**INVITATION TO TENDER**

**For the Provision of**

**The Youth Activities Offer in South Gloucestershire**

**Schedule 4B**

**Technical Quality Questionnaire**

**For Lot 4 only**

**(LGBTQ+ provision)**

**Under an open Competitive with Negotiation procedure under the Light Touch Regime**

**Tender reference: DN667207**

**Closing date for TENDERS:**

**12 Noon on 7th July 2023**

**Instructions for completing this schedule**

1. Suppliers are required to respond to all questions within this section
2. The Council is looking for bespoke answers and suppliers should note that generic answers will not score highly.
3. Questions will be scored on a scale of 0-4 and further information on scoring of this schedule is provided within Schedule 1
4. All questions have a word count limit of 500 or 1000 words as specified within the question.
5. Suppliers should answer within the boxes provided and NOT refer to attachments except for question 4a. The boxes should expand to fit your text.
6. Any attachments provided must be referenced to the appropriate question number. Unless stated otherwise, **attachments will count towards the word score**.
7. This questionnaire should **NOT** be used for Lots 1,2 or 3. Please use 4A instead.

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| **Question** | **Weighting** |
| 1. **Relevant experience & local delivery plan (500 words max)** | **10%** |
| Please evidence your experience of providing similar services for young people which are designed to achieve the objectives of this contract. Your answer should include, but not be limited to:   1. Recent examples (last 5 years) of your experience of offering similar and inclusive activities and the successes you have achieved.   B. The particular issues and challenges in delivering youth activities and your approach to tackling these.   1. A timescale for your proposed delivery (including any recruitment if necessary) and if applicable, how long it might take you to establish a service in South Gloucestershire. | |
| Response:  1A.  1B.  1C.  (Maximum word limit – 500 words) | |

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| **Question** | **Weighting** |
| **2. Delivery of provision** | **20%** |
| With reference to section 8 of Schedule 2, please set out your approach to delivery of this work which should be area wide across South Gloucestershire and with an emphasis on group work. Your answer should include, but is not limited to:   * Location and frequency of proposed activities. * Type of proposed activities (eg emotional support, attendance at events, signposting to appropriate additional support, personal development opportunities). * How you will support young people experiencing discrimination. * Method of delivery (including groupwork) but which might also include 1:1, peer to peer, family support, residentials etc. * How your delivery has been tailored to meet the specific needs of the LGBTQ+ community. * How your approach will work in the context of key local strategies to improve the mental health of priority populations. | |
| Response:  (Maximum word limit – 1000 words) | |

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| **Question** | **Weighting** |
| **3. Partnership, efficiency & collaboration** | **20%** |
| Please set out how the Council’s contribution is being used to achieve the greatest impact possible. Any activities or projects outside South Gloucestershire should be excluded in the answer given, unless the direct impact /benefit can be clearly demonstrated.  Your answer should include, but not be limited to:   1. Any matched funding (both cash and in-kind) from yourself or partners, or the value of in-kind income such as the use of your own resources and / or volunteers. 2. Any complimentary activities (eg projects for young people aged 8 – 13yrs or work with schools or community groups) that may also increase the impact of your contribution. 3. How you will work in partnership with other delivery partners as well as other stakeholders to benefit young people. Your answer should describe any formal and informal joint working arrangements and information sharing agreements (please also see question 4 below). 4. How you will work alongside specialist, statutory and other youth organisations to ensure those young people who are in need of additional support receive this. | |
| Response:  3A.  3B.  3C  3D  (Maximum word limit – 1000 words) | |

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| **Question** | | **Weighting** |
| **4a Resilience - Management and Staff** | | **10%** |
| 4a. Please explain   1. How your staff are managed and trained, including supervision, retention and support. 2. Likely levels of staff qualifications to deliver this service and to achieve the required outcomes.   Please include a structure chart (1 side A4) of your organisation and any partners to show staff who will be delivering the contract and their qualifications.  If relevant, please include a chart (1 side A4) explaining any partnership arrangements for delivery and the status of such partnerships. | | |
| Response:  1.  2.  (Maximum word limit – 500 words to exclude single sided structure charts requested) | | |
| **4b Business Continuity and Contingency Planning** | **10%** | |
| Please explain   1. Your business continuity model and contingency plans, with particular reference to maintaining appropriate staffing levels to deliver the service and recruitment.      1. Your local delivery arrangements and any partnerships in place to support the resilience of your service. Your answer should include, but not be limited to:  * How you will ensure resilience of provision for example the ability to respond to staff changes or sickness. * How you will respond to an increase or decrease in demand from young people. * How you will respond if a building you intend to use or essential equipment is unavailable. | | |
| Response  A.  B.  (Maximum word limit – 500 words) | | |

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| **Question** | **Weighting** |
| **5. Quality Assurance, Reporting and Ongoing Monitoring** | **10%** |
| A. Please describe your quality assurance, reporting and monitoring processes which will support the delivery of the service including:  i) the quality assurance system your organisation has in place.  ii) your approach to sharing of information, data handling, record keeping and quality monitoring.   1. Please set out the tools you will be using to evaluate and measure the effectiveness of your provision and impact on young people. You should also refer to 9.3.3 of Schedule 2 regarding the Council’s use of the National Supporting Families Outcome Framework.   Your answer should include, but not be limited to:  i) Details of tools used for measuring outcomes, pathways and/or distance travelled.  ii) Details of accreditation opportunities offered to young people and/or volunteers for example Duke of Edinburgh, ASDAN, local awards etc.   1. Please give examples and evidence of previous involvement in measuring and evaluation. | |
| Response:  5A.  5B.  5C.  (Maximum word limit – 1,000 words) | |
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| **Question** | **Weighting** |
| **6. Accessibility and meeting need** | **20%** |
| 1. Please set out what you understand as some of the barriers that LGBTQ+ young people face in terms of accessing youth activities. Please outline what you will do to overcome these barriers. Your answer should include, but not be limited to the following identified barriers:  * Confidence, self-esteem, mental health and ability/disability of young people * Programmes offered and variety of activities, including links with other organisations * Travel, cost and time of provision  1. Please set out how you will identify LGBTQ+ young people in South Gloucestershire and promote and engage them in this provision. 2. Please set out how the activities and programmes you intend to provide are what young people need, want and value. Please refer to any evidence you have to support this and you may wish to refer to appendix 7 – youth activities offer recommission consultation results. 3. Please set out the opportunities you are proposing for young people to develop skills for life and to support their transition to adulthood. Your answer should include examples of what you would include in your delivery programmes and activities to achieve this. 4. Please set out how young people will be involved in developing your programme and/or giving feedback. Your answer should include evidence of how the voice of young people influences the both the work of the organisation and the offer to young people. | |
| Response:  6A  6B  6C  6D  6E  (Maximum word limit – 1000 words) | |

Please remember that clarification questions can be raised via the portal using the messaging function. The anonymised question and the Councils response will be published on the portal for all bidders to read unless the Council accepts that the question and information in the response is confidential to the supplier asking the question. The deadline for clarification questions is 5pm on Friday 9th June 2023.