



**Specification and questionnaire for the provision of Mental health and well-being support within the ESF/National Lottery funded Building Better Opportunities/ Brighter Futures project extension**

Brighter Futures is a community-based project, which provides a wide range of learning and employment support interventions to support holistic social inclusion within Leicester and Leicestershire. Delivered through a partnership of local organisations, the project is funded by the European Social Fund and the National Lottery, through the Big Lottery Fund. A Community Provision Budget has been established within the project to enable the procurement of supplementary support to meet participants’ additional needs.

We would like to commission mental health and well-being support to complement other forms of support available through the project during its extension period from 1st July 2020 and 30th December 2021.

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| **Mental health and well-being support provision** |
| The combination of individual condition management support plus group activities which boost health and well-being, should help BBO participants with long-term common mental health conditions become more involved in their local community, participate in education and move closer to employment by:* Increasing participant awareness of their condition and the steps they can take to self-manage it
* Increasing access to treatment services
* Increasing participants’ confidence, resilience and optimism and motivation to return to work
* Increasing participants’ overall well-being through tackling isolation, minimising stress and encouraging healthy eating and more exercise.
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| **Service requirements** |
| To meet the project’s requirements, the successful applicant must:* undertake an initial and summative assessment of each participant, including a work readiness assessment, to inform differentiation of the delivery to meet their individual needs
* complete a person-centred individual action plan for each participant that includes your delivery to them of a range of helpful activities for each individual including:
* a minimum of three hours of one to one mental health condition specific condition management support involving:
	+ Work in partnership with health care services to increase participant access to treatment and therapies such as IAPT, CBT, exercise and relaxation programmes;
	+ Advice for the participant on how to self-manage their condition and its associated social, physical and emotional challenges;
	+ Identification of reasonable adjustments and Access to Work Support that would facilitate the participant’s return to work.
* A minimum of two workshops on well-being topics such as:
	+ awareness of your health and well-being;
	+ healthy eating advice;
	+ relaxation techniques;
	+ positive thinking strategies; and
	+ managing stress.
* A minimum of two visits to community venues to introduce participants to:
	+ locally accessible green spaces for relaxation;
	+ community activities;
	+ community facilitated mindfulness and meditation;
	+ sources of affordable fruit and vegetables; and
	+ affordable sports and leisure opportunities.
* liaise as necessary with each participant’s Community Coach to ensure the participant’s action plan is sufficiently linked to the participant’s employment support needs and can contribute to employment and education outcomes
* liaise with the Brighter Futures Partnership Manager to agree changes to the action plan requirements where certain activities (such as workshops or visits to community venues) are not possible/relevant due to the participant’s health condition
* develop and utilise a distance travelled measure to record the progress made each participant
* deliver the provision according to participant demand to 135 participants between 1st July 2020 and 31st December 2021 at a rate of not less than 20 participants per quarter
* undertake engagement activity in the community to attract eligible people into your provision of health and well-being support and to arrange their registration on the Brighter Futures project through Business 2 Business and other partners (we would expect the provider to engage at least 30% of the 135 participants)
* establish clear referral pathways for other eligible individuals into your health and well-being support from Brighter Futures project partners and other community-based services; (we would expect to up to 70% of the 135 participants to be referred from these sources)
* adopt record keeping, monitoring and management systems and share data as required by the Brighter Futures project;
* create two case studies, in a format to be agreed by Business2Business, that describe the experience of, and progress made by, a participant who has taken part in the provision
* have a robust governance structure with clear lines of responsibility and decision making;
* deliver the provision through experienced and qualified staff
* meet the usual expectations and requirements of the Care Quality Commission to ensure the quality of the delivery
* deliver within an environment which is well-maintained and easily accessible, with good public transport links;
* have relevant health and safety policies and procedures in place;
* comply with the Disability Discrimination Act and Equalities Act.
* put in place a range of mechanisms to ensure feedback from participants is an integral part of the provider’s performance monitoring system

Please note no variant bids are expected or allowed |

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| **Funding and deliverables** |
| Funding will be paid on an actual, eligible and compliant direct costs basis i.e. the provider will be paid for the actual costs incurred in their delivery of the project. Direct costs which are costs that are directly related to a project activity, such as staff salaries. These costs are usually incurred on an item-by-item basis. We will pay direct costs quarterly in arrears. During each quarter, the provider will: * track the direct costs incurred using a payment schedule
* report their direct costs expenditure using the financial monitoring spreadsheet
* keep evidence and defrayals of all direct costs expenditure. We will explain the forms of evidence that need to be retained. The provider must be able to provide this evidence on request, otherwise the expenditure will be classed as ineligible and we may have to recover the funding.

The maximum funding (inclusive of VAT where eligible) that can be claimed through this contract lots is £90,000Participants can claim the expenses they incur, such as travel expenses, through their Brighter Futures Community Coach from other funds set aside for this purpose from the Brighter Futures project budget.   |

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| **Selection and award criteria** |
| Responses will be scored against fixed selection and award criteria. The following selection criteria will be used:* Organisational capacity
* Economic and financial standing
* Prior experience of service delivery

Tenders that do not satisfy the above selection criteria will be de-selected from the procurement process.The following Most Economically Advantageous Tender (MEAT) award criteria will be used to score tenders that satisfy the selection criteria:* Price 20%
* Merit of provision design 20%
* Quality of plans to engage participants 20%
* Merit of approach to meeting the needs of participants 20%
* Quality of the approach to be taken to management and monitoring 20%

The highest scoring tender will be the winning tender. Only information supplied by tenderers in response to the questions will be taken into account during the scoring process. Please note that additional information may be requested as part of our due diligence procedures.  |

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| **Timeline** |
| Open Call published  | Monday 6th January 2020 |
| Candidate application deadline  | 11.45pm on Friday 31st January 2020 |
| Communication of outcome  | Friday 14th February 2020 |
| Standstill period | Until Friday 28th February 2020 |
| Delivery Commences  | Wednesday 1st July 2020 |
| Delivery completion | Friday 31st December 2021 |

If you are interested in supplying this provision, please complete the following questions and return the completed form to: Rob Gray at rob@business2businesslimited.com by 11.45pm on Friday 31st January 2020.

For all clarifications, please send written queries to rob@business2businesslimited.com. A response will be given within two working days of the query being raised. Within three working days of the query being made, the questions and answers document available on the [Business2Business website](https://www.business2businesslimited.com/) will be updated with an anonymised version of the query and the given response. The deadline for queries relating to this specification is 5pm on Thursday 23rd January 2020.

Content beyond the word limit for each response will be ignored for the purposes of scoring.

For further details of participant eligibilities, please see the description in Annex 1.

**Tender questionnaire for the provision of Mental health and well-being support within the ESF/National Lottery funded Building Better Opportunities/ Brighter Futures project extension**

1. **About your organisation**

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| **1.1 Organisation details** |
| Name of organisation |  |
| Name of main contact |  |
| Job title  |  |
| Contact e-mail |  |
| Contact telephone number |  |
| Contact mobile number |  |
| Head office address |  |
| Website |  |
| Type of organisation (public, private, VCS) |  |
| Number of staff  |  |
| Company / Charity Number |  |
| VAT number |  |
| Latest CQC (or equivalent) inspection ratings (if applicable) |  |
| Date of last CQC (or equivalent) inspection (if applicable) |  |
| Latest Ofsted (or equivalent) Grade (for skills providers only) |  |
| Date of last Ofsted (or equivalent) inspection (for skills providers only) |  |
| Accreditations e.g. CCQI APPTS |  |
| Legal status | Private Limited Company | [ ]  |
| Public Limited Company  | [ ]  |
| Registered Charity  | [ ]  |
| Public Sector | [ ]  |
| Other (please describe): | [ ]  |
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1. **Provision venues**

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| **2.1 Delivery venues. Please identify where your delivery premises are in Leicester and Leicestershire** |
| Address | Would you be able to deliver mental health and well-being support provision at this venue  |
|  | *Yes [ ]*  |
|  | *Yes [ ]*  |
|  | *Yes [ ]*  |
|  | *Yes [ ]*  |
|  | *Yes [ ]*  |
|  | *Yes [ ]*  |

## **Policies**

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| **3.1 Please indicate which policies your organisation has developed** | **Policy held** |
| Fraud Protection | *Yes [ ]*  |
| Data Protection and Storage | Yes [ ]  |
| Information Security Policy | Yes [ ]  |
| Retention of Records and Storage Policy | Yes [ ]  |
| Equality and Diversity | Yes [ ]  |
| DDA Policy | Yes [ ]  |
| Information Security Policy | Yes [ ]  |
| Health and Safety | Yes [ ]  |
| Quality | Yes [ ]  |
| Safeguarding *(adults and children**at risk of being vulnerable)* | Yes [ ]  |
| Complaints and Harassment | Yes [ ]  |
| Environmental Sustainability | Yes [ ]  |
| Anti-Bribery Policy | Yes [ ]  |
| Business Continuity | Yes [ ]  |
| Business Code of Ethics | Yes [ ]  |
| Disciplinary & Grievance Policy | Yes [ ]  |
| Whistle-blowing Policy | Yes [ ]  |
| Recruitment & Personnel Policy | Yes [ ]  |
| Other (please state): | Yes [ ]  |

1. **GDPR - General Data Protection Regulations**

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| 1. **Ple4.1 Please let us know**
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| Have you ever had to report a breach of confidentiality? | *Yes [ ]*  | *No [ ]*  |
| Does your organisation comply with the GDPR Guidelines? | *Yes [ ]*  | *No [ ]*  |
| Have your staff been trained to work within the guidelines? | *Yes [ ]*  | *No [ ]*  |
| Do you have an organisational Privacy Notice? | *Yes [ ]*  | *No [ ]*  |

**5. DBS check**

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| 1. **Ple5.1 Please let us know if your staff have been DBS checked**
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| Are all your delivery managers and staff DBS checked | *Yes [ ]*  | *No [ ]*  |

1. **Initial financial due diligence** – full due diligence will be undertaken at Stage 2

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| **6.1 Due Diligence**: Please provide some brief financial details  |
| Last financial year turnover | £ |
| Last financial year profit / loss | £ |
| Value of employer’s liability insurance | £ |
| Value of public liability insurance | £ |
| Value of professional indemnity insurance | £ |
| If requested can you provide three years’ audited accounts or prepared financial statements? | *Yes [ ]*  | *No [ ]*  |
| Are there any mortgages and/or charges against the assets of the organisation and any guarantees in favour of and/or issued by the organisation, or any other contingent liabilities If there are any mortgages, charges or guarantees or any other contingent liabilities please provide details including the circumstances under which they may crystallise. | *Yes [ ]*  | *No [ ]*  |
| If your organisation is part of a group, please provide a statement of the support that will be offered by other group companies for the delivery of the contract. Where cross group guarantees are in place, please provide the appropriate financial statements to confirm the financial stability of the organisation providing the guarantee, together with consolidated group accounts, where appropriate | *Statement attached [ ]*  | *N/A [ ]*  |
| Has your organisation had any contracts terminated over the last three years | *Yes [ ]*  | *No [ ]*  |
| Has a receiving /administrative or winding up order been made against the organisation or an individual or has a winding up order been passed or a receiver, manager, administrator equivalent been appointed? | *Yes [ ]*  | *No [ ]*  |
| Have any of the Directors, senior managers or trustees of the organisation been found guilty of fraud, been involved in any company which has had a winding up order or had an administrator appointed or been disqualified from being a director? | *Yes [ ]*  | *No [ ]*  |
| Are there legal proceedings, including bankruptcy or winding up petitions in progress that may affect the performance of contract obligations or has the organisation been prosecuted under EU/National law in the last three years? | *Yes [ ]*  | *No [ ]*  |
| Has the organisation ever failed to fulfil any obligations regarding the payment of social security/UK taxes or possession of a licence/membership of an organisation where the law required it? | *Yes [ ]*  | *No [ ]*  |

1. **Your capacity to deliver**

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| **7.1 Capacity**: Please let us know approximately how many people aged 16 and over you have supported in the last 12 months. (max 20 words) |
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| **7.2. Experience of delivering mental health and well-being support provision**: Please provide a brief description of your provision of condition management and health and well-being support. For each type of provision described, please give details of the funder, the deliverables, the outcomes and success rates. (max 400 words) |
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1. **Your delivery of the service**

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| **8.1 Price:** Please state your price to meet the service requirements (please bear in mind the £90,000 maximum funding available as specified in the above section on Funding and Deliverables): |
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| **8.2 Your proposed provision design:** Please provide a brief description of your proposed provision to meet the service requirements. (max 750 words) |
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| **8.3 Participant engagement:** Some participants will be referred into your provision by the Brighter Futures project partners. However, you will also be expected to engage eligible individuals within the community. Please provide a brief description of how you will engage unemployed and economically inactive people (max 500 words) |
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| **8.4 Meeting the needs of participants:** Please outline approaches you will build in to ensure your provision meets the individual needs of participants including your means to identify eligibility and needs using initial assessment processes and progression plans (max 500 words) |
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| **8.5 Managing and monitoring:** Please describe the approach you will take to managing and monitoring and the staff that will be assigned to manage, administer and deliver your health and well-being support provision. Within this description, please describe your capacity to meet the financial reporting requirements described above in the ’Funding and Deliverables’ section. Please also give details of staff qualifications and experience. (max 600 words) |
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1. **Declaration**

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| I declare that to the best of my knowledge the information given in this application is reliable, accurate and true (Please note, electronic signatures are acceptable) |
| Name: |  |
| Signature: |  |
| Position: |  |
| Authorised to sign on behalf of: |  |
| Date: |  |

**Annex 1. Participant eligibility**

The majority of participants will be referred into the successful applicant(s) provision by the existing Brighter Futures project partners. However, to ensure there are sufficient participants, the successful applicant(s) will be expected to engage additional eligible unemployed and economically inactive people within Leicester and Leicestershire to participate in the provision and the wider Brighter Futures project.

We call anyone who will directly benefit from the project a ‘participant’.

Each participant must be eligible to receive support and the successful applicant(s) will need to report a range of personal information about that participant.

Someone is eligible to receive support if they are:

* within the scope of the project outline;
* legally resident in the UK and able to take paid employment in European Union member states;
* resident in Leicester or Leicestershire;
* aged over 16 years old or over; and
* unemployed or economically inactive. If the participant is aged 16 to 29 inclusive, they also have to be Not in Education, Employment or Training (NEET) whereas if aged 30 and over, they can be in education.

However, for the participant to ‘count’ the successful applicant will need to:

* collect a set of standard information about the participant, using the forms and templates provided by Business 2 Business
* maintain a comprehensive and accurate record of the individual’s journey through the project, using a participant file
* retain evidence of the participant’s eligibility, progress and results, and

* collate this information using the participant monitoring spreadsheets supplied by Business 2 Business.

Funding can only be claimed on an individual if all of the eligibility criteria apply and this information is collected, checked and retained.

A participant can be counted only once within a LEP area. The successful applicant must pass all documentation to Business 2 Business, the lead organisation and we in turn, must retain all documentation associated with the project, including participant data, until at least 31 December 2026, or until the Big Lottery says otherwise. This is because projects may be audited at any point up to this date.

For further details on participant eligibility see: https://www.gov.uk/government/publications/european-social-fund-eligibility-documents