

QUOTATION DOCUMENT

Contract Title	EVALUATION OF THE BIRMINGHAM BRAVE PROJECT
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Date/time for Quotation return:	Date: 1 February 2016 Time: 12:00 noon
Contract Value	£10,000

Anticipated Programme/Timetable

Advertised on FIIB	15 Jan 16
Deadline for submission of tenders	1 Feb 16
Evaluation of tenders	3 Feb 16
Anticipated Award date	4/5 Feb 16
Anticipated contract commencement date	8 Feb 16
Interim report date	26 Feb 16
Progress meeting – tbc	2-4 Mar 16, date tbc
Final report	25 Mar 16

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IMPORTANT NOTE

Guidance for Providers

You are invited to submit a quotation document for the evaluation of the BRAVE project in Birmingham **no later than 12:00pm on Monday 1 February 2016** as detailed below in accordance with Birmingham City Council's standard terms and conditions of contract www.birmingham.gov.uk/procurementtermsandconditions.

Quotation providers are advised to ensure that they are fully familiar with the nature and extent of the contract. It is the responsibility of the Quotation provider to obtain for themselves, at their own expense, all information necessary for the preparation of their quotation.

- Quotations must be submitted for the entire project as detailed below, quotations for only part of it may be rejected.
- The Council may at its own absolute discretion extend the closing date and time specified for the receipt of quotations, or invite variations to the terms of the contract.
- The Council will evaluate this Quotation based on 40% quality, 35% social value and 25% price as described overleaf.
- Birmingham City Council does not bind itself to accept the lowest or any quotation and reserves the right to accept a quotation either in whole or part for the goods and services specified.
- All prices shall in all cases be exclusive of VAT, which will be applied in accordance with legislation. Discounts, trade allowances of any kind must be shown separately.

Description of Requirement/ Specification

Section 1: Introduction

Birmingham City Council (The Council) requires a supplier to conduct an evaluation of the Birmingham BRAVE project.

BRAVE provides tailored practical and emotional support to victims of persistent Anti-Social Behaviour across Birmingham. It is currently funded by the Birmingham Community Safety Partnership (BCSP) and managed by Victim Support. A fuller description of BRAVE is presented with this document.

This contract value is £10,000 for a one-off evaluation to be undertaken before 31 March 2016.

Section 2: Requirements

BCSP awarded funding for the evaluation of BRAVE with the intention of developing its knowledge and understanding of Social Return on Investment (SROI); and of devising appropriate and realistic performance criteria for interventions which support people difficult circumstances. The full research specification is set out at page 13 below.

Section 3: Selection and Assessment

The assessment process is in two stages as shown below. Stage 1 assesses the suitability of bidding organisations on a pass / fail basis. Stage 2 sets out the process that will be used to assess the responses and identify the strongest.

	QUALITY AND PRICE EVALUATION		
Stage 1	Stage 2		
Bidder Details	Quality	Social Value	Price
Pass/Fail	40%	35%	25%

Stage 1 – Pass/Fail (Selection Criteria)

Pass/ Fail – Selection Criteria		
Part 1	Company Information	Not assessed
Part 2	Financial Information	PASS/FAIL
Part 3	Statement of Insurance Cover	PASS/FAIL
Part 4	References (at least one required)	PASS/FAIL
Part 5	Health & Safety	Not assessed
Part 6	Birmingham Business Charter for Social Responsibility	PASS/FAIL

Stage 2

The value assessment process for this contract is: -

- 40% quality,
- 35% social value and
- 25% price.

This part of the evaluation will assess the responses from bidders against the project specification as set out below. Where appropriate, the scoring system to be used to assess bids is as follows:

Score	Performance	Judgement
5	Meets the requirement in full	Excellent
4	Meets the requirement well, but not exactly	Good
3	Meets the requirement in most aspects, fails in some	Satisfactory
2	Fails the requirement in most aspects	Doubtful
1	Significantly fails to meet the requirement	Poor
0	Completely fails to meet the requirement	Not worth considering

Quality Assessment

The evaluation will take into account the bidder's previous experience of work in this field and the demonstration of competence / expertise in this area. After rejecting bids that in the opinion of the Council are unrealistically low (in terms of Quality), the highest Quality score will be given 100%. Other quality scores will then be expressed as a proportion of the highest score, to give an 'adjusted' score.

Social Value

After rejecting bids that in the opinion of the Council are unrealistically low (in terms of Social Value), the highest Social Value score will be given 100%. Other social value scores will then be expressed as a proportion of the highest score, to give an 'adjusted' score.

Price Summary

After rejecting bids which in the opinion of the Council are unrealistically high or low, the lowest price will be given 100%. Other price summary scores will then be expressed as a proportion of the highest score, to give an 'adjusted' score.

Overall Assessment

The final weighted scores for each section will be added together to produce a total score. The scores for each quotation will be compared and (subject to a final risk assessment) the quotation providers with the highest score offering the most economically advantageous bid will be offered the contract.

QUOTATION RESPONSE

FOR

EVALUATION OF THE BIRMINGHAM BRAVE PROJECT

PROVIDER NAME & KEY CONTACT DETAILS:...

STAGE 1 –
Part 1 – Company Information
(Not scored)

COMPANY INFORMATION	
Name of the organisation in whose name this quotation is submitted (the “Applicant”)	
Trading Name of Applicant making the application	
Address of registered office	
Postcode	
Company Registration No. (if applicable)	
Date of Registration:	
Certificate of Incorporation and all certificates of change of name issued by the Company Registrar. Enclosed (Or include reasons if not applicable)	Enclosed: Yes / No (delete as necessary)
Is the Applicant a consortium joint venture or other arrangement? If so, please provide details of the constitution.	Yes / No
Contact Name for enquiries about this application	
Contact Position (job title)	
Telephone number	
Fax number	
Email	

Part 2 – Financial Information (Pass/Fail)

FINANCIAL INFORMATION	
This section seeks reassurance about the financial robustness of your organisation.	
Has your organisation met its financial commitments (e.g. loan agreements) during the past year?	Yes / No
If “No” what were the reasons, and what has been done to put things right?	
Please enclose copies of your formal company accounts (i.e., directors’ report, auditors’ Report, balance sheet, profit and loss account, cost of sales accounts and full notes) for the last two years	ENCLOSED: Yes /No
If “No” please indicate why and give the best alternative financial information you can, such as a certified statements of turnover for the last year signed by an independent auditor or bank manager or Copies of internal management accounts or business plan	
Has your organisation met all its obligations to pay its creditors and staff during the past year?	Yes / No
If “No” please explain why not:	
What is the name and branch of your bankers (who could provide a reference)?	Name:
	Branch:
	Contact details:

Part 3 – Statement of Insurance Cover
(Pass/Fail)

Details of existing policies which will provide insurance cover for the Contract.

TYPE OF POLICY	INSURERS	POLICY NUMBER	RENEWAL DATE
PUBLIC LIABILITY. Minimum Cover for each and every incident is.....			
EMPLOYER'S and LIABILITY Does your cover meet the minimum statutory limit as laid down by legislation? Yes / No			

Details of Insurance Agent/Broker

Name:	
Address:	
Post Code:	
Contact name:	
Telephone No.	
Fax. No:	
E-mail	

I/We confirm that the insurances detailed above will provide all the insurance cover required under the Contract.

I/We agree that the details provided in the insurance statement may be checked with the insurance Agent/Broker named above.

In the event that my/our offer is under consideration I/We agree to arrange, with the insurers, the provision of a Statement to Birmingham City Council:-

- a) that valid Insurance is held in accordance with the requirements of Conditions of Contract;
- b) that all premiums due to the Insurer have been paid including instalment payments;
- c) that the Insurer agrees to give notice forthwith to Birmingham City Council of withdrawal or intention to withdraw insurance cover in connection with the project.

Dated	
Signatures of Quotation provider or of Agent	
Trade or Business Name	
Address	
Telephone Number	
Email Address	

This document is to be signed by such persons:-

- I. where the quotation provider is an individual, by that individual;
- II. where the quotation provider is a partnership, by one duly authorised partner;
- III. where the quotation provider is a company by one directors or by a director and the secretary of the Company, such persons being duly authorised for that purpose.
- IV.

Part 4 – References
(Pass/Fail)



- 4.1 Please provide details of two references that are relevant and can demonstrate your ability to deliver this contract. (If you cannot provide two references, you must at least provide one and please explain why you cannot provide two).

Applicants who do not show relevant experience or do not provide a response are deemed to have failed Stage One of the assessment.

REFERENCES		
	Reference 1	Reference 2
Customer organisation (name):		
Customer contact name and phone number:		
Date contract awarded:		
Contract reference and brief description:		
Value:		
Date contract was completed:		
Have you had any contracts terminated for poor performance in the last three years, or any contracts where damages have been claimed by the contracting authority?		Yes / No
If “Yes” please give details:		

Part 5 – Health and Safety (Not scored)

5.1	Health and Safety – Does your organisation have a health & safety management policy?. <i>If your organisation holds Health & Safety accreditation by SSIP (Safety Systems in Procurement Forum) assessment provider, or, UKAS accredited certification to OHSAS 18001 you may provide a copy of a valid in-date accreditation certificate as evidence.</i>	

Part 6 - Birmingham Business Charter for Social Responsibility		(Pass/Fail)
6.1	<p>This contract refers to assisting in the development of understanding of Social Return on Investment. The successful provider must be willing to sign the Birmingham Business Charter for Social Responsibility (Please see embedded document below).</p> <p>If not already a member, the successful bidder will be required to develop an action plan for implementing the Birmingham Business Charter and to submit this as part of their response.</p> <p>Please note that this is a Pass/Fail criteria and failure to commit to providing an action plan will result in your quotation not progressing further in the process.</p> <p>Please confirm that you are willing to sign the Birmingham Business Charter for Social Responsibility:</p> <p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p> <div style="display: flex; justify-content: space-around; margin-top: 20px;"> <div style="text-align: center;">  BBC4SR March 2015.pdf </div> <div style="text-align: center;">  Charter Action Plan v5 20.5.15.xls </div> </div>	PASS/FAIL

STAGE 2 – PROJECT SPECIFICATION

Birmingham Residents Anti-Social Behaviour Victim Empowerment (BRAVE)

Purpose of the Evaluation of BRAVE

The Birmingham Community Safety Partnership (BCSP) awarded funding for the evaluation of BRAVE with the intention of developing its knowledge and understanding of Social Return on Investment (SROI); and of devising appropriate and realistic performance criteria for interventions intended to assist people in difficult situations in the future.

Accordingly this evaluation should provide:

- An assessment of the level and quality of BRAVE's compliance with the Service Level Agreement with BCSP.
- An independent critique of BRAVE's service, including an outline forward strategy to grow the service over a three to five year period.
- An in-depth and detailed discussion on the Social Return on Investment achieved through investing in the BRAVE project.
- Recommendations on the types of performance measures that would apply to projects such as BRAVE or other interventions which assist people at social disadvantage. The discussion should consider the benefits and drawbacks of the proposed measures.

Compliance with SLA / Service Delivery

Evaluation to assess client satisfaction with BRAVE whether the prevailing ASB is resolved or still persists.

Evaluation to analyse and report on:

- The production of needs assessments for service users.
- Service users views on the helpfulness of BRAVE when engaging with public agencies.
- The extent of practical help through the provision of alarms and access to other funding, and the value service users placed on it.
- The internal processes used to measure client feedback and project impact. This should also consider the level of confidence external funders can have in BRAVE's approach to assessing client satisfaction.

Assess the transferability of BRAVE's approach to self-evaluation (i.e. methodology) to other projects providing support services in other disciplines.

Impact of BRAVE

Has support from BRAVE reduced costs to the main agencies involved in the Community Safety / criminal justice system? (For example, has a client attended court and given testimony as a result of BRAVE support?)

Has support from BRAVE reduced costs to mainstream public sector service provision outside of the criminal justice system?

Evaluation to summarise BRAVE's service delivery to clients, provide an in-depth discussion and draw conclusions.

Finance

Evaluation to:

- Calculate a cost per client rate and compare this with 'similar' services.
- Provide an 'estimate' of the potential savings to mainstream agencies achieved by BRAVE.
- Provide a cost / benefit analysis as would feature in an application for funding.

Volunteers

For 2015/16 BRAVE undertook to recruit 13 - 20 newly trained and accredited volunteers. The evaluation is to consider the process of recruiting and retaining volunteers; and to provide a comparison with other services which rely on volunteers.

Project Management

The evaluation is to

- examine the numbers of cases officers and volunteers are working on, and comment on feasibility, making recommendations where appropriate.
- look into BRAVE's conversion of referrals to cases, and compare it with other services. It should analyse the reasons why referrals do not convert into cases and recommend an average rate, above or below which would act as a trigger for further enquiry. This section should also identify the levers available to BRAVE to manage the conversion rate and make recommendations.
- consider BRAVE's approach to marketing its services and make any recommendations.
- consider BRAVE's processes around staff recruitment and retention and make any recommendations.

General

The organisation contracted to conduct this evaluation is invited to draw out any conclusions, impressions and recommendations not outlined above but which are germane to assisting BRAVE, and to BCSP in developing performance management indicators for interventions which support vulnerable people in difficult situations. Also: -

- A short separate paper on the history and background to BRAVE is provided.
- A copy of the Service Level Agreement between BCSP and BRAVE is available on the BCSP website www.birmingham-csp.org.
- The successful bidder may be asked to give at least one formal presentation on findings to a Partnership meeting in Birmingham.
- Once the final report is accepted, Birmingham City Council becomes the formal owner of the data. The bidder is to confirm that all data will be collated and stored in accordance with prevailing legislation, such as the Data Protection Act 1998 and Freedom of Information Act 2000.
- All published output from the evaluation will be anonymous.

Please Note –

Material Misrepresentation

The Council shall rely on the information provided by the provider in relation to this section of the Tender Document prior to accepting the tender. A material misrepresentation contained therein shall constitute a material breach of contract.

The submission of personal CV's within the bid is welcome, provided the text of the bid clearly draws out how the skills listed in CV's link to the specification.

Bidders are invited to demonstrate their knowledge, skills and experience in:

- Research involving vulnerable people, including ethical implications and how they are managed.
- SROI
- Quantitative and qualitative evaluation methodology.
- Devising a proposed approach for each evaluation strand.
- Identifying any potential risks and contingencies to manage them.
- Participant confidentiality and anonymity.
- Compliance with prevailing legislation, e.g. Data Protection and Human Rights.

Part 1 – Quality (40%)*

Based on the specification above, bidders are invited to and explain how their proposal meets the criteria. This includes relevant experience and works from other commissions.

Part 2 – Social Value (35%)*

Bidders are invited to demonstrate their expertise in the fields of social value / social return on investment. This includes demonstrating how their research would assist the BCSP in building its understanding and knowledge in this area.

*It is anticipated that no bid will exceed ten pages in response to each of these parts (A4, 11/12 font, normal margins). The Council reserves the right to reject outright any bids that exceed this measure.

Part 3 – Pricing Summary (25%)

The contract value is £10,000. Please present the total cost your organisation will charge for this contract below. Also note that all prices shall be in all cases exclusive of Value Added Tax, which will be applied in accordance with legislation. Below is a suggested pricing summary.

	Cost	Expenses	Total
Inception Meeting			
Literature Review			
Secondary data analysis			
Interviews & case studies			
Follow up interviews			
Draft report			
Progress meeting			
Final report			
Total Cost			

N.B. The Council reserves the right to reject any bid which fails to provide a cost.

Payment by BACS

The Council is implementing payments electronically by BACS which is how the successful contractor will be paid. Therefore, please provide the following information:

Name and address of Bank or Building Society:	
Bank/Building Society sort code:	
Bank/Building Society account number:	

Part 4 – Outline Project Timetable

Advertised on FIIB	15 Jan 16
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