name(s):
		Telephone Number(s):
		Fax Number(s):
		E-mail Address(es):
		Website address(es):

2. Financial Information	
2.1	Please provide, with this questionnaire, a copy of the annual report and audited trading accounts for each of the past three years for either your organisation or, if appropriate, those of the group of companies or holding company to which you belong.
2.2	Please state clearly to which organisation this information applies:
2.3	Please include profit and loss accounts and balance sheet or other evidence of the organisation's financial standing. If audited accounts are not available, please supply management accounts clearly marked as such.

2.4 Please provide details of the annual turnover in the last 12 months for the organisation named in 'Company Details' above. Ensure you define how you calculated this turnover if it crosses over your standard financial year reporting.	Time Period			
	Turnover (£m)			
	Notes			
2.5 Last 3 years financial history	Financial Year	Turnover (£m)	Gross Profit (£m)	Net profit after tax (£m)
2.6 In relation to your organisation, or the group of companies or the holding company to which you belong, has any director ever been made bankrupt or been involved in any commercial venture, incorporated company or other entity that has gone into any form of liquidation or receivership?		If yes, please provide details below:		

3. Insurance			
3.1 Is Public & Employer's Liability and Professional Indemnity Insurance held for services offered?	Insurance Type	Yes / No?	Amount Insured
	Public Liability		
	Employer's Liability		
	Professional Indemnity		
3.2 If 'YES', has such cover ever been refused?	Yes / No <input type="text"/>		If yes, please provide details below:

4. References		
Please provide three references from appropriate current clients who will allow these to be taken up.		
Reference 1		
ORGANISATION NAME:		
CONTACT:	Name	
	Position	
	Address	
	Telephone No.	
	E-mail address	
How long have they been a customer?		
Type of work carried out		
Annual Value of work carried out		
Reference 2		
ORGANISATION NAME:		
CONTACT:	Name	

	Position	
	Address	
	Telephone No.	
	E-mail address	
How long have they been a customer?		
Type of work carried out		
Annual Value of work carried out		
Reference 3		
ORGANISATION NAME:		
CONTACT:	Name	
	Position	
	Address	
	Telephone No.	
	E-mail address	
How long have they been a customer?		
Type of work carried out		
Annual Value of work carried out		

5. Information Security	Y/N	Details:	
5.1 Does the organisation have an Information Security Policy? If yes please attach			
5.2 Does the policy include risk assessments for threats to Information security?			
5.3 Are all staff members made aware of the policy? If yes how is this achieved?			
5.4 Do you have a dedicated Information Security official to oversee your information security program?			
5.5 Is the organisation ISO27001 Accredited? If yes, are all processes used to deliver potential Social Interest Group services included within the scope (please include scope statement and a copy of your SoA)?			
5.6 Are you audited by any external bodies (if yes which bodies and what standards are audited)?			
5.7 Are processes in place to ensure that information is available in line with business requirements? If yes what procedures?			
5.8 Are processes in place to ensure the integrity of the information you process?			

6. Data Protection	Y/N	Details:	
6.1 Can you confirm that you are operating to meet compliance with the General Data Protection Regulation (GDPR)? If Yes, What measures have			

you put in place to meet the requirements? Can you provide your GDPR compliance statement?			
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7. Outsourcing and Offshoring	Y/N	Details:	
7.1 Is any part of the service you provide to the Social Interest Group outsourced to another third party (for example printing and mailing, IT support, hosting IT services and maintenance)?			
7.2 Do you follow any industry or regulatory best practise recommendations for hosting data in the Cloud			
7.3 Of these third parties, list all who may process (view, transmit or store) the Social Interest Group data, providing the name and address, and the types of data that they process.			
7.4 Is there a written contract requiring each third party to comply with the obligations equivalent to those imposed on a data controller by the seventh principle?			
7.5 Is any part of the activity off-shored, and if so, to whom?			
7.6 Is any part of the service delivered outside of UK?			
7.7 If activities are off-shored, to which country is the data transferred? (If data is stored or processed in the US is the third party registered under the Privacy Shield scheme?)			
7.8 Do you have processes in place to review the security controls in place at third party organisations with which you exchange personal data? (Please describe).			

8. Corporate Social Responsibility	Y/N	Details:	
8.1 Please provide a copy of or a link to your policy on Modern Slavery (if annual turnover greater than £36m)			
8.2 Please provide an indication of your approach to Corporate Social Responsibility, how you contribute to your local community, encourage your staff to participate actively in the community			
8.3 We offer a range of opportunities for corporate partners to support our cause or by nominating Social Interest Group as charity of the year. Would you be			

interested in participating in any of these opportunities?*			
8.4 Social Interest Group is interested in exploring ways in which our suppliers can support our work in non-financial ways. This may range from offering Social Interest Group access to space for meetings, pro bono professional advice or mentoring. Do you have any opportunities of this kind to offer?*			

*responses to these questions will not form part of the formal evaluation of your RFP response.

9. Environmental Considerations	Y/N	Details:	
9.1 Does your organisation have a nominated person responsible for environmental management and sustainability?			
9.2 Does your organisation have any objectives and targets for environmental management, if so please give brief outline?			
9.3 How do you take environmental issues into consideration within your own supply chain?			
9.4 Please identify any particular environmental aspects and impacts relating to the work/services/goods for which you are responding to today and outline how you ensure that you address these issues and consider the lifecycle perspective.			

10. Description of Proposed Service

Overview	Y/N	Details:	
10.1 From the table in section 6.1 of this document showing areas of night concierge market expertise please state which areas you are proposing your organisation serves			
10.2 Please state which services from the table 6.1, you propose to serve and how you intend to do this?			
10.3 Please state if your agency provides temporary/ interim or permanent night concierge services or both.			
10.4 Please state any accreditations / certifications your organisation currently holds that is relevant to the provision of night concierge services.			
10.5 Outline your proposed model and approach to providing night concierge agency service to the Group.			
10.5a Please describe the training that is			

given to your workers, and at what stages this is received during their employment, and how you assure yourselves that they are meeting the required standards as outlined within the training			
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Resourcing & Engagement	Y/N		
10.6 Please set out the account team structure that will serve the Group showing interfaces with the Group (Please show a structure chart)			
10.7 Please clarify which people will be visiting the Group's premises and the planned frequency / intensity of this			
10.8 Please name the key personnel (and their role) as to who will be engaged with the Group on an ongoing basis as part of your service offering			
10.9 What other people or resources will be available to serve the Group as part of your service that are engaged without visiting our offices? (please indicate media for communicating with them and hours of operation)			
10.10 On a day to day basis explain how night concierge stakeholders in the Group will engage with your organisation with individual needs and night concierge requests (Include a process flow if relevant)			
10.11 How do you envisage working with the Group will be different from other clients? How will you adapt to accommodate this			
10.12 Are there any elements of your core service that you will provide to the Group that will be subcontracted? If so, please outline what and to whom			

Core Expertise	Y/N	Details:	
10.13 Outline your approach to identifying suitable candidates for a night concierge role?			
10.14 Outline the breadth of capability of your current night concierge expertise			
10.15 Provide evidence of how you have successfully sourced and placed candidates for existing clients in the sectors you are proposing to serve for the Group? (Give some data to show scale and recency)			
10.16 How does your team keep abreast			

of changing needs, strategy and practices in the needs of our Service Participants?			
10.17 Outline what management information you would propose to routinely produce for the Group in relation to project status, your organisation's performance to KPIs and other relevant information (Include details of frequency and format)			

Service Standards	Y/N	Details:	
10.18 Please detail what standards of service you are proposing to offer to the Group (Include days and hours of operation, itemise separately if this differs by function. Include key proposed response timescales to a vacancy search request)			

IMPORTANT NOTE: Please read carefully our information in Annex 1.2 on "Ethical Sourcing" before responding to the below section on Supply Chain Diligence

Supply Chain diligence	Y/N	Details:	
YOUR COMPANY			
10.19 What action does your company take to ensure it complies with the Modern Slavery Act 2015? (attach copy of your policy if you have one)			
10.20 Within your own organisation do your employees work with their own free will and are they free to leave your employment by giving reasonable notice?			
10.21 Do you request your employees lodge a bond or deposit of cash value (or equivalent) in order to work in your company? If yes please give details and the purpose of the arrangement			
10.22 Does your company recognise trade unions or a staff association for the purposes of collective bargaining? Please give details of which trades unions or other bargaining bodies are recognised			
10.23 Are your employees treated the same whether or not they are in a trade union or staff association?			

10.24 Do you comply with all employer's responsibilities set out in the Health and Safety at Work Act 1974 and other relevant Health and Safety laws and regulations? If not, please outline why not.			
10.25 Do you employ anyone either full or part time under the age of 18 years old? If yes please provide details of duties and hours worked including the times of day they work.			
10.26 Do any of your employees work more than 48 hours per week on average? If yes please confirm you have voluntary written agreement from them to this and that you can provide evidence of this if requested			
10.27 Do you pay all of your employees at least the National Living Wage for their age group?			
10.28 If you ask your employees to work in excess of their contracted hours (Overtime) are they free to decline this request without prejudice? If the answer is no please give details why not			
10.29 If you ask hourly paid employees to work overtime do you pay at a premium of at least 125% of their regular hourly rate? If the answer is no please explain			
10.30 In connection with equality, diversity and inclusion what action do you take to conform to current UK legislation and promote equality, diversity and inclusion in connection with age, disability, gender, gender identity, race, religion, sexual orientation, marital status, caste, national origin, union membership, political affiliation and gender pay gap? Please attach a copy of your company's Equality, Diversity & Inclusion policy			
10.31 What action does your company take to prevent discrimination, bullying and harassment in the workplace?			
10.32 Does your company have an anti-			

bribery policy? Please attach a copy			
10.33 What actions does your company undertake to ensure there are adequate procedures in place to prevent bribery?			
10.34 Does your company have established grievance policies and procedures in place to enable employees to fairly and without prejudice raise a grievance? Please attach If no please explain			
10.35 Do you employ any persons on Zero-hours contracts? If yes, please give details about the number of employees and the nature of the work they undertake			
10.36 What percentage of your workforce human resource requirement is made up of permanent employees? If you use interim or contract labour are any of these workers on zero-hours contracts? If yes give details of how many workers and the nature of the work they are engaged in. How diverse is your workforce? Please give details			
10.37 What policies and procedures do you have for employee whistleblowing?			
10.38 What do you do to ensure you comply with all relevant Safeguarding regulations?			
10.39 Has your company ever had any allegations of unethical practices or harsh or inhumane treatment of employees in your supply chain raised by regulatory authorities, trade unions, employee groups or other stakeholders? If yes please give details.			
10.40 Has your company ever had any legal action or enforcement action taken against it due to non-compliance with relevant laws and regulations? If yes please give details			
10.41 Please explain how your company will adhere to the new IR35 regulations and the policies and systems you will put in place for yourself and clients you are working with.			

YOUR SUPPLIERS			
10.42 How do you ensure your suppliers and sub-contractors adhere to the standards set out in 10.20 – 10.41			
10.43 Under what circumstances with respect to ethical issues will you refuse to do business with or cease business with a supplier?			
10.44 How do you satisfy yourself that your supplier's supply chain conforms to ethical practices on an ongoing basis			

11. Innovation and Technology

Innovation and technology	Y/N	Details:	
11.1 Outline the technology that your organisation proposes to deploy to support the provision of this service			
11.2 How will this add value to the Group in its dealings with your organisation?			
11.3 What innovative approaches or practices can you offer the Group and what value will these add?			

12. Not Used

13. Compliance

Compliance	Y/N	Details:	
13.1 Please enclose your Terms and Conditions			

Annex 3 – Pricing Approach

Commercial Model	Y/N	Details:	
14.1 Please outline how your proposed commercial model will work			
<p>14.2 Please set out your proposed hourly cost structure by site.</p> <p>If your pricing approach involves fees then please clearly set these out with any parameters that apply.</p> <p>If your pricing approach changes due to bank holiday working, please clearly identify these changes and when they apply.</p> <p>If the remuneration structure differs whether an assignment is exclusive to your agency or multi-agency then</p>			

please set this out			
14.3 If there are any rebates, discounts or incentives that have not been set out in 14.2 please detail these out together with any applicable mechanism for triggering these			
14.4 If you are prepared to offer any part of the service free of charge please set this out including an estimated value of this?			
<p>14.5 It is important that any proposed remuneration and fees and charges are clearly stated such that the Group can see exactly how much it will cost to work with your organisation.</p> <p>Therefore If there are any other costs, fees or charges that will be associated with this service (whether in implementation, transition or business as usual) please clearly state these in £s together with a brief description as to what these charges are for.</p> <p>.</p>			