



**INVITATION TO QUOTE FOR
Volunteer experience pilot**

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1. Introduction

Sport England is seeking to appoint a Provider to develop the content and pilot the delivery of a Volunteer Experience workshop. The RFQ has an anticipated value of £10,000 to £24,000 ex VAT.

The purpose of this Invitation to Quote (ITQ) is to provide quotes against a predetermined set of requirements through which Sport England can identify the Most Economically Advantageous Tender (MEAT).

2. Sport England

We're striving for an active nation where everyone can take part in sport or activity, regardless of age, background or ability.

That might be through traditional team sports like rugby and netball. But it could just as easily be a gym workout or going for a run. Being active is a key part of maintaining physical and mental wellbeing. And it also benefits local communities through economic and social regeneration.

As well as supporting people who already enjoy regular sport, we're also fighting to get people who are less active exercising more regularly. Groups that are traditionally less active – disabled people, some ethnic groups, women and parts of the LGBTQ community – are a core focus of our work.

We also support talented athletes who show elite potential in their chosen sport, and our ambition is to open up these opportunities to people from all background.

As a government body, we also invest in and provide expertise in creating superb sporting facilities across the nation.

Find out more at www.sportengland.org.

3. Contact Details

All questions regarding this procurement process and Sport England should be made via the by email via the [Sport England eSourcing Portal](#) by no later than Wednesday 14February.

4. Requirement

VOLUNTEER EXPERIENCE WORKSHOP

Introduction

Over 6.7 million people currently volunteer at least twice a year in sport and physical activity ([Active Lives, October 2017](#)). 75% of volunteers are currently based within sports clubs and play a crucial role in supporting and delivering grassroots sport; helping people to become active and enhancing the experience of those who already take part.

However, there is evidence to suggest that not all volunteers have a positive experience. According to [Join In's Making Time report 2015](#), many sports club volunteers said they were dissatisfied. They were twice as likely as volunteers in other sectors to be thinking about cutting the time they gave or stopping altogether. Our strategy identifies our plans to invest in improving the volunteer experience to make it more enjoyable and meaningful.

A key part of this will be our investment in the support we provide to Clubs. Club Matters already offers information on every aspect of club administration, including how to recruit, manage and reward volunteers. Since launching in April 2015, Club Matters has established itself as a useful, trustworthy resource and we believe there are opportunities to build on its success.

The initial idea for this pilot was informed by the successful [Club Experience workshops](#) which provided clubs with an opportunity to attend a 2 hour long facilitated workshop which aimed to help clubs think through how they can deliver a great experience for participants. Content covered:

- Why delivering a great experience for people in your club is important
- How to listen to and respond to the needs of the people in your club and potential members

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- How to consistently deliver a great club experience
- Action points and 'take aways' to work through following the workshop

The model was adapted to focus on particular audiences and sports e.g. [Club experience for young people](#) and [club experience for hockey](#).

What we want to achieve

We want to improve the experience of volunteers in sports clubs across England and ensure that clubs get the support they need to retain their current volunteers and ensure they have a high-quality and meaningful volunteer experience.

This volunteer experience pilot will support us to do this by:

- piloting and evaluating a number of formats and approaches to identify the most effective way of communicating the content to our target audience
- finding a delivery approach that is sustainable
- informing the development of future volunteering content on Club Matters

Developing engaging content that will:

- support clubs to understand what the key elements of a good volunteer experience are
- provide practical support to help clubs develop the skills and knowledge they need to deliver it in their club
- help clubs understand how investing in excellent volunteer practices aligns with their other strategic objectives i.e. happy volunteers means a stronger workforce, greater capacity to grow as a club and ability to deliver a great experience for participants.
- raise awareness of the range of support and guidance available
- provide opportunities for them to discuss and plan within their club actions they may take to improve the volunteer experience

The approach

This work is to develop the content for 'volunteer experience' and to pilot the delivery of the session in a range of formats to a number of clubs in order to identify the best way of communicating the content in a way that works for the key audience and for it to have maximum impact in encouraging and supporting them to change their practice.

Plans should include steps to evaluate the effectiveness of the content, format and approach to delivery. The evaluation should help us to understand how this may meet the overall objectives identified under 'what we want to achieve' and should make recommendations to inform the future development of volunteering content on Club Matters.

Content development

Content should be developed in order to meet the above objectives. The approach to content development should:

- draw on the latest insight and research e.g. [Sport England's Active Lives data](#).
- be informed by the latest good practice in volunteer management to ensure it is accurate, robust and encourages high standards
- ensure the content is accessible and easy to use and understand, even by those without a volunteer management background
- identify examples of good practice and approaches to implementing the key elements of a good volunteer experience; drawing on the experience of clubs that have a successful approach

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- complement and build on other resources and guidance on volunteering including; [Club Matters](#) resources, the '[Making your volunteer experience meaningful](#)' guide, [Volunteering Insight Guide](#) and the Volunteer Survey guidance due to be released December 2017.
- be engaging and interactive and encourage clubs to reflect on their current volunteer management and practices and identify ways to develop and improve them to deliver a better volunteer experience
- be relevant to the target audience and be tested with them

Delivery and communication

Part of the scope of this pilot work is to test and compare a variety of approaches to delivering the content. The initial idea for this work was informed by the successful [Club Experience face to face workshops](#) but we are open to different approaches to delivery relevant to the target audience i.e. workshops, webinars and other approaches. The supplier should propose how the content should be best structured and delivered as well as how many people they intend to reach.

The approach to delivery and communication of the content should:

- Consider a variety of formats and be designed with the target audience in mind. For example, many people that run sports clubs will be volunteers themselves and so may have other demands on their time. As this aims to build on the learning from the approach to the Club Experience workshop, we require one of these formats to be a face to face workshop for 10-15 people but we would also welcome ideas for testing online and other approaches appropriate to the audience e.g. podcasts, webinars, Youtube content etc.
- Take into account that clubs are based in very different locations and settings across England and may have very different priorities and challenges in terms of their volunteering and in terms of their objectives in relation to participation.
- Consider the role of other partners who work directly with clubs to support their development including [national governing bodies](#), county sports partnerships and local authorities.
- Be evaluated so we can understand the effectiveness of the content, format and approach to delivery. Participants or attendees should be asked for their feedback. The supplier should identify a sufficient number of sessions to pilot in order to understand the effectiveness of their approach and content with the target audience.

Sport England will provide:

- A lead contact in the organisation for the project
- Contact details to relevant stakeholders e.g. clubs and NGB volunteering leads
- Access to other relevant resources and communications
- Sport England brand guidelines, logo and guidance on 'look and feel' for the document in line with other similar Sport England publications.

Deliverables and key milestones

By 31st March 2018- milestone payment 1

- Inception meeting with Sport England
- Project plan for the pilot with key milestones identified
- Content plan including identification of resource formats and learning objectives for the target audience for this work
- Delivery and communications plan for testing different formats, including a face to face workshop. Within this plan the supplier should identify how many people from the target audience they intend to reach and engage with via each format. The plan should allow for a sufficient number of sessions to be piloted in order to understand the effectiveness of their approach through the evaluation.

1 April- 31 August 2018- milestone payment 2

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- Pilot of delivery and content in a range of formats

By 31st October 2018- milestone payment 3

- Evaluation report of the pilot with feedback from participants and partners to help evaluate the effectiveness of the content and delivery in achieving our objectives.

5. Evaluation

The evaluation process will be conducted in a manner that ensures that bids are evaluated fairly. Tender responses (see point 4 above) will be evaluated against the criteria shown in the table below. The successful bid will be the one that, in the opinion of Sport England, offers the Most Economically Advantageous (MEAT) to Sport England having regard to the criteria shown in the table below. Suppliers should address the following questions and submit one document in PDF Format, no longer than 3 pages in length which covers the Technical Criterion.

Suppliers must also provide their total cost (ex VAT) of the service including any break-down as appropriate.

CRITERION:		WEIGHTING
Technical		
Delivery	Ability to deliver the identified objectives and deliverables on time	40%
Experience	Previous experience of work in this area; specifically experience in developing, delivering and communicating, informative and engaging content to an identified target audience. Experience with a range of communication channels.	15%
Knowledge and understanding	Understanding of volunteering; including volunteer management and good practice would be desirable	15%
Commercial		
Price	Total cost for this work (ex VAT) including a full breakdown of how the cost is calculated and any anticipated travel and subsistence (all travel expenses will be subject to review and approval from Sport England). Milestone payments will apply to this work and payment will only be made upon successful completion of the deliverables and following approval by Sport England. Please attribute a cost to the following milestones: 1. Milestone payment 1 by 31 March 2018 2. Milestone payment 2 by 31 August 2018 3. Milestone payment 3 by 31 October 2018	30%

Price elements of responses will be evaluated against the lowest tender price. The method for calculating the final weighted score for price is as follows:

Best (lowest) price receives the maximum score available (e.g 30%); the remaining submissions receive a score pro-rata to the best price using the following calculation:

$$\text{Price Score} = (\text{TL} / \text{TT}) \times 100$$

Where: TL = Lowest Tender Price

TT = Actual Tender Price

6. Timetable

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

DATE	STAGE
5 th February	ITQ to be issued
14 th February	Closing Dates for Questions: to be submitted by 12:00 midday
19 th February	Closing date and time for receipt of responses to ITQ by 12:00 midday
20 th -22 nd February	Evaluation of ITQ responses
22 nd February	Notification of award

7. Notices and Instructions to Bidders

- 7.1. These instructions are designed to ensure that all Bidders are given equal and fair consideration. It is important therefore that you provide all the information asked for in the format and order specified. If you have any queries please [submit](#) these via the [Sport England eSourcing Portal](#) by no later than 12:00 midday 14 February 2018.
- 7.2. Bidders should read these instructions carefully before completing the Tender documentation. Failure to comply with these requirements for completion and submission of the Tender Response may result in the rejection of the Tender. Bidders are advised therefore to acquaint themselves fully with the extent and nature of the services specified and contractual obligations. These instructions constitute the Conditions of Tender. Participation in the tender process automatically signals that the Bidder accepts these Conditions of Participation.
- 7.3. All material issued in connection with this Invitation to Quote (ITQ) shall remain the property of Sport England and shall be used only for the purpose of this procurement exercise.
- 7.4. The Bidder shall ensure that each and every sub-contractor, consortium member and adviser abides by the terms of these instructions and the Conditions of Tender.
- 7.5. The Bidder shall not make contact with any other employee, agent or consultant of Sport England who is in any way connected with this procurement exercise during the period of this procurement exercise, unless instructed otherwise by Sport England.
- 7.6. Sport England shall not be committed to any course of action as a result of:
- 7.6.1. Issuing this ITQ or any invitation to participate in this procurement exercise
 - 7.6.2. An invitation to submit any Response in respect of this procurement exercise
 - 7.6.3. Communicating with a Bidder or a Bidder's representatives or agents in respect of this procurement exercise
- 7.7. Bidders shall accept and acknowledge that by issuing this ITQ Sport England shall not be bound to accept any Tender and reserves the right not to conclude a Contract for some or all of the services for which Tenders are invited.
- 7.8. Sport England reserves the right to amend, add to or withdraw all or any part of this ITQ at any time during the procurement exercise.

8. Confidentiality

- 8.1. Bidders shall at all times treat the contents of the ITQ and any related as confidential, save in so far as they are already in the public domain.
- 8.2. Bidders shall not disclose, copy, reproduce, distribute or pass any of the Information to any other person at any time or allow any of these things to happen.
- 8.3. Bidders shall not use any of the Information for any purpose other than for the purposes of submitting (or deciding whether to submit) a Tender.

- 8.4. Bidders shall not undertake any publicity activity within any section of the media.
- 8.5. Bidders may disclose, distribute or pass any of the Information to the Bidder's advisers, sub-contractors or to another person provided that one or more of the following applies:
 - 8.5.1. This is done for the sole purpose of enabling a Tender to be submitted and the person receiving the Information undertakes in writing to keep the Information confidential on the same terms as if that person were the Bidder
 - 8.5.2. The Bidder obtains the prior written consent of Sport England in relation to such disclosure, distribution or passing of Information
 - 8.5.3. The disclosure is made for the sole purpose of obtaining legal advice from external lawyers in relation to the procurement
 - 8.5.4. The Bidder is legally required to make such a disclosure
- 8.6. In paragraph 3.5, the definition of 'person' includes but is not limited to any person, firm, body or association, corporate or incorporate.
- 8.7. Sport England may disclose detailed information relating to Tenders to its officers, employees, agents or advisers and may make any of the procurement documents available for private inspection by its officers, employees, agents or advisers. Sport England also reserves the right to disseminate information that is materially relevant to the procurement to all Bidders, even if the information has only been requested by one Bidder, subject to the duty to protect each Bidder's commercial confidentiality in relation to its Tender (unless there is a requirement for disclosure under the Freedom of Information Act).

9. Freedom of Information

- 9.1. In accordance with the obligations and duties placed upon public authorities by the Freedom of Information Act 2000 (the 'FoIA'), Sport England may, acting in accordance with the Secretary of State's Code of Practice on the Discharge of the Functions of Public Authorities under Part 1 of the said Act, or the EIR be required to disclose information submitted by the Bidder to the Sport England.
- 9.2. In respect of any information submitted by a Bidder that it considers to be commercially sensitive the Bidder should:
 - 9.2.1. Explain the potential implications of disclosure of such information
 - 9.2.2. Clearly identify such information as commercially sensitive
 - 9.2.3. Provide an estimate of the period of time during which the Bidder believes that such information will remain commercially sensitive.
- 9.3. Where a Bidder identifies information as commercially sensitive, Sport England will endeavour to maintain confidentiality. Bidders should note, however, that, even where information is identified as commercially sensitive, Sport England may be required to disclose such information in accordance with the FoIA or the Environmental Information Regulations. In particular, Sport England is required to form an independent judgment concerning whether the information is exempt from disclosure under the FoIA or the EIR and whether the public interest favours disclosure or not. Accordingly, Sport England cannot guarantee that any information marked 'confidential' or "commercially sensitive" will not be disclosed.
- 9.4. Where a Bidder receives a request for information under the FoIA or the EIR during the procurement process, this should be immediately passed on to Sport England and the Bidder should not attempt to answer the request without first consulting with Sport England.

10. Tender Validity

Your Tender should remain open for acceptance for a period of 60 days. A Tender valid for a shorter period may be rejected.

11. Preparation of Tender

- 11.1. Bidders must obtain for themselves at their own responsibility and expense all information necessary for the preparation of Tenders. Bidders are solely responsible for the costs and expenses incurred in connection with the preparation and submission of their Tender and all other stages of the selection and evaluation process. Under no circumstances will Sport England, or any of their advisers, be liable for any costs or expenses borne by Bidders, sub-contractors, suppliers or advisers in this process.
- 11.2. Bidders are required to complete and provide all information required by Sport England in accordance with the Conditions of Tender and the Invitation to Quote. Failure to comply with the Conditions and the Invitation to Quote may lead Sport England to reject a Tender Response.
- 11.3. Sport England relies on Bidders' own analysis and review of information provided. Consequently, Bidders are solely responsible for obtaining the information which they consider is necessary in order to make decisions regarding the content of their Tenders and to undertake any investigations they consider necessary in order to verify any information provided to them during the procurement process.
- 11.4. Bidders must form their own opinions, making such investigations and taking such advice (including professional advice) as is appropriate, regarding the goods and services and their Tenders, without reliance upon any opinion or other information provided by Sport England or their advisers and representatives. Bidders should notify Sport England promptly of any perceived ambiguity, inconsistency or omission in this ITQ, any of its associated documents and/or any other information issued to them during the procurement process.

12. Submission of Tenders

- 12.1. Tenders should be received by Sport England via [the Sport England eSourcing Portal](#) on no later than 12:00 hours (midday) on Monday 19th February 2018. Tenders received after that time may not be accepted
- 12.2. Sport England may at its own absolute discretion extend the closing date and the time for receipt of Tenders. Any extension granted will apply to all Bidders.
- 12.3. The Tender and any documents accompanying it must be in the English language.
- 12.4. Price and any financial data provided must be submitted in or converted into pounds sterling. Where official documents include financial data in a foreign currency, a sterling equivalent must be provided.

13. Canvassing

- 13.1. Any Bidder who directly or indirectly canvasses any officer, member, employee, or agent of Sport England concerning the letting of this Contract or who directly or indirectly obtains or attempts to obtain information from any such officer, member, employee or agent or concerning any other Bidder, Tender or proposed Tender will be disqualified.

14. Disclaimers

- 14.1. Whilst the information in this ITQ has been prepared in good faith, it does not purport to be comprehensive nor has it been independently verified.
- 14.2. Neither Sport England, nor their advisors, nor their directors, officers, members, partners, employees, other staff or agents:
 - 14.2.1. Makes any representation or warranty (express or implied) as to the accuracy, reasonableness or completeness of the ITQ;

- 14.2.2. Accepts any responsibility for the information contained in the ITQ or for their fairness, accuracy or completeness of that information nor shall any of them be liable for any loss or damage (other than in respect of fraudulent misrepresentation) arising as a result of reliance on such information or any subsequent communication.
- 14.3. Any persons considering making a decision to enter into contractual relationships with Sport England following receipt of the ITQ should make their own investigations and their own independent assessment of Sport England and its requirements for the services and should seek their own professional financial and legal advice.
- 14.4. Any Contract concluded as a result of this ITQ shall be governed by English law.

15. Collusive Behaviour

Any Bidder who:

- 15.1. Fixes or adjusts the amount of its Tender by or in accordance with any agreement or arrangement with any other party
- 15.2. Communicates to any party other than Sport England the amount or approximate amount of its proposed Tender or information which would enable the amount or approximate amount to be calculated (except where such disclosure is made in confidence in order to obtain quotations necessary for the preparation of the Tender or insurance or any necessary security)
- 15.3. Enters into any agreement or arrangement with any other party that such other party shall refrain from submitting a Tender
- 15.4. Enters into any agreement or arrangement with any other party as to the amount of any Tender submitted
- 15.5. Offers or agrees to pay or give or does pay or give any sum or sums of money, inducement or valuable consideration directly or indirectly to any party for doing or having done or causing or having caused to be done in relation to any other Tender or proposed Tender, any act or omission shall (without prejudice to any other civil remedies available to Sport England and without prejudice to any criminal liability which such conduct by a Bidder may attract) be disqualified.

16. No Inducement or Incentive

The ITQ is issued on the basis that nothing contained in it shall constitute an inducement or incentive nor shall have in any other way persuaded a Bidder to submit a Tender or enter into a contractual agreement.

17. Queries Relating to Tender

- 17.1. All requests for clarification about the requirements or the process of this procurement exercise should be made via the [Sport England eSourcing Portal](#) by no later than 12:00 midday on Wednesday 14 February 2018.
- 17.2. Sport England will endeavour to answer all questions as quickly as possible, but cannot guarantee a minimum response time.
- 17.3. Clarification requests must be submitted via the [Sport England eSourcing Portal](#) by 12:00 midday on Wednesday 14th February 2018.
- 17.4. In order to ensure equality of treatment of Bidders, Sport England may publish the questions and clarifications raised by Bidders together with Sport England's responses (but not the source of the questions) to all participants.
- 17.5. Bidders should indicate if a query is of a commercially sensitive nature – where disclosure of such query and the answer would or would be likely to prejudice its commercial interests. However, if Sport England at its sole discretion does not either; consider the query to be of a

commercially confidential nature or one which all Bidders would potentially benefit from seeing both the query and Sport England's response, Sport England will:

- 17.5.1. Invite the Bidder submitting the query to either declassify the query and allow the query along with the Authority's response to be circulated to all Bidders
 - 17.5.2. Request the Bidder, if it still considers the query to be of a commercially confidential nature, to withdraw the query.
- 17.6. Sport England reserves the right not to respond to a request for clarification or to circulate such a request where it considers that the answer to that request would or would be likely to prejudice its commercial interests.

18. Amendments to Tender Documents

At any time prior to the deadline for the receipt of Tenders, Sport England may modify the ITQ by amendment. Any such amendment will be issued by Sport England to all prospective Bidders. In order to give prospective Bidders reasonable time in which to take the amendment into account in preparing their Tenders, Sport England may, at its discretion, extend the Deadline for receipt of Tenders.

19. Late Tenders

- 19.1. Any Tender received after 12:00 hours (midday) on Monday 19th February 2018 may be rejected.

20. Proposed Amendments to the Contract by the Bidder

- 20.1. Sport England's Terms of Trade can be viewed [here](#).
- 20.2. Any proposed amendments to the Contract must be detailed separately, and returned with the Bidder's ITQ Response.
- 20.3. Where Sport England makes changes to the Contract as a result of the proposals received it will circulate the amended terms to all Bidders.
- 20.4. No changes to our Terms of Trade will be considered unless they are submitted with Tender Responses.

21. Modification and Withdrawal

- 21.1. Bidders may modify their Tender prior to the Deadline by giving notice to Sport England in writing via the [Sport England eSourcing Portal](#).
- 21.2. No Tender may be modified subsequent to the Deadline for receipt.
- 21.3. The modification notice must state clearly how Sport England should implement the modification.
- 21.4. Bidders may withdraw their Tender at any time prior to the Deadline or any other time prior to accepting the offer of a Contract. The notice to withdraw the Tender must be in writing and sent via [the Sport England eSourcing Portal](#).

22. Right to Reject/Disqualify

Sport England reserves the right to reject or disqualify a Bidder where:

- 22.1. The Bidder fails to comply fully with the requirements of this Invitation to Quote or is guilty of a serious misrepresentation in supplying any information required in this document
- 22.2. The Bidder is guilty of serious misrepresentation in relation to its Tender
- 22.3. There is a change in identity, control, financial standing or other factor impacting on the selection and/or evaluation process affecting the Bidder.

23. Right to Cancel, Clarify or Vary the Process

Sport England the right to:

- 23.1. Amend the terms and conditions of the Invitation to Tender process
- 23.2. Cancel the evaluation process at any stage
- 23.3. Require the Bidder to clarify its Tender in writing and/or provide additional information. (Failure to respond adequately may result in the Bidder not being selected).

24. Notification of Award

Sport England will place a Purchase Order with the successful Bidder(s) under the [Sport England Terms of Trade](#).

Schedule 1: Supplier's Details

1.1 Supplier Details	
Registered Company Name	
Company Registration Number	
VAT Registration Number (if applicable)	
Main Operational address for the service	
Telephone	
Fax	
Email	
Address for all contractual correspondence	
Address for all service management correspondence	

1.2 Contact Details - Responsible Person for the Contract	
Name	
Postal address	
Phone	
Mobile	
E-mail	

1.3 Contact Details - Responsible Person for the Service	
Name	
Postal address	
Phone	
Mobile	
E-mail	

1.4 Payment Details	
Account Name	
Bank Names	
Address	
Sort Code	
Account Number	