|  |  |
| --- | --- |
| Contract Title: | Community Falls and Frailty Information Sessions |
| Contract Reference: |  |
| Council’s Representative and Authorised Recipient for this Project (See 1.5 of Terms and Conditions): | **Bradley Yakoob Service Lead Older People, Public Health Division** |
| Email Address for Quotation Return: | **Bradley.Yakoob@Birmingham.gov.uk** |

**Part 1 - REQUIREMENTS**

* 1. **INSTRUCTIONS FOR SUBMITTING QUOTATIONS**

You are invited to submit a quotation for the services as detailed in Section 1.3 in accordance with Birmingham City Council's [standard terms and conditions](https://www.birmingham.gov.uk/downloads/file/2490/birmingham_city_councils_terms_and_conditions_from_dec_2013_onwards).

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

Quotations must be submitted for the entire requirement as detailed in 1.3 below, otherwise they may be rejected. No quotation shall be considered unless it is submitted in accordance with the requirements described in these instructions and no quotation received after the closing date shall be accepted or considered.

Quotation suppliers’ responses and information MUST be submitted as part of the quotation response. Failure to provide such information may result in the submission being 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.

**Suppliers are asked to demonstrate that the services offered comply fully with Section 1.3 of this document. This will be evaluated on a Pass / Fail basis. Only suppliers which pass this quality will have their price evaluated for consideration.** **The Council will then evaluate this Quotation based on the lowest price.**

Note that all pricing will be fixed for the duration of the agreement. No costs, other than those included in Section 5 will be allowed. Volumes provided are indicative.

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.

Birmingham City Council does not bind itself to accept the lowest or any quotation.

Suppliers should be aware that, should they be awarded a Contract, the content of the Contract may be published by the Council to the general public in line with transparency requirements.

Before publishing any information, the Council will consult with the supplier on any potential exemptions that may be applicable. The Supplier should note that the final decision on what information is published will rest will the Council.

* 1. **INDICATIVE TIMETABLE:**

|  |  |
| --- | --- |
| **Stages following quotation submission** | **Date** |
| Quotation issue date: | 18/11/2024 |
| Final date for clarifications to be sent to the Council: | 02/12/2024 |
| Date/Time for Quotation Return: | 09/12/2024 |
| Evaluation period | 11/12/2024 |
| Anticipated award date | 13/12/2024 |
| Contract Commencement Date (In accordance with 1.4 of the Contract Conditions) | 16/12/2024 |
| Contract Expiry Date (In accordance with 1.4 of the Contract Conditions) | 15/08/2025 |

* 1. **SPECIFICATION**

Background

One of the triumphs of modern medicine is that a greater number of people are living into old age. Birmingham like many cities across the UK has a growing number of older people. Older people contribute much to our society including caring responsibilities for younger generations, volunteering and sharing skills and knowledge which have been accumulated over a lifetime.

For many, the older ages are a period of great happiness and freedom to live as they please, enjoy being a grandparent and take on a respected role in families and society. At the other extreme, older age can bring a time of great difficulty with dignity impaired, independence curtailed, encroaching frailty, discomfort and loneliness. The difference between these two realities is largely determined by health, both physical and mental. Those who enter older age in good health and maintain it to the end, have a very different experience to those who rapidly accumulate multiple debilitating or degenerative conditions and live with them for many years. It is therefore imperative that society is informed of the health risks which may arise in later life, so that they can take the necessary steps to avoid or delay ill health and lead healthier lives for longer.

Falling is the biggest cause of emergency hospital admissions for older people, leading to long-term care needs, disability and in some cases early death. In Birmingham, the number of hospital admissions for falls remains above the England average. In 2022/23 the rate per 100,000 for falls in people aged 65 years and over was 2,137, for 65 to 79 year-olds it was 1,137 and for those aged 80 years and over, it was 5,037. The figures for frailty in Birmingham are not yet known but frailty is understood to be a leading cause for falls particularly amongst those aged 80 years and over.

Service

Birmingham City Council is seeking a provider with the experience, knowledge and resources to design and deliver a series of falls and frailty information sessions over 8 months, to people aged 60 years and over in community settings. The Public Health Older People’s Team has undertaken an analysis of falls in the city in the over 65 age category and identified 14 wards where a high rate of falls has been recorded. **The provider will need to organise at least 2 one-hour sessions in each of the 14 wards. The sessions will need to be held in two different community locations and ideally target two different community groups.**

The provider will hold at least two one-hour sessions in each of the 14 wards below.

Target Wards

1. Frankley Great Park
2. Glebe Farm and Tile Cross
3. Perry Common
4. Sutton Veasy
5. Tyseley and Hay Mills
6. Yardley East
7. Highters Heath
8. Northfield
9. Stockland Green
10. Glebe Farm and Tile Cross
11. Castle Vale
12. Ward End
13. Kings Norton South
14. Rubery and Rednal

Information Sessions

Information sessions will be one-hour long and delivered in a community setting such as a supermarket, community centre, cafe, health centre or place of worship. Depending on the setting, the sessions will be interactive, fun and engaging to encourage discussion about preventing falls and frailty. Depending on the setting, the provider may choose to provide refreshments including tea, coffee, juice and light snacks which will be free of charge to the participant.

All sessions will include a fun activity, a presentation about preventing falls and frailty (including addressing common misconceptions about frailty), signposting to further information and services which offer home adaptations including useful assistive technology and an inspection and replacement of ferrules where relevant. **The provider is expected to submit their presentation with their tender application and provide a format of how their session will be run. This includes a description of any activities.**

The provider is expected to collate a list of words used by participants to describe how they feel about frailty prior to **and** after the information session. The provide will be asked to submit two word clouds with their final report showing the culmination of words that describe the participants view of frailty before and after the session.

The provider is expected to collate feedback from the participants at the end of the information sessions detailing what the participants enjoyed about the sessions, what they have learnt and how sessions could be improved.

Key messages in the presentation (but not limited to);

Falls

* Facts and figures about falls, including health risks and the increasing susceptibility to falls for those aged over 80.
* Health problems which may follow on from a fall.
* How to reduce your risk of a fall.
* Speaking to a health professional about a fall or if you are worried about falling.

Frailty

* What are the participant’s perceptions of frailty both before and after the session? Collate information for two word clouds.
* Describe frailty and common symptoms of frailty
* Describe how frailty varies in severity (mild, moderate and severe).
* Describe how frailty is not static, it can be made better or worse.
* Describe how frailty like many other health conditions such as Alzheimer’s or Dementia is not an inevitable part of ageing and that it can be reversed through diet and exercise.

Participants

The provider is expected to advertise the sessions through different mediums including existing to generate interest and increase the number of participants. The provider is expected to work with existing community networks and partners to recruit participants to the sessions. It is expected that there will be at least 15 participants at each session. **Providers are expected to include a participant recruitment plan with their tender submission which shows how their sessions will be advertised. Providers are expected to record the number of attendees per session and submit this with the final repor**t.

Sessions will be aimed at those at risk of falling such as those aged over 60 years of age, their carers, spouses and family members.

The provider is expected to make clear in the tender application why a community group and location has been selected for an information session.

**PROJECT OUTPUT: The end report**

A written report in word format submitted to the Birmingham City Council Older People’s Team **one month prior to contract end**.

The report will include:

* A summary of each session including location, date, time and the numbers of participants attending each of the sessions. Any additional, relevant information about the session e.g. whether interpreters were used, points of interest and questions raised by the participants including if there were any emerging themes.
* Quotes from participants. The provider **will seek consent** from the participant for the quote to be used and **all names will be anonymised**.
* A summary of how participants were recruited to the information sessions including how the provider worked with community networks and partners to increase awareness of the sessions to increase attendance.
* The number of ferrule changes per session and overall during the entire project.
* A description of which services were signposted to across all sessions. Including if there were any popular or frequently asked for services.
* A summary of the feedback given by participants per session.
* Two word clouds detailing how individuals felt about frailty before and after the session.
* Any Health and Safety / Safeguarding incidents that have occurred (detailing the incident and action/remedy/mitigation).
* Lessons learnt from the provider, what would have worked better and what the provider would do if a similar tender was made available.
* Any change to the format of the session, presentation or activities should be documented in the report along with the reasons.
* A list of partners, venues, community networks that were involved in the delivery or planning of the sessions.

**Providers will be expected to provide a midway report containing the above details half-way through the contract. The date will be agreed with Birmingham City Council.**

All reports and outputs detailed in this specification should be produced to a high professional standard and should demonstrate the extent of findings. It should be written on A4 size pages in Arial size 11 font and provided via Microsoft Word (or other Microsoft applications).

Important to note that the successful organisation will be the data controller under data protection law. Birmingham City Council will not process any personal data. We will only accept aggregated data as a final report produced with no identifiable information being shared. The successful organisation will be expected as data controllers to indemnify Birmingham City Council against any loss, harm, damage, claims, penalties or costs arising from non-compliance with data protection law.

The successful provider will need to work collaboratively with a representative from the Older People’s Team throughout the entirety of the project. This will include regular update reports sent from the supplier to the Older People’s team. It is the supplier’s responsibility to project manage and quality control all work associated with this contract. It is expected that the duration of this project will be 8 months from commencement date, with all resources and design files to be provided by the end of contract term.

The provider’s project plan, presentation and detailed description of the format of the sessions will need to be signed off by the Public Health Older People’s team before it is advertised or delivered to participants in the community.

This contract may bring the supplier in contact with vulnerable members of society. It is therefore necessary that the supplier ensures that anyone working directly with citizens has been through an appropriate vetting process including background checks.

**The provider is expected to submit the following documents with their tender application**.

* A copy of the presentation.
* Format for the running of the session.
* Attendee recruitment plan.
* Participant feedback form.
* 8-month project plan (including venues and community groups)
* Staffing plan
* Costing plan including but not limited to allocated budget for stationary, room hire, refreshments and staffing.

**Real Living Wage (RLW)** – Please note that clause 4.6 of the Conditions of Contract - payment of the RLW will apply throughout the contract period. This will require employees of the supplier engaged on this contract to be paid the RLW.

**Birmingham Business Charter for Social Responsibility**

Clause 4.7 of the conditions of contract applies to this contract only in so much as to apply the RLW as above.

**1.4 ELECTRONIC TENDERING**

1.4.1 Quotations may be submitted by email to the authorised recipient email address as stated at the top of this quotation form. Submission by any other means will not be considered. Access to the Quotations will only be made available to those employees of the Council who are responsible for the procurement process.

**Communications and Clarifications**

1.5.3 All formal communications (including, but not limited to, clarifications and the submission of Quotations to the Council) are only to be made by email to the above-named authorised recipient.

1.5.4 If a potential supplier is in doubt as to the interpretation of any part of this document; or if they consider that any of its requirements are ambiguous or conflict with any other requirements, they should contact the above-named authorised recipient.

1.5.5 All clarifications should be submitted by the deadline stated in 1.2 above.If the Council considers any question or request for clarification to be of material significance, both the clarification questions and the response will be circulated in a suitably anonymous form to all potential suppliers who have expressed an interest in this procurement opportunity.

1.5.6 The Council is under no obligation to consider any clarifications or proposals for amendment of the Contract received following the expiry of the clarification deadline. Any caveats, clarifications or proposed amendments that are received from a supplier as part of its Quotation response shall entitle the Council to reject that Quotation response and to disqualify that potential supplier from this Procurement Process.

1.5.7 Note that under no circumstances should other Council Officers be contacted directly. No verbal queries or clarifications are permissible.

**Submission Instructions**

1.5.8 The table included in ***Appendix 1 - Checklist*** has been prepared in order to further support suppliers in submitting whole and compliant submissions. Please use this checklist to ensure that all relevant Appendices and information have been completed. It should be noted that ***Appendix 1 - Checklist*** must be returned with your submission.

1.5.9 You are asked to note that whilst the authorised recipient does have visibility of the names of the suppliers, that have responded via email, the details and documents that have been submitted in relation to the ITT are not opened until the closing date/time for submission of quotations has passed.

1.5.10 Prior to the commencement of evaluations, the Council will complete an initial due diligence check to ensure that all submissions have been returned in accordance with ***Appendix 1 - Checklist***. Missing information will result in a non-compliant submission and therefore will take no further part in the process.

1.5.11 Only one Quotation submission is permitted from each potential supplier. In the event that more than one is submitted by a potential supplier, the one with the latest time of submission will be evaluated and the other(s) disregarded.

1.5.12 The Quotation submission must be fully completed and signed by the potential supplier**.** All Quotations **must** be submitted by potential suppliers by the date and time detailed on page 1 above.

1.5.13 Any submissions received after the deadline (based on the system clock) will not be considered. The only exceptions are responses to clarifications that may be sought from the potential supplier by the evaluation panel to bids submitted prior to the submission deadline.

1.5.14 Potential suppliers should note that there is a maximum file upload size of 20mb per email to the BCC Outlook email addresses and where you have a large number of documents or documents which are close to the 20mb file size limit, you **MUST** ensure you allow plenty of time for your submission prior to the deadline for ITT submissions.

1.5.15 The Council accepts no liability for any losses suffered by the supplier as a result of computer viruses. It is the potential supplier’s responsibility to ensure that files submitted to the Council are free from viruses. The Council may reject a submission which is submitted in a file or files which are, or the Council reasonably suspects are infected with a virus and may also delete such file or files.

1.5.16 It is the potential supplier’s responsibility to ensure that files delivered to the Council are complete and fully accessible by the Council and are not corrupted. The Council accepts no liability for corrupted files or data and may reject a Quotation submission which consists of or contains corrupted or inaccessible files.

1.5.17 If and to the extent that the delivery of a Quotation submission to the Council is prevented or delayed as a result of problems with the Council’s server, the Assistant Director, Procurement and or their nominated representative will ensure the integrity of the procurement process and in his or her sole discretion may allow applications to be re-submitted.

1.5.18 Documents submitted must be compatible with all Microsoft Office 2010 or Adobe Acrobat pdf packages. Note that drawings / graphs etc. submitted that cannot be read as determined by the Evaluation Team will be discounted. Note that the Council reserves the right to retain all and any of the information supplied to it by the potential supplier.

1.5.19 Quotation documents should be named in the following format: **Number - Project Reference - Document Name- Supplier Name**

Furthermore, the following formatting styles must also be followed:

* it should be presented on size A4 paper;
* 11pt Arial, or equivalent must be used;
* All pages must be clearly numbered, including the total number (i.e. Page 1 of 10);

**Data Protection**

1.5.20 Potential bidders should note that some of the documentation included in this tender pack and / or information provided to deliver the contract, may include personal data under the Data Protection Act 2018.  All obligations under the Data Protection Act 2018, as amended from time to time or amended by any other subsequent statute, statutory provision or legislation must not place the Council in breach of its obligations under the Data Protection legislation through the disclosure of such personal data.

**Part 2 – QUOTATION RESPONSE (please complete in FULL & return by the deadline above)**

* 1. **Company Information (for information)**

|  |  |
| --- | --- |
| Name of Organisation |  |
| Trading Name |  |
| Address of Registered Office | *Address 1* |
| *Address 2* |
| *Address 3* |
| *City/Town* |
| *Country* |
| Postcode |  |
| Company Registration No. *(if applicable)* |  |
| Date of Registration |  |
| Certificate of Incorporation, and all certificates of change of name issues by the Company Registrar  (Or include reasons if not applicable) | £ Yes  £ No |
| Please self-certify whether you already have, or can commit to obtain, prior to the commencement of the contract, the levels of insurance cover indicated in 2.2 below | £ Yes  £ No |
| 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 |  |
| Telephone Number |  |
| Email |  |

The Quotation Supplier must inform the Council if they are receiving funding to undertake similar or related activities to that required here. Please provide details in the table below:

|  |  |
| --- | --- |
| Funder |  |
| Funding Activities |  |
| Date |  |
| Period of Funding |  |

* 1. **INSURANCES REQUIREMENTS**

Details of existing policies which will provide insurance cover for the contract

|  |  |  |
| --- | --- | --- |
| ***Public Liability Insurance***  *(Minimum Cover: £1M**for each*  *and every incident)* | Insurer |  |
| Policy Number |  |
| Level of Indemnity |  |
| Limit for Single Event |  |
| Expiry Date |  |
| ***Professional Indemnity Insurance***  Professional Indemnity  *(Minimum Cover £*250,000 *for each and every incident)* | Insurer |  |
| Policy Number |  |
| Level of Indemnity |  |
| Limit for Single Event |  |
| Expiry Date |  |
| ***Employers’ Liability Insurance***  *(*£5M *minimum statutory limit as laid down by legislation)* | Insurer |  |
| Policy Number |  |
| Level of Indemnity |  |
| Limit for Single Event |  |
| Expiry Date |  |

* 1. **References**

Please provide two references relevant to this project that will be used to assess the experience, capability and competence of the organisation and the individual(s). The Council reserves the right to verify the authenticity of the references referred to at any time during the procurement process.

* + Use only those references where you have the ability to disclose all the relevant information asked.
  + Use only those references where the contact provided is willing to discuss the contact of the information included.
* Prior to being awarded the contract, the Council will undertake a risk assessment, which will include contacting references.

|  |  |
| --- | --- |
|  | **Reference 1** |
| Organisation (Name): |  |
| Customer Contact Name |  |
| Customer Telephone No: |  |
| Customer Email Address: |  |
| Date Contract Awarded: |  |
| Contract Completion Date: |  |
| Contract Reference and Brief Description: |  |
| Contract Value: |  |
| Contract Outcomes: |  |

|  |  |
| --- | --- |
|  | **Reference 2** |
| Organisation (Name): |  |
| Customer Contact Name |  |
| Customer Telephone No: |  |
| Customer Email Address: |  |
| Date Contract Awarded: |  |
| Contract Completion Date: |  |
| Contract Reference and Brief Description: |  |
| Contract Value: |  |
| Contract Outcomes: |  |

|  |  |
| --- | --- |
| 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: | |

* 1. **OFFER DETAILS**

**2.4.1 BBC4SR Action Plan & The Real Living Wage (Pass / Fail)**

As part of the Birmingham Business Charter for Social Responsibility there is a requirement to pay employees servicing the Council’s contract the Real Living Wage, as defined by the Living Wage Foundation; [www.livingwage.org.uk](http://www.livingwage.org.uk)and the process and delivery management of this mandatory initiative must be included within your submitted Action Plan.

Details of the charter are shown in: <https://www.birmingham.gov.uk/info/50209/birmingham_business_charter_for_social_responsibility/1828/what_is_the_charter>

Are you willing to pay the living wage in accordance with the Council’s Living Wage Policy to all employees (other than an intern or apprentice) who will provide the service, involving 2 or more hours of work on any given day in a week, for 8 or more consecutive weeks in a year on:

* + Council premises; and/or
  + Property owned or occupied by the Council; and/or
  + Land which the Council is responsible for maintaining or on which it is required to work

£ Yes £ No

**2.4.2 Offer Details (Pass / Fail)**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Compliance with the Council’s requirements** - Please indicate by selecting either option **YES** or **NO,** that in the event you are awarded a contract if all goods and services supplied will or will not, unreservedly deliver in full, all the Council’s requirements/specification as set out in 1.3 above. | |  |  |  | | --- | --- | --- | |  |  | **Yes -** all goods/services supplied will | |  |  | unreservedly meet all the Council’s requirements set out in 1.3 above (Specification) | |  |  | **No - we** will not, or cannot supply | |  |  | Goods/services that meet all the Council’s requirements set out in 1.3 above (Specification) | |

Demonstrate how you will meet the Council’s requirements set out in 1.3 above. Your response should be limited to and focused on key component parts of the requirement. You should refrain from making generalised statements and providing information not relevant to the topic.

*By way of examples:*

* *where the requirement is a service your response should include a description of the approach and processes you will have in place that enables the effective delivery of that Service and the quality measures you will adopt.*
* *where the requirement is goods your response should include the approach and processes you will have in place to manage the order & post-order services.*

The Council shall rely on the information provided by the supplier prior to accepting the quotation. A material misrepresentation contained therein shall constitute a material breach of contract.

|  |
| --- |
| *[Supplier to insert proposals.]* |

* 1. **PRICING DETAILS** *(Insert rows as necessary)*

Please insert your proposed prices in the table below inclusive of all costs and discounts, but excluding VAT.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  |  | **A** | **B** | **C** | **D** |
| **Item No.** | **Description** | **Quantity** | **Unit of Measure** | **Unit Price** | **Total**  **A x C** |
| 1 |  |  |  |  |  |
| 2 |  |  |  |  |  |
| 3 |  |  |  |  |  |
| 4 |  |  |  |  |  |
| Quotation Total (sum of column D): | | | | |  |

* 1. **QUOTATION SUPPLIER’S OFFER CONFIRMATION** 
     1. [*Name of Organisation*] confirm that we understand and accept that this offer is made in accordance with the Council’s Standard terms and conditions.
     2. [*Name of Organisation*] confirm that this quotation is on the basis as set out in this document and that it is not subject to any negotiation.
     3. If for any reason following the submission of our Quotation we seek to propose any changes to the Specification, Terms and Conditions or to put forward any proposal which conflicts and we do not withdraw that change following a written request to do so by the Council then we agree that the Council may determine not to evaluate our submission any further.
     4. I/We confirm that the insurances required in 2.2 will be provided under the Contract and I/We agree that if our offer is accepted that I/We agree to arrange, with the insurers the provision of a Statement to Birmingham City Council: -

* that valid Insurance is held in accordance with the requirements of Conditions of Contract;
* that all premiums due to the Insurer have been paid including instalment payments;
* 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.
  + 1. This document is to be signed by such persons:-
* where the quotation supplier is an individual, by that individual;
* where the quotation supplier is a partnership, by one duly authorised partner;
* where the quotation supplier is a company by one director or by a director and the secretary of the Company, such persons being duly authorised for that purpose.

|  |  |
| --- | --- |
| Date |  |
| Signature(s) of Quotation Supplier |  |
| Address *(if different from Section 2.1)* |  |
| Telephone No. *(if different from Section 2.1)* |  |
| Email *(if different from Section 2.1)* |  |

***Thank you for taking the time to respond to this Quotation.***

Check that you have:

* Completed section 2.1: Company Information
* Completed section 2.2: Insurance Requirements
* Completed section 2.3: References
* Completed section 2.4: Offer Details (noting the pass/fail criteria)
* Completed section 2.5: Pricing Details
* Completed section 2.6: Quotation Supplier’s Offer Confirmation
* Signed your submission.
* Included relevant supporting information in agreed formats up to 20MB overall file size.
* Appropriately named the file in the following format: **Number - Project Reference - Document Name- Supplier Name**