# Specification

## Scope

* + 1. The Supplier shall provide Services to the DHSC for the administration and disbursement of Grants in accordance with this Specification and the criteria outlined in Annex B

## Key Service Requirements

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

1. Market Engagement and Promotion (see 2.1.1)
2. Application & Award Services (see 2.1.2)
3. Counter Fraud Services (see 2.1.3)

## Market Engagement & Promotion

This includes:

Communications and Marketing – The Supplier shall comply with all aspects described in point (A) below;

Production and Design of Supporting Materials - The Supplier shall comply with all aspects described in point (B) below;

Design and Development of Templates - The Supplier shall comply with all aspects described in point (C) below.

### Communications and marketing

The Supplier shall work closely with DHSC to:

* 1. Identify and target relevant audiences and potential applicants;
  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

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 easy to use and easily accessible digital and paper 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.

## Application & Award Services

This includes:

Customer and Administrative Support – The Supplier shall comply with all aspects described in point (A) below;

Fund Assessment and Award – The Supplier shall comply with all aspects described in point

(B) below;

Payment Processing – The Supplier shall comply with all aspects described in point (C) below;

Performance Monitoring – The Supplier shall comply with all aspects described in point (D) below.

### 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.
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 / GDPR.
5. Comprehensive auditable records of the fund an on-going basis. This should include as a minimum but not limited to; the number of applicants, number of awards and value of awards.

The Supplier will be responsible for compiling and providing DHSC with regular status reports concerning the project being run.

### 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);
    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 distribution of all funding within 12 months of the contract start date.

### 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

Blocks of funding may be transferred to the Supplier, and it will be their responsibility to use the funding to disburse to fund recipients in a timely and accurate manner.

Unless agreed in writing with DHSC or prohibited by the Law, where the Supplier is providing a Service that includes the subcontracting of all or part of the Service for the purposes of receiving payments from, or making payments to recipients, and / or making payments to suppliers, the Supplier shall utilise CCS Commercial Agreements for the selection and supply of those subcontracted services.

The Supplier shall ensure competent management of funds.

The Supplier shall provide financial controls to mitigate fraud risk.

The Supplier shall confirm that predetermined criteria have been met in order to assess if the payment can be made.

The Supplier shall ensure funds are released in line with agreed monitoring and payment processes specified by the DHSC.

The Supplier shall provide DHSC with a full record of the payments transacted against any scheme or programme, within 24 hours of the receipt of a request.

The Supplier shall, if required by DHSC, liaise with suppliers that are monitoring the performance of recipients of funds and manage any payment suspension to those recipients if so required by the DHSC.

The Supplier shall, if required by DHSC, obtain and maintain client insurance to the level specified by the DHSC.

### 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. For grant schemes, 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 recipients.
  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 shall comply with all aspects described in point (A) below.

### Fraud detection and prevention

The Supplier shall work closely with DHSC to:

Develop systems and processes to prevent fraud occurring whilst the fund is live;

* 1. Develop Post Event Assurance Plans designed to identify and recover funds subject to fraud or error;
  2. Review the fund regularly and conduct fraud risk assessments to ascertain if fraud has happened or is happening;
  3. Report findings back to the DHSC;
  4. Make recommendations to mitigate any future fraud risk

### Social Value

* 1. Suppliers will be expected to embed social value into all Order Contracts, in line with the Social Value Act 2012, the requirements of DHSC and any subsequent government initiatives to enable the effective implementation of social value.
  2. As a condition of onboarding to the DPS Contract, CCS requires Suppliers to demonstrate they are committed to report on the impact of social value throughout the lifetime of the agreement, every 12 months from their DPS Start Date.
  3. Suppliers must provide evidence of their commitment to social value and demonstrate an ability and willingness to work with DHSC to identify and help further their social value requirements in all Order Contracts. To satisfy this requirement, Suppliers must agree to provide or deliver reasonable and proportionate social value benefits within all Order Contracts. Suppliers should consider the following policy themes, as a minimum:

1. COVID-19 recovery;
2. Tackling economic inequality;
3. Fighting climate change;
4. Equal opportunity; and
5. Wellbeing
   1. Suppliers are expected to act with these priorities in mind, and CCS may discuss these priorities as part of DPS Management meetings.
   2. DHSC’s requirements will be set out in the Order Contract Specification Of Requirement. The Supplier shall comply with and/or identify proposed social value initiatives, proportionate and relevant to each Order Contract.
   3. The Supplier shall deliver measurable benefits and impacts in respect of the social value priorities, when identified in the Order Contract.
   4. The Supplier shall record and report performance against the social value requirements, when detailed in the Order Contract. This may include self-serve reports delivering metrics and outcomes.

### 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

### Additional Requirements

* 1. The supplier will be responsible for supporting the successful grant bidders to use the funding they are awarded to purchase AED’s. This may include:
     + 1. Directing successful grant applicants to AED retailers that the Supplier has in advance confirmed have sufficient stock of AED’s for the grant applicants requirements
       2. The supplier purchasing suitable AED’s themselves from reputable retailers and allowing the successful grant applicants to purchase these from them at cost (using the grant funding they have been awarded)
  2. The supplier will not be required to deliver training on the use of AEDs to successful grant applicants, and the supplier must not be a defibrillator provider/retailer/manufacturer, unless they can demonstrate they meet the requirements outlined.

# 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.
       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.