Dear Sir or Madam:

**Invitation to Tender (ITT):** Advice Services Transition Fund Learning and Support Contract **(‘the Contract’)**

**Ref No: BIG001-0472**

You are invited by the Big Lottery Fund to tender for the above referenced Contract. Our requirements are contained in this ITT document.

The Contract Terms and Conditions that you will be required to sign up to are available to view at this link: <http://www.biglotteryfund.org.uk/index/about-uk/procurement_portal.htm>. The section 43 services contract terms and conditions will apply.

The Big Lottery Fund will publish questions and responses (without identifying the author of the question) on this page save where the Big Lottery Fund considers the question and response to be commercially sensitive. Bidders are advised to regularly check the page for this information.

You must follow all the instructions set out in this Invitation to Tender when responding to it. The deadline for submission is **12.00 (noon) on 28 October 2013.** Failure to provide all information required will result in rejection of the tender.

We look forward to receiving your bid.

Yours faithfully,

Mr T Gill

Corporate Manager

Big Lottery Fund

E-Mail: [tim.gill@biglotteryfund.org.uk](mailto:tim.gill@biglotteryfund.org.uk)

TENDER TITLE: Advice Services Transition Fund Learning and Support Contract (‘the Contract’)

REFERENCE: BIG001-0472

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# **SECTION ONE****: INSTRUCTIONS TO BIDDERS**

1. **General Information** 
   1. This is an invitation only. The Big Lottery Fund reserves the right to vary any or all parts of the information contained in the Invitation to Tender.
   2. The tender which scores the most marks against the criteria set out below shall be considered the most economically advantageous tender. The Big Lottery Fund, at its sole discretion, reserves the right to accept or reject any tender. The Big Lottery Fund does not bind itself to accept the lowest priced or any tender and shall not be liable for any costs incurred in the production of your submission.
   3. The Big Lottery Fund reserves the right to change the timing or any other aspect of the procurement process or to cancel the procurement process at any stage or not to proceed with the procurement for any reason whatsoever without prior notice. Under no circumstances will the Big Lottery Fund or any of its advisers be liable for any costs or expenses incurred by Bidders and/or their members in this procurement.
   4. The Big Lottery Fund reserves the right not to disclose information that it feels would put them at a commercial or unacceptable contractual disadvantage.
   5. All documents and all correspondence relating to the tender must be written in English.
2. **Tender Documents**
   1. Tenders shall be submitted in accordance with the following instructions.
   2. All pages of the tender shall be sequentially numbered (including any forms to be signed and returned).
   3. The bidder is expected to examine all of the instructions, forms, Contract and specifications that comprise the tender documents. Unless the bidder provides all of the information required the tender will be rejected. If you have any queries about the information that must be submitted then you must raise them prior to the tender deadline in accordance with paragraph 3 (clarification) below.
   4. All information issued in connection with the Invitation to Tender remains the property of the Big Lottery Fund and are to be used solely for the purpose of tendering.
   5. **The Preferred Bidder will not be permitted to enter into any post tender negotiations on the terms of the Contract. Any attempt to negotiate amendments will breach the terms of this ITT and will result in the Preferred Bidder being excluded from the tender process. In such circumstances the Fund reserves the right to invite the next highest scoring bidder to enter into the Contract.**
3. **Clarification**
   1. If you require clarification with respect to the contents of this ITT or this ITT process, please email [tim.gill@biglotteryfund.org.uk](mailto:tim.gill@biglotteryfund.org.uk) Questions or requests for clarification must be submitted prior to 12.00 (noon) on Tuesday 22nd October 2013.
   2. The Big Lottery Fund will publish questions and responses (without identifying the author of the question) on its website (<http://www.biglotteryfund.org.uk/index/about-uk/procurement_portal.htm>) save where the Big Lottery Fund considers the question and response to be commercially sensitive. Bidders are advised to regularly check this page for this information.
4. **Schedule of Charges**
   1. Bidders shall complete the Schedule of Charges in Annex 2 of Section Three, against each capitalised description, detailing a total and full cost for the service provision.
   2. The rates and or percentage charges entered in Section Three shall be deemed to include complete provision for full compliance with the requirements of the Contract.
   3. The rates and or percentage charges contained within Section Three are, unless otherwise expressly agreed between the parties, firm and fixed and will not be subject to any variation.
   4. The Charges must be quoted in pounds sterling and inclusive of VAT.
   5. The Big Lottery Fund reserves the right to discuss and agree with the Contractor a maximum sum for all expenses.
   6. **ANY ATTEMPT TO QUALIFY PRICING OR INCLUDE ASSUMPTIONS IN THE SCHEDULE OF CHARGES THAT YOU ARE REQUIRED TO SUBMIT WILL RESULT IN THE REJECTION OF YOUR TENDER.**
5. **Timetable**

5.1 The indicative timetable for the procurement is as follows:

|  |  |
| --- | --- |
| **Key Actions** | **Date(s)\*** |
| Upload Invitation to Tender on <http://www.biglotteryfund.org.uk/index/about-uk/procurement_portal.htm>  and the Government’s Contracts Finder website | 23 September 2013 |
| Closing Date for Questions | 22 October 2013  12:00 Noon  The Fund will upload responses to clarification questions on this site regularly and it is bidder’s responsibility to review it regularly. http://www.biglotteryfund.org.uk/index/about-uk/procurement\_portal.htm |
| Tender Return Deadline and initial review/evaluation of tenders | 28 October 2013  12:00 Noon |
| Clarification meetings held. \*\*  *(The Fund may invite the highest scoring bidders to attend a clarification meeting. The number invited will depend on the scores. The meetings are likely to take place in Birmingham.)*    *Following the meeting, the Fund will moderate  scores (if necessary) and identify the preferred contractor* | Week commencing 18 November 2013 |
| Contract Award Decision | Week commencing 25 November 2013 |
| Contract work commencement date | Week commencing 9 December 2013 |

\*The Fund may vary these dates

\*\*The Fund reserves the right to carry out clarifications via e-mail or by inviting bidders to a clarification meeting

1. **Legal Documentation**
   1. Achieving greater transparency of public sector procurement and contracting

Government has set out the need for greater transparency across its operations to enable the public to hold public bodies and politicians to account. This includes commitments relating to public expenditure, intended to help achieve better value for money.

As part of the transparency agenda, Government has made the following commitments with regard to procurement and contracting:

* All new central government tender documents for contracts over £10,000 and Contracts over £10,000 to be published on a single website from September 2010, with this information to be made available to the public free of charge.

Bidders should be aware that if your organisation is awarded this contract, the resulting contract between you and the Big Lottery Fund will be published. In some circumstances, limited redactions will be made to some contracts before they are published in order to comply with existing law and for the protection of national security.

* 1. Bidders must complete and return all documents in Section 3
* Annex 1 Response to Tender and Evaluation Criteria
* Annex 2 Schedule of Charges
* Annex 3 Bidders Detail
* Annex 4 Form of Tender

Part I: Declaration

* Annex 5

Part I: Transparency Requirements

Part II: Parent Company Guarantee (where appropriate)

Part III: Regulation 23 (1) Declaration

Part IV: Regulation 23 (4) Declaration

* 1. Bidders shall notify The Big Lottery Fund of any errors, omissions or details contained within the documents, which precludes them from tendering for this service.
  2. Where a group of companies are bidding jointly for this Contract, they will need to have in place a robust partnership agreement outlining the individual roles and responsibilities of each in relation to the delivery of the Contract. The Fund will need to see a copy of this agreement as part of the tender process. When such consortium tenders are submitted, a lead bidder needs to be clearly identified as it will be with them that the Contract will be held and they will be the contractor and ultimately be accountable for its overall delivery. The Lead Bidder should complete the ITT on behalf of its consortium members and when responding to questions, clearly indicate which consortium member each response relates to.
  3. **Bidders are required to detail within their tender submission if it is their intention to sub contract any element of the services detailed in section 2, ‘Scope of Works’.**
  4. **NB: Bidders must declare any known or potential conflicts of interest.** Where a potential conflict is declared, the Fund will consider how it may be managed and/or exclude the bidder from further consideration in the competition.

1. **Submission Of Tenders**
   1. Bidders must submit **an electronic copy of your tender submission in a zip folder to** [**procurement@biglotteryfund.org.uk**](mailto:procurement@biglotteryfund.org.uk)no later than **12.00 Noon on 28 October 2013.** Bidders must submit **5 bound hard copies** ofthetender submissionto Jane Vasilyeva at the following address: Big Lottery Fund, 1 Plough Place, London, EC4A 1DE**, ensuring that they arrive at the address** **before** **12.00 (noon) on 28 October 2013.** The subject line should be as follows:

“**TENDER REF NO.BIG REF BIG001-0472**”

Both the electronic and hard copies must be received by the deadline. Submissions received after that time will not be considered, and it is your responsibility to ensure the tender is submitted and that we have received it. The electronic copy of your tender shall be submitted in a zip file. **If you do not submit the information in this way it may be too large for our email inbox and we may not receive it.** TheBig Lottery Fund will acknowledge all tenders it receives. If you do not receive an acknowledgement within one hour following the deadline, you are advised to contact **Jane Vasilyeva,** [jane.vasilyeva@biglotteryfund.org.uk](mailto:jane.vasilyeva@biglotteryfund.org.uk) or +44 2072111852.

* 1. By submitting a tender, the bidder agrees to keep that tender open for acceptance by the Big Lottery Fund for **60** days following the closing date for submission of tenders.
  2. The Big Lottery Fund does not bind itself to award a contract or contracts and shall not be liable for any costs incurred in the production or submission of ITT. Under no circumstances will the Big Lottery Fund or any of its advisers be liable for any costs or expenses incurred by Bidders and/or their members in this procurement.

1. **Notification Of Award Of Contract**
   1. The issue of a signed Contract shall constitute the Big Lottery Fund’s acceptance of the tender.

**SECTION TWO: SCOPE OF WORK**

1. **Introduction**

**Big Lottery Fund**

The Big Lottery Fund (the Fund) is a non-departmental public body sponsored by the Cabinet Office. We operate across all countries in the UK.

The Big Lottery Fund is committed to bringing real improvements to communities, and to the lives of people most in need. To achieve this, we have three values that underpin all our work:

* Making the best use of Lottery money
* Using knowledge and evidence
* Being supportive and helpful

Further details about the Big Lottery Fund, including our full mission and values statement, are available on our website [link](http://www.biglotteryfund.org.uk/).

1. **Background**

In October 2012 the Big Lottery Fund launched the Advice Services Transition Fund (ASTF), a £67 million funding initiative to support new ways of working within the not-for-profit advice sector. This total includes £32.5 million of funding provided by the Cabinet Office, which ASTF distributed to further support grant holders to achieve ASTF outcomes. Grants of between £50,000 and £350,000 were awarded to 228 partnerships consisting of not-for-profit advice and other voluntary sector organisations across England for up to two years of activity. Partnerships were formed around upper–tier local authority areas (or other similar arrangements to match local strategies).

ASTF is designed to help the not-for-profit advice sector transform and adapt to a new and evolving funding environment by renewing service models to reduce duplication, measure the difference services can make to people’s lives, and bring providers together to be more efficient and effective. In order to thrive and secure its future sustainability, the independent advice sector will also need to be more enterprising and business-minded.

**In order to achieve this, ASTF projects were required to meet the following two outcomes:**

* Advice organisations collaborate effectively with each other, and other agencies, to improve service outcomes for customers,

**and**

* Local advice services are resilient and well-equipped to meet future needs, with more modern and enterprising business models and more diverse sources of funding.

**Supporting transformation of service delivery**

The not-for-profit advice sector is operating in a rapidly changing environment and needs support to adapt and reform its service models. We are investing in providers of local advice services so they can continue to give vital help to people and communities, whilst also considering future sustainability of those services.

We want to make sure ASTF grant holders are able to produce and put to use learning derived from the programme, both from their own projects and from each other’s good practice. The specific transition models being adopted vary across the 228 funded partnerships, and include re-designing networks that work to incorporate new preventative approaches to advice services.

**The Learning and Support Contract is intended to maximise ASTF grant holders’ ability to achieve their project outcomes. We expect efficient, effective and importantly financially sustainable ASTF partnerships of local providers to become better at sharing learning, planning and co-ordinating activities around customer needs, and demonstrating impact.**

**Summary area selection and timetable**

In October 2012 we invited applications from partnerships of local not-for-profit advice providers across England who were able to come together and show new ways of working to improve local services. In May 2013 we announced 228 awards. Funded partnerships are expected to commence work by October/November and have up to 2 years of funding. You can find the full list of funded partnerships on our [website](http://www.biglotteryfund.org.uk/astf).

1. **The Requirements**

The Fund is seeking a Service Provider, a single organisation or lead organisation working with sub-contractors, to deliver a Learning and Support package that will benefit our ASTF grant holders throughout the life of their projects in accordance with the following requirements:

**3.1 Objectives**

There are two key project-based objectives for this Learning and Support Contract:

**a) Learning**

Capturing and sharing learning, experiences and good practice amongst all ASTF partnerships about their transitions. The learning and experiences (successful and unsuccessful) of 228 partnerships will emerge between October/November 2013 and October 2015. This needs to be captured and shared in ‘real-time’ amongst all ASTF grant holders to support them in making informed decisions in the ongoing delivery of their projects and achieving their project outcomes.

The Service Provider will be expected to provide value-added expertise to the learning being generated through promotion, dissemination and analysis (for example, by theme or not for profit advice provider type), in order to help ASTF grant holders better understand what works and why.

Though the Fund does not want to define the approach to programme learning, we expect that transitional activities may be grouped in the following themes (as a minimum):

* Partnership working
* Building relationships with service commissioners, local authorities, public agencies the private sector and other potential funders
* Diversifying income / funding streams for improved sustainability
* Leadership skills needed to undergo a successful transition and embed new practices, including delivering culture change within an organisation / partnership
* Engaging customers in preventative work to manage demand on services

**b) Support**

Grant holders need access to expert guidance and support in choosing the right approach(es) available from existing learning and good practice in making transitions, within the advice sector and beyond it. The Fund recognises a number of challenges that will need to be addressed in delivering this work:

* Grant holders will be working in an ever changing funding and policy landscape, in which stretched resources and maintaining frontline delivery is matched with activity to achieve organisational change and transformation. We will expect the successful bidder to work flexibly with grant holders to support them in achieving their outcomes amidst these varied demands.
* ASTF grants were awarded to partnerships made up of a variety of organisational types and delivery styles. Support should be available across partnerships as a whole, rather than solely the lead organisation. The successful bidder must be able to provide appropriate and relevant support to the broad range of ASTF service providers working in the not-for-profit advice sector
* Given the large number of grant holders and partners, the successful bidder will be expected to deliver a combination of remote and face-to-face support services to ensure all grant holders have access to appropriate tools and support services throughout their transition activities. This could include, but is not limited to, networking events, online networking or information sharing, or peer support facilitation to ensure all grant holders have equal access to this support.

**3.2 Outputs/Deliverables**

The successful bidder will be expected to deliver (but is not limited to) the following outputs/deliverables:

**Programme- wide learning**

* Case studies for sharing across all ASTF grant holders and partners to illustrate the variety of transitions within a funded project and the emerging lessons learned;
* Qualitative analysis examining the emerging progress of projects across various transitional activities;
* Interim report for use by all ASTF grant holders at end of Year 1 on key themes of transitional activities that emerge across the ASTF portfolio, with learning across the (minimum) themes as suggested above in Section 3.1
* Final report on transitional activities, including views of the ASTF grant holders that may enable projects to further achieve the aims of the programme, especially greater financial sustainability.

**Learning Support**

* Capturing feedback (i.e. surveys and interviews) to ensure ASTF grant holders’ needs are met during the period of the contract. This should begin with initial consultation to understand ASTF grant holders and partner specific learning and support priorities, and follow throughout the duration of the programme with accessible support services delivered through a combination of networking events, remote (on-line) materials, facilitated peer-to-peer groups, and other face-to-face events and activities.
* ‘Real time’ action learning using findings from a representative number of ASTF grant holders (e.g. by provider type, partnership composition, transition approach etc.) and feedback that supports projects to learn and adapt quickly during the lifetime of their ASTF grants. This learning must relate to the aims of the ASTF programme, including supporting greater financial sustainability.
* Support learning amongst ASTF grant holders through a range of channels, e.g. peer-to-peer learning, an online forum connecting providers (and partners) by organisational type, project specialism, geography or other factors.
* **Coordinate and deliver between 3-5 larger events that bring ASTF grant holders and partners together to capture shared issues, learning to date, and provide access to national policy networks and key stakeholders relevant to their work. The successful bidder** **will be responsible for coordinating and delivering the event(s), but collaborate closely with the Fund with regards to branding, agenda and communications.**

The Fund may wish to comment on draft reports and materials. We will discuss the anticipated format of the final report in management meetings. Reports should be written in plain English and proof read before submission to the Fund.

The successful bidder will be expected to discuss and present findings, at appropriate times, to internal and external audiences, including grant holders, the Fund, policy makers and other external stakeholders.

**Designing the services**

In designing this work under the Contract, the Fund would like the successful bidder to consider the following:

* how to support ASTF grant holders achieve the greatest impact from, and during, ASTF funding We are particularly interested in the following areas:
  + Sustainability of services and financial sustainability of networks of providers
  + strong partnership working that is built around customers and is sustainable
  + cost savings or efficiencies
  + greater emphasis on preventative work
* What specific transitional activities are emerging from ASTF grant holders as the most valuable in promoting sustainability? And what activities in particular are likely to attract more sustainable sources of income?
* how can learning from whole (or parts) of projects funded by ASTF best be shared, and within the lifetime of ASTF grants?

* What lessons (positive or negative) can ASTF not-for-profit advice providers learn from the transition activities?
* What (internal or external) challenges are projects facing in carrying out transitional activities? How are these being overcome?
* What barriers (locally or nationally) are there to progress within ASTF projects? What solutions are ASTF grant holders using to overcome them?

**4. The Successful Bidder**

Within the pass/fail criteria the Successful Bidder must have and provide evidence to demonstrate it has 3 years experience of successfully delivering similar contracts of this type, value and complexity. This evidence must be supported by references who can verify this and the bidder’s record of producing high-quality research and learning support, while keeping to time and budget throughout through good project management.

The successful bidder must have a formal Quality Management System in place and provide copies/ evidence of this system or of the registration certificates (where applicable) and identify which areas of the Bidder’s operation are covered by this.

The successful bidder should also have and maintain knowledge of:

* general grant-making and grant management processes
* the political context within which the Big Lottery Fund operates
* working effectively with a wide range of voluntary and community groups
* effective approaches to disseminating research findings and learning.

We would be pleased to receive proposals that demonstrate elements of critical thinking and a creative approach.

The Fund will evaluate the financial status of the Preferred Bidder by reviewing its audited accounts to ensure contracting with it would not pose a risk to the Fund. Please see Annex 1 for further information on this assessment.

**5. Third Parties**

Bidders should identify areas where it is considered that third parties (including sub-contractors) may be required to provide services. Bidders should identify all such third parties in their proposals along with details of their scope of involvement.

The Lead Bidder shall ensure continuity of service in the event that the third party fails to perform. Please ensure that the instructions in Clause 6.4 and 6.5 of Section One in this regard are followed and your tender response complies with them.

**6. Contract Term**

The Contract is for a term of 2 years.

The overall potential value of the Contract is up to £150,000 including VAT and expenses for the Contract term of 2 years.

**7. Communication and Accountability**

The Service Provider will maintain excellent communications with the Fund at all times ensuring that it is well informed, aware of issues and central to decision making in relation to progress. The successful bidder will:

* Identify a named contact acting as Contract Manager. The designated person will carry prime responsibility for the contract and will be the Accountable Officer.
* Identify a named contact person as Service Manager. The designated person will carry prime responsibility for the delivery and implementation of services under this contract. The Service Manager and Contract Manager can be the same person, provided they have the relevant skills.
* The Contract Manager/Service Manager will liaise with and take instruction from the Fund’s Contract Manager.

To achieve the requirements above, the successful bidder will be required to provide the following deliverables.

**8. Deliverables**

The Service Provider must provide the services outlined above and the following deliverables to the Fund:

|  |  |
| --- | --- |
| **Deliverables** | **Date Required/timescale** |
| Inception meeting to agree plans and discuss requirements with the Fund. | Within 10 working days of the contract start days |
| Consultation (online or via other methods) with grant holders to clarify needs and priorities for learning and support, and with the Fund and grant holders to identify themes across ASTF projects for evaluation and support purposes. | Within one month of the inception meeting. |
| Service Provider to produce and submit a draft Delivery plan for the Fund’s approval including the following:   * Timetable * Key Performance Indicators * Invoicing schedule * Plans for the execution of the key deliverables * The structure/content of the quarterly progress reports and meetings | Within one month of the inception meeting |
| Submit final Learning and Support Delivery Plans, establishing a framework based on key learning themes present across ASTF funded projects. | Within one month of the inception meeting. |
| Deliver a programme of workshops (action learning sets), events and materials, and other means of sharing programme and project findings for grant holders and partners, targeted to ensure continuous learning for funded projects for the duration of the programme. This should include, but not be limited to, a combination of centralised learning and support in the form of an online forum / network, evaluation tools, and other appropriate remote-access support, as well as the above face-to-face activities. | From January 2014, then ongoing with workshops, events and action learning sets occurring at least quarterly |
| Coordinate and deliver 3-5 events that bring all ASTF grant holders and partners together to capture shared issues, learning, and enable grant holders to access key stakeholders/national-level expertise. These events can be organised on the basis of learning themes, geographic region or other basis, but should be made available and accessible to all ASTF grant holders. | From January 2014 |
| Provide a number of one-off case studies on each of the identified approach-based themes supported through the programme. These could be completed through new media approaches such as blogs, podcasts or video diaries, or in more traditional formats, and will be disseminated to funded projects and to external audiences in collaboration with the Fund’s corporate communications colleagues. | From March 2014 |
| A number of longitudinal case studies focusing on transitional activity-based themes. Each theme must have at least one case study. | From March 2014 |
| Interim report | November/December 2014 |
| Final report | November/December 2015 |

**The deliverables set out above represent our minimum requirements. We encourage bidders to consider how they may provide additional and appropriate services to these within their overall tender proposals.**

# **SECTION THREE**

## **ANNEX 1: Response to Tender & Evaluation Criteria**

You are required to respond to **ALL** of the criteria below. To assist our evaluation of your tender submission, please ensure you clearly cross-refer your responses to the assigned numbers. Any relevant supporting tender documentation must also be clearly identifiable by a criteria number.

Initially we will evaluate your tender to see if you meet our **minimum PASS/FAIL CRITERIA** set out below.

**Bidders who do not pass all the Pass/Fail criteria (A-F) below will be excluded from further consideration in the competition (i.e. their tenders will not be evaluated further and will be excluded from the competition).**

**Pass/Fail Criteria**

|  |
| --- |
|  |
| **Pass/Fail Criteria A** | PASS/FAIL |
| The Fund requires the provider to have a minimum of 3 years relevant experience of successfully delivering projects similar to the services required by the Fund in this ITT.  Please provide Evidence of 3 years experience of undertaking similar projects (similar in scale, value and complexity) successfully and supporting references demonstrating this.  The referee should be prepared to speak to the Fund to confirm the accuracy of the information provided. |  |
| **Pass/Fail Criteria B** |  |
| **Financial PASS/FAIL TEST (Where the bidder is a consortium, this test will be carried out on the lead organisation who the Fund will enter into a contract with and the Lead Organisation should submit the information requested below)**    Please submit a copy of your two years’ annual accounts. We will review these to ensure you have adequate financial standing to perform the services without putting the Fund at risk. Where we have concerns we may request further information/comfort from you. Where our concerns are not addressed you will be excluded from further participation in the competition.    In order for us to carry out this assessment please provide copies of last two year’s audited accounts and annual reports to include:   * Balance Sheet * Profit & Loss Account and Cost of Sales * Full notes to the accounts * Director’s report/auditor’s report   If you are unable to submit the information requested above because your organisation is below the threshold for which audited accounts are required, please submit the following documents instead:   * Balance Sheet * Profit and Loss Statement |  |
| **Pass/Fail Criteria C** |  |
| Bidders must have a formal quality management system in place.  Please provide evidence (documentation or certificates) demonstrating you have a formal quality management system in place. |  |
| **Pass/Fail Criteria D** |  |
| Bidder has submitted a complete tender that accords with every instruction and requirement set out in this ITT. |  |
| **Pass/Fail Criteria E** |  |
| Bidder has completed Parts III and IV of Annex 5 and confirmed none of the circumstances set out there in apply. |  |
| **Pass/Fail Criteria F** |  |
| The Bidder’s Total Costs in Table A do not exceed £150,000 (including VAT and expenses). Bidders whose costs exceed this amount will be excluded from further consideration in the tender process. |  |

**If you pass all of the pass/fail criteria set out above, we will evaluate your tender response using quality and price criteria which are set out below.**

**Your bid will be scored out of 100%.**

**70% will be allocated to your response to the Quality Questions below.**

Your overall score for each quality question will be calculated by multiplying the quality score you receive with the weighting for that question, set out in the table below. This score will then be divided by the maximum available score for this Quality Criterion and multiplied by 70 to get your final score for that question.

Example: assume Bidder A gets a quality score of 3 for questions 1-3 and 2 for questions 4-6. Their total weighted quality score, based on the weightings in the table below, will then be (3x12)+(3x7)+(3x7)+(2x8)+(2x5)+(2x5)+ (2x5)= 36+21+21+16+10+10+10 = 124 out of a maximum 196**; 124 / 196 x 70 = 44.28%**.

**30 % will be available for your price proposal. The methodology for scoring price is set out further below.**

Your responses should be supported by evidence of previous successful implementation of the proposed solution for meeting our requirements.

**Please note – Though criteria are numbered, this does not relate to any order of importance**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Evaluation Criteria**  **Quality: 70%** | **Weighting** | **Maximum score available** |
| Question 1 | Provide a clear and realistic project plan that responds to the aims, and objectives and requirements set out in Clause 2 and 3 of Section 2, which will allow the Contract to be completed within time and to budget.  Please show tasks for each of the deliverables, and roles and responsibilities of each member of the team, and arrangements for team support and quality assurance.  Your plan must comprehensively describe your evaluation methodology, support strategy for projects, and why you think these will be effective. | **12** | **48** |
| Question 2 | Please set out your proposal for meeting all of the requirements set out in Clause 2 and 3 of Section 2, providing an effective balance of remote and face-to-face support and learning for a large number of grant holders and partners. | **7** | **28** |
| Question 3 | Tell us about your understanding of the external policy and practice landscape in the provision of not-for-profit advice services in England, and how your understanding of the varied range of service providers and changing operating environment has informed your bid and how it will benefit the delivery of this Contract. | **7** | **28** |
| Question 4 | Tell us about your understanding of the transitional project activities that ASTF funded advice providers are being asked to undertake, the intelligence and support required to make successful transitions, and how this has informed and benefited your project plan for this Contract. | **8** | **32** |
| Question 5 | Tell us about the qualifications/skills of your team that will deliver this Contract, referencing to the services in Clause 3 of Section 2, and understanding of and delivering learning and support services. | **5** | **20** |
| Question 6 | Tell us about how you will manage and resource consistent and high quality learning and support services under this Contract.  Our evaluation of this question will also consider the structure of the team that will be managing and delivering the services as well as the adequacy of your resource allocation profile set in the Schedule of Charges table A in Annex 2. | **5** | **20** |
| Question 7 | Provide your analysis of the main risks to the delivery of the contract and its objectives and your plans to manage these risks.  Our evaluation of this question will consider your understanding and analysis of the risks inherent in undertaking service / organisational transformation, and their ability to meet outcomes in a changing operating environment. | **5** | **20** |
| **Total** |  |  | **196** |

Responses to each question above will be allocated a score based on the scoring methodology contained in the table below. This score will then be multiplied by the weighting in the column ’Weighting’ in the table above.

**Scoring Methodology:**

|  |  |  |
| --- | --- | --- |
| **0** | **Very Poor** | No response or partial response and poor evidence provided in support of it. Does not give the Fund confidence in the ability of the Bidder to deliver the Contract **and/or our requirements are not met in most respects**. |
| **1** | **Weak** | Response is supported by a weak standard of evidence in some areas giving rise to concern about the ability of the Bidder to deliver the Contract **and/or our requirements are not met in some respects**. |
| **2** | **Satisfactory** | Response is satisfactory and supported by a satisfactory standard of evidence. Gives the Fund confidence in the ability of the bidder to deliver the contract, meets the Fund’s requirements. |
| **3** | **Good** | Response is comprehensive and supported by good standard of evidence. Gives the Fund **a high level** confidence in the ability of the Bidder to deliver the contract and **may exceed** them in some respects. |
| **4** | **Exceptional** | Response is very comprehensive and supported by a **very** high standard of evidence. Gives the Fund a high level of confidence the ability of the Bidder to deliver the contract. May exceed the Fund’s requirements in most respects. |

**Price scoring methodology: 30 % overall**

Price: The evaluation of price will be carried out on the Schedule of charges you provide in response to Annex 2 Table A

|  |  |  |
| --- | --- | --- |
| Price Criterion | 30 marks will be awarded to the lowest priced bid and the remaining bidders will be allocated scores based on their deviation from this figure. Your fixed and total costs figure in Table A will be used to score this question.  For example, if the lowest price is £100 and the second lowest price is £108 then the lowest priced bidder gets 30% (full marks) for price and the second placed bidder gets 27.6% and so on. (8/100 x 30 = 2.4 marks; 30-2.4 = 27.6 marks) | **30%** |

## **The scores for quality and price will be added together to obtain the overall score for each Bidder. The Bidder with the highest score will be the preferred Bidder.**

**ANNEX 2**

# **Schedule of Charges**

VAT is chargeable on the services to be provided and this will be taken into account in the overall cost of this procurement contract.

Bidders shall complete the Schedule of Charges table below estimating the number of days and travel and subsistence costs associated with their bid. The total fixed price will be inclusive of VAT and inclusive of expenses and all costs to be incurred.

**NB: Bids in excess of £150,000 (including VAT and expenses) will be considered unaffordable and will be excluded from further consideration in the tender process. The Fund reserves the right to reject abnormally low tenders.**

**You should not submit additional assumptions with your pricing submission. If you submit assumptions you will be asked to withdraw them. Failure to withdraw them will lead to your exclusion from further participation in this competition.**

**Table A\*:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Tender Title:** Advice Services Transition Fund Evaluation and Learning Contract (Ref No: BIG001-0472) | | | | | | |
|  | **Role Description and Day Rate** | | | **Total Days** | **Total Cost (£)** |
| Cost of your proposal for meeting all requirements in Section 2 of the ITT | **e.g. Project Manager/ Director** | **e.g field worker(s).** | **e.g. administrator** |  |  |
|  | ***e.g. £500*** | **e.g. £300** | **e.g. £200** |  |  |
|  | ***Quantity*** | | |  |  |
|  | *e.g. 0.5* | *1* | *1.5* | *3* | *850* |
| e.g Inception meeting to agree plans and discuss requirements with BIG |  |  |  |  |  |
| *e.g Interim Report* |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| *[Add as necessary]* |  |  |  |  |  |
|  |  |  |  |  |  |
| **Sub-total** | | | | | | **£** |
| **VAT** | | | | | | **£** |
| **Fixed and Firm Total Costs (this figure will be used for the purposes of allocating your score for the price criterion and must include the total price of your proposal and meet all our requirements in Section 2 of the ITT) (30%)** | | | | | | **£** |

**\* The Fund reserve the right to amend this timetable where required.**

## **ANNEX 3 - Bidder’s Details**

| **Company Details** | |
| --- | --- |
| **1.** | **Registered Company Name:** |
| **2.** | **Company Registration Number:** |
| **3.** | **Main Operational address for the service:** |
|  | **Tele:** |
|  | **Fax:** |
|  | **Email:** |
|  |  |
| **4.** | **Address for all contractual correspondence –** |
|  | (If one of the above, please specify) |
|  |  |
|  |  |
|  |  |
| **5.** | **Address for all service management correspondence** |
|  | (If one of the above, please specify) |
|  |  |
|  |  |
|  |  |
| **6.** | **Contacts:** |
|  | **a. Responsible Person for the Contract:** |
|  | **Tele:** |
|  | **Fax:** |
|  | **Mobile:** |
|  | **Email:** |
|  |  |
|  | **b. Responsible Person for the Service:** |
|  | (If different to the above) |
|  | **Tele:** |
|  | **Fax:** |
|  | **Mobile:** |
|  | **Email:** |
|  |  |
| **7.** | **VAT registration Number (if applicable)** |
|  |  |
| **8.** | **Payment Details** |
|  | **Account Name:** |
|  | **Bank Name:** |
|  | **Address:** |
|  | **Sort Code:** |
|  | **Account Number:** |
|  |  |

## **ANNEX 4: Form of Tender**

# **Part I – Declaration**

##### **Note: The Bidder is to type the following on its own letter headed paper**

Dear Big Lottery Fund

**CONTRACT FOR Tender Title: BIG001-0472 (‘the Contract’)**

Having examined the proposed Contract comprising.

We do hereby offer to enter into a Contract with THE FUND on the terms and conditions in the said Contract.

We undertake to keep the Tender open for acceptance by THE FUND for a period of sixty (60) days from the return date.

We declare that this is a bona fide Tender, intended to be competitive, and that we have not fixed or adjusted the amount of the Tender by, or under, or in accordance with, any agreement or arrangement with any other person. We further declare that we have not done, and we undertake that we will not do, any of the following acts prior to award of this Contract:

1. *Collude with any third party to fix the price of any number of Tenders for this Contract;*
2. *Offer, pay, or agree to pay any sum of money or consideration directly or indirectly to any person for doing, having done, or promising to be done, any act or thing of the sort described herein and above.*

We understand that you are not bound to accept the lowest priced, or any, Tender.

Signed:

Date:

Name:

In the capacity of:

Duly authorised to sign tenders for and on behalf of:

## **ANNEX 5**

# 

# **Part I – Transparency Requirements**

# Note: In compliance with the Government’s transparency agenda, all Big Lottery Fund contracts over £10,000 (net of recoverable VAT) issued on or after 1 January 2011 will be published on the Government’s Contracts Finder website. We are required to publish contracts in full, and as a minimum must publish the specification, terms and conditions and associated schedules (which may include the winning bidder’s bid).

# In limited circumstances redactions can be made prior to publication to protect certain types of information. Redactions are permitted in line with the exemptions set out by the Freedom of Information Act 2000. Examples of information which may be exempt under the FOIA include: personal data; information amounting to a trade secret; and information which if disclosed would or would be likely to prejudice the commercial interests of any person.

# If the Bidder believes redactions ought to be made, these should be identified by the Bidder in the following table on their own letter headed paper. Bidders must provide explicit justification and reasoning for each redaction requested. The Big Lottery Fund is responsible for determining in its absolute discretion whether any information is exempt from publication.

**CONTRACT FOR Tender Title: *Advice Services Transition Fund, Learning and support contract***

|  |  |
| --- | --- |
| **Contract clause or section of tender to be redacted** | **Justifications for redaction** |
|  |  |

# **Part II - Parent Company Guarantee (If appropriate)**

***Note: To be submitted in full on Contractor's ultimate Holding Company's headed notepaper.***

Dear Big Lottery Fund

**Contract for the Provision of *Advice Services Transition Fund Learning and Support***

With reference to the Tender for the above services submitted by [insert name of Bidder] (hereinafter referred to as "the Contractor"), as a condition precedent for and in consideration of the Big Lottery Fund (a non departmental Public Body sponsored by the Cabinet Office (hereinafter referred to as "THE FUND") entering into a contract (hereinafter referred to as "the Contract") with the Contractor for the above services, we, as the Contractor's ultimate holding company do hereby enter into the following unconditional and irrevocable undertakings with THE FUND. These undertakings being on condition that THE FUND enters into the Contract with the Contractor for the above services and in consideration of the same:

1. The Contractor shall perform all its obligations contained in the Contract;
2. If the Contractor shall in any respect fail to perform the said obligations contained in the Contract or commits any breach thereof we shall ourselves perform on simple demand by THE FUND, or take whatever steps may be necessary to achieve performance of the obligations under the Contract of the Contractor, and shall indemnify and keep indemnified the Authority against any loss, damages, costs and expenses howsoever arising from the said failure or breach for which the Contractor may be liable;
3. We shall not be discharged or released from our undertakings hereunder by any waiver or forbearance by THE FUND, whether as to payment, time, performance or otherwise;
4. This guarantee shall be unconditional and irrevocable and shall continue in force, notwithstanding any variations or additions to or deletions from the scope of services to be performed under the Contract, until all the Contractor's obligations there under have been performed; and,
5. This document shall be construed and take effect in accordance with English Law and, furthermore, we submit to the jurisdiction of the English Courts.

Yours faithfully

Signed:

Date:

Name:

In the capacity of:

Duly authorised to sign tenders for and on behalf of:

**Part III**

**Important Notice:**

In some circumstances the Fund is required by law to exclude you from participating further in procurement. If you cannot answer ‘no’ to every question in this section it is very unlikely that your application will be accepted, and you should contact us for advice before completing this form.

|  |  |
| --- | --- |
| Please state ‘Yes’ or ‘No’ to each question.  **Has your organisation or any directors or partner or any other person who has powers of representation, decision or control been convicted of any of the following offences?** | **Answer** |
| (a) Conspiracy within the meaning of section 1 or 1A of the Criminal Law Act 1977 or article 9 or 9A of the Criminal Attempts and Conspiracy (Northern Ireland) Order 1983 where that conspiracy relates to participation in a criminal organisation as defined in Article 2 of Council Framework Decision 2008/841/JHA; | |
| (b) Corruption within the meaning of section 1(2) of the Public Bodies Corrupt Practices Act 1889 or section 1 of the Prevention of Corruption Act 1906; where the offence relates to active corruption; | |
| (c) The offence of bribery, where the offence relates to active corruption; | |
| (ca) Bribery within the meaning of section 1 or 6 of the Bribery Act 2010; | |
| d) Fraud, where the offence relates to fraud affecting the European Communities’ financial interests as defined by Article 1 of the Convention on the protection of the financial interests of the European Communities, within the meaning of: | |
| (i) The offence of cheating the Revenue; | |
| (ii) The offence of conspiracy to defraud; | |
| (iii) Fraud or theft within the meaning of the Theft Act 1968, the Theft Act (Northern Ireland) 1969, the Theft Act 1978 or the Theft (Northern Ireland) Order 1978; | |
| (iv) Fraudulent trading within the meaning of section 458 of the Companies Act 1985, article 451 of the Companies (Northern Ireland) Order 1986 or section 993 of the Companies Act 2006; | |
| (v) Fraudulent evasion within the meaning of section 170 of the Customs and Excise Management Act 1979 or section 72 of the Value Added Tax Act 1994; | |
| (vi) An offence in connection with taxation in the European Union within the meaning of section 71 of the Criminal Justice Act 1993; | |
| (vii) Destroying, defacing or concealing of documents or procuring the execution of a valuable security within the meaning of section 20 of the Theft Act 1968 or section 19 of the Theft Act (Northern Ireland) 1969; | |
| (viii) Fraud within the meaning of section 2, 3 or 4 of the Fraud Act 2006; or | |
| (ix) Making, adapting, supplying or offering to supply articles for use in frauds within the meaning of section 7 of the Fraud Act 2006; | |
| (e) Money laundering within the meaning of section 340(11) of the Proceeds of Crime Act 2002; | |
| (ea) An offence in connection with the proceeds of criminal conduct within the meaning of section 93A, 93B or 93C of the Criminal Justice Act 1988 or article 45, 46 or 47 of the Proceeds of Crime (Northern Ireland) Order 1996;  or | |
| (eb) An offence in connection with the proceeds of drug trafficking within the meaning of section 49, 50 or 51 of the Drug Trafficking Act 1994;  or | |
| (f) Any other offence within the meaning of Article 45(1) of Directive 2004/18/EC as defined by the national law of any relevant State. | |

**Part IV Regulation 23(D) Declaration**

**Important Notice.**

**The Fund is entitled to exclude you from consideration if any of the following apply but may decide to allow you to proceed further. If you cannot answer ‘no’ to every question it is possible that your tender might not be accepted. In the event that any of the following do apply, please set out (in a separate Annex) full details of the relevant incident and any remedial action taken subsequently. The information provided will be taken into account by The Fund in considering whether or not you will be able to proceed any further in respect of this procurement exercise.**

**The Authority is also entitled to exclude you in the event you are guilty of serious misrepresentation in providing any information referred to within regulation 23, 24, 25, 26 or 27 of the Public Contracts Regulations 2006, as amended or you fail to provide any such information requested by us.**

|  |  |
| --- | --- |
| Please state ‘Yes’ or ‘No’ to each question. **Is any of the following true of your organisation?** | **Answer** |
| (a) Being an individual is a person in respect of whom a debt relief order has been made or is bankrupt or has had a receiving order or administration order or bankruptcy restrictions order or a debt relief restrictions order made against him or has made any composition or arrangement with or for the benefit of his creditors or has made any conveyance or assignment for the benefit of his creditors or appears unable to pay, or to have no reasonable prospect of being able to pay, a debt within the meaning of section 268 of the Insolvency Act 1986, or article 242 of the Insolvency (Northern Ireland) Order 1989, or in Scotland has granted a trust deed for creditors or become otherwise apparently insolvent, or is the subject of a petition presented for sequestration of his estate, or is the subject of any similar procedure under the law of any other state; |  |
| (b) Being a partnership constituted under Scots law, has granted a trust deed or become otherwise apparently insolvent, or is the subject of a petition presented for sequestration of its estate; or |  |
| (c) Being a company or any other entity within the meaning of section 255 of the Enterprise Act 2002 has passed a resolution or is the subject of an order by the court for the company’s winding up otherwise than for the purpose of bona fide reconstruction or amalgamation, or had a receiver, manager or administrator on behalf of a creditor appointed in respect of the company’s business or any part thereof or is the subject of similar procedures under the law of any other state? |  |
| **Has your organisation** |  |
| (a) Been convicted of a criminal offence relating to the conduct of your business or profession; |  |
| (b) Committed an act of grave misconduct in the course of your business or profession; |  |
| (c) Failed to fulfil obligations relating to the payment of social security contributions under the law of any part of the United Kingdom or of the relevant State in which you are established; or |  |
| (d) Failed to fulfil obligations relating to the payment of taxes under the law of any part of the United Kingdom or of the relevant State in which you are established? |  |