

Strategic Commissioning

Kent County Council

County Hall

Sessions House

County Road

Maidstone

Kent

ME14 1XQ

Date: 23rd September 2022

Dear Sir/Madam,

**Invitation to Tender for Family Support Attendance Programme**

Kent County Council is inviting you to Bid for the above contract and accordingly has enclosed an Invitation to Tender.

The attached document is in three parts as follows:

**Part A Information**

Section 1 Scope and Context

Section 2 Requirement

Section 3 Evaluation Criteria

Section 4 Scoring Methodology

**Part B Evaluation**

Section 5 Evaluation Questions

Section 6 Pricing

Section 7 Exclusion Criteria

**Part C Contract Conditions**

Your response should be submitted via the Kent Business Portal no later than midday on **Tuesday** **4thOctober**

You are advised to read all sections carefully before Bidding. Should you have any difficulty with the ITT, please get in contact via the Kent Business Portal.

Yours faithfully

Kent County Council

# Part A – Information

# Scope and Context

Kent County Council (the Council) is the largest local authority in England covering an area of 3,500 square kilometres. It has an annual expenditure of over £1bn on goods and services and a population of 1.6m. The Council provides a wide range of personal and strategic services on behalf of its residents, operating in partnership with the NHS Kent and Medway Clinical Commissioning Group, 12 district councils, and 289 parish/town councils.

The Council consists of four directorates:

* 1. Adult Social Core and Health
  2. Children, Young People and Education
  3. Growth, Environment and Transport
  4. Strategic and Corporate Services

The Covid-19 pandemic has significantly affected children and young people, and it is recognised nationally and internationally that children and young people have sacrificed more than most over the course of the pandemic. It is therefore vital that we support this cohort of the Kent population to reconnect with the things they have missed over the past years.

Reconnect is an ambitious whole County collaboration of initiatives to engage, inspire and reconnect children and young people to everything they have missed during the pandemic. The programme will focus on the following five themes:

* Learning missed.
* Health and happiness.
* Friends, family and community.
* Sports, activities and the outdoors.
* Economic wellbeing.

Reconnect will run from April 2021 to the end of March 2023 and will be available to all children in Kent, from the age of 2 to 19 years old (or 24 years old if they have special educational needs and/or disabilities). The programme’s activities and support will meet different levels of need and will be in addition to, rather than instead of, existing services.

Although the programme will be KCC-led, it will involve district and parish councils, schools and settings, sports and leisure clubs, community groups, charities, businesses, Kent Police, Kent Fire & Rescue Service and individuals. KCC will act as the co-ordination centre for the programme, providing resources and mechanisms for receiving pledges, offers of support, and contributions. Responsibility for delivering activities and initiatives for children and young people will sit with local Delivery Teams.

The programme will be funded via a variety of routes: KCC, external grants, partner organisations, public donations and charitable sources.

Ultimately, Reconnect is about bringing individuals and organisations within communities together, harnessing their collective energy and ambitions and working in collaborative ways to begin to solve complex issues for children and young people in Kent.

# Requirement

## Overview of Requirement

Bidders may propose alternative solutions to meet the Council’s requirement. Should alternatives be proposed, the alternatives must, as a minimum, fulfil the requirement as communicated by this documentation otherwise the bid may be rejected.

Kent County Council reserve the right to reject any bids that are not completed in the requested format and such bids will not be accepted.

Kent County Council may use its discretion to cancel a procurement exercise and reserve the right not to award any contracts or be liable for bidders’ costs in submitting a bid.

Kent County Council will notify candidates and tenderers of the grounds for its decision if it decides to withdraw the invitation to tender for the contract.

Applicants **must** submit a mobilisation plan clearly setting out how they plan to implement this service at pace, while ensuring high quality.

The provider will need to have a quality assurance process in place to ensure high quality delivery.

## Key Details

The DfE has published new guidance for schools in tackling school attendance that will come into force from September 2022. The [guidance](https://www.gov.uk/government/publications/working-together-to-improve-school-attendance) applies to all maintained schools, academy trusts and alternative provision providers. Whilst non-statutory at present, the Secretary of State has committed to the guidance becoming statutory no sooner than September 2023 (parliamentary time permitting). The guidance sits alongside the new [Schools Bill](https://www.gov.uk/government/publications/schools-bill-impact-assessment), which, in Part 3, currently contains draft provisions to make statutory the requirement for schools to have a policy to promote regular attendance of registered pupils.

School attendance has come into even sharper focus given the disruption faced by so many pupils due to the pandemic. There is a clear expectation from the DfE that schools will be working collaboratively with local partners such as local authorities, health services, local schools, voluntary and community groups and the police. It is expected that closer collaborations will ensure a consistently joined up approach to providing support to pupils and their families.

Kent County Council are looking to procure a countywide service that delivers a school-based face to face family intervention programme to targeted pupils, with interventions specifically tailored to respond to individual pupil and family needs. For example, but not limited to:

* A model looking at the whole family dynamic and placing the family at the core of service delivery.
* A strengths-based view of families and the challenges that face them; and a belief in their ability to make the changes needed.
* An approach that takes account of the social, physiological, emotional, psychology and medical issues that are likely to feature in the lives of the families. For example - the impact of trauma on resilience and ability to moderate behaviour.
* An approach that works with individuals, family systems and understands the impact of community systems on the family.
* A strong focus on achieving positive results for families.
* An approach which values and empowers family members, listening to, respecting and understanding their perspective.
* A focus on prioritising the safety and well-being of children and young people within the family, while responding to the whole family’s needs.
* A persistent, reliable and flexible approach.
* Open and honest communication about changes needed.
* Understanding and respect for the family norms and culture.

The service should deliver high quality, intensive support to improve school attendance to identified children and young people who are severeley absent (less than 50% attendance) and families to better understand and overcome the barriers that they face in regularly attending school. Intensity of support should reflect needs identified at assessment, but families should receive a minimum of two face to face contacts per week, for up to six months.

Delivery should encompass the key features of effective family intervention:

* Dedicated worker, dedicated to a family - Outreach and offering a personalised, home-based service
* Build and sustain positive relationships with each member of the family
* Be honest and challenge – provide a persistent, assertive, and challenging approach
* Common purpose and agreed action - Work with families to gain their confidence; and, as a consequence, their commitment, to making sustainable changes in their lives that will encourage attendance, build resilience and establish mechanisms for coping with other challenges in their lives
* Support families through difficult times and setbacks
* Provide practical support in the home when required – or ensure it is provided
* Build a sense of independence rather than dependence
* Improve family’s confidence and resilience
* Considering the family as a whole - Ensure that the voice and perspective of each family member is heard

The provider should also aim to improve the emotional well-being of the child or young person in relation to a sense of belonging / school connectedness and improve family well-being overall.

The maximum budget available for this project is £288,000. In agreement with the Council, the provider will be given access to an Accessibility Fund to enable workers to access small amounts of money to support families.

Mobilisation must take place in Term 1 (i.e. agreement with PIAS about schools to be involved, contacting them, allocating workers etc.)

Service delivery must commence in Term 2 by 31 October 2022 at the latest, with delivery completed by 31 March 2023.

## Supplier Responsibilities

This work should be delivered Face to Face in schools and family homes to Key Stage 1, Key Stage 2 and Key Stage 3, severely absent pupils and their families.

As part of the mobilisation period the provider will work with KCC to identify the schools and children to be targeted. If a family have not been allocated a key worker, the worker involved in this programme will be considered the key worker for the duration of the contract term.

Where wider family needs are identified, outcomes should contribute to National Supporting Families Framework.



Providers should have in place the following policies:

health and safety policy

online safety policy  
equal opportunities policy  
child sexual exploitation policy  
anti-radicalisation policy  
recruitment and selection policy  
enhanced DBS checking procedures for all staff and volunteers  
supervision and appraisal process  
induction programme for new staff and volunteers

training programme for staff and volunteers

training programme includes safeguarding

training programme includes child sexual exploitation

training programme includes anti-radicalisation

response to Covid-19 policy and risk assessments.

KCC require providers to supply their staff with any necessary resources and training to deliver this contract.

The provider is required to submit an impact evaluation report to the Reconnect Programme Team following completion of delivery. The areas to focus on will include:

* Improvement in emotional well-being of the child to be assessed through pre and post assessment using [The Warwick-Edinburgh Mental Wellbeing Scale (WEMWBS)](https://www.bing.com/ck/a?!&&p=4a3116cc6f1cdc46JmltdHM9MTY1OTA1MjgwMCZpZ3VpZD0zYjk1OTg2ZS04MjQyLTZiYzktMDMxMy05NzA3ODNmMjZhN2YmaW5zaWQ9NTE4Mg&ptn=3&hsh=3&fclid=3b95986e-8242-6bc9-0313-970783f26a7f&u=a1aHR0cHM6Ly93YXJ3aWNrLmFjLnVrL2ZhYy9zY2kvbWVkL3Jlc2VhcmNoL3BsYXRmb3JtL3dlbXdicw&ntb=1)
* Engagement in education to be assessed through pre and post data provided by the school/setting. This should include data such as attendance, part time timetables and exclusion and softer feedback such as perception of engagement by school, parent and pupil
* Improvement in school connectedness will be assessed through pre and post assessment using the Belonging Scale or similar tool.
* Improvement in school attendance.

## Payment Terms

Refer to Pricing Schedule in Terms and Conditions.

# Evaluation Criteria

The bids provided by Tenderers will be evaluated based on the ability of tenderer to meet the requirement, the quality of the bid and price.

The quality of the bid and ability to meet the requirement will be measured using the evaluation questions in Section 5 – Evaluation Questions, against the scoring methodology detailed in Section 4 – Scoring Methodology.

Tenderers must complete Section 6 – Pricing to set out the total price of the bid, breaking down individual elements as required.

## Price Per Quality Point

It is incredibly important to the Council that the contract procured via this opportunity is good value for money. Therefore, the Council will evaluate the bids received from Tenderers based on the price per quality point evaluation method.

The quality of the quotation will be measured using the quality questions in Section 5 – Evaluation Questions, against the scoring methodology detailed in Section 4 – Scoring Methodology. **The minimum quality threshold that Tenderers need to achieve in order to be considered for this opportunity is a minimum of 2 for each quality evaluation question and a minimum score of 60% in Part B of the Invitation to Tender.**

Price per quality point will then be calculated from the following calculation. The lowest score that meets the minimum quality score will rank highest.

This cost will be divided by the quality score to calculate the Price per Quality Point. The tenderer that scores the lowest price per quality point will become the council’s Preferred Supplier.

Example:

This process is explained in the following example. Please note – the figures in this table are for illustrative purposes only.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Bidder | Quality Score | Total Price | Price Per Quality Point | Ranking |
| Company A | 75% | £10,000 | 133 | 2 |
| Company B | 85% | £11,000 | 129 | 1 |
| Company C | 87% | £15,000 | 172 | 3 |
| Company D | 49% | £13,000 | Not Considered | Not Considered |

Company B had a higher total cost than Company A but the higher quality score led them to have a lower price per quality point. Company C did have the highest quality score of the bidders but this was offset by their high total cost. Company D scored less than the 60% threshold and therefore was not considered.

# Scoring Methodology

Each question in Section 5 – Evaluation Questions will be scored using the rating system that is detailed in the table below.

|  |  |
| --- | --- |
| **0 –Unacceptable** | Nil or inadequate response. Fails to demonstrate an ability to meet the requirement. |
| **1 – Poor** | Response is partially relevant and poor. The response addresses some elements of the requirement but contains insufficient/limited detail or explanation to demonstrate how the requirement will be fulfilled. |
| **2 – Acceptable** | Response is relevant and acceptable. The response addresses a broad understanding of the requirement but may lack details on how the requirement will be fulfilled in certain areas. |
| **3 – Good** | Response is relevant and good. The response is sufficiently detailed to demonstrate a good understanding and provides details on how the requirements will be fulfilled. |
| **4 – Excellent** | Response is completely relevant and excellent overall. The response is comprehensive, unambiguous and demonstrates a thorough understanding of the requirement and provides details of how the Requirement will be met in full. |

# Part B – Invitation to Tender Evaluation

# Evaluation Questions

Tenderers should provide a full response to the questions in this section. Tenderers should ensure they fully understand the requirement before answering the following questions and make sure they stay within the allocated word count.

|  |
| --- |
| **Question 1** |
| Please detail your organisational capacity to deliver the requirement specified in section 2 of this Invitation to Tender. Where appropriate and useful, please include:   * Readiness for mobilisation (Delivery must be completed by the 31 March 2023, so the earliest possible start is essential). * Bidders **must** upload a separate mobilisation plan to support their response to this question, which does not form part of the word count. * Staffing resources and skills available to deliver this commission. |
| **Question Weighting:** |
| 30% |
| **Maximum Word Count:** |
| *2000* |
| **[Enter response here]** |
| **Scored question, minimum score of 2 required**  **Score:** |

|  |
| --- |
| **Question 2** |
| Please explain how you will work with children, young people, families and schools to deliver the service requirement and improve school attendance. We will look for evidence of the following and score accordingly:   * Method and model of delivery * Number of students who can be supported * Plans to improve attendance * How you Quality Assure delivery as it proceeds and progresses? * Range and variety of activities * Support for those with mental health needs and other vulnerabilities |
| **Question Weighting:** |
| 30% |
| **Maximum Word Count:** |
| *2000* |
| **[Enter response here]** |
| **Scored question, minimum score of 2 required**  **Score:** |

|  |
| --- |
| **Question 3** |
| Please demonstrate how you have fulfilled similar requirements and the impact achieved?   * Please provide evidence of practical delivery with families * Number of students who were supported in previous models * Evidence of improved attendance * Evidence of previous experience of delivering face to face Attendance Programmes. * Range and variety of activities offered * Evidence of support for those with mental health needs and other needs and/or vulnerabilities. |
| **Question Weighting:** |
| 20% |
| **Maximum Word Count:** |
| *2000* |
| **[Enter response here]** |
| **Scored question, minimum score of 2 required**  **Score:** |
| **Question 4 Weighting 20%** |
| Please explain how your organisation will work with the families and other community support structures to help sustain any impact of this commission. |
| **Question Weighting:** |
| 20% |
| **Maximum Word Count:** |
| *2000* |
| **[Enter response here]** |
| **Scored question, minimum score of 2 required**  **Score:** |

|  |  |  |
| --- | --- | --- |
|  | **Potential supplier information** | |
| Question number | Question | Response |
| 1.1(a) | Full name of the potential supplier submitting the information (This needs to be the registered company’s name or trading name.) |  |
| 1.1(b) – (i) | Registered office address (if applicable) |  |
| 1.1(b) – (ii) | Registered website address (if applicable) |  |
| 1.1(c) | Trading status   1. public limited company 2. limited company 3. limited liability partnership 4. other partnership 5. sole trader 6. third sector 7. other (please specify your trading status) |  |
| 1.1(d) | Date of registration in country of origin |  |
| 1.1(e) | Company registration number (if applicable) |  |
| 1.1(f) | Charity registration number (if applicable) |  |
| 1.1(g) | Head office DUNS number (if applicable) |  |
| 1.1(h) | Registered VAT number |  |
| 1.1(i) - (i) | If applicable, is your organisation registered with the appropriate professional or trade register(s) in the member state where it is established? |  |
| 1.1(i) - (ii) | If you responded yes to 1.1(i) - (i), please provide the relevant details, including the registration number(s). |  |
| 1.1(j) - (i) | Is it a legal requirement in the state where you are established for you to possess a particular authorisation, or be a member of a particular organisation in order to provide the services specified in this procurement? |  |
| 1.1(j) - (ii) | If you responded yes to 1.1(j) - (i), please provide additional details of what is required and confirmation that you have complied with this. |  |
| 1.1(k) | Trading name(s) that will be used if successful in this procurement |  |
| 1.1(l) | Relevant classifications (state whether you fall within one of these, and if so which one)   1. Voluntary Community Social Enterprise (VCSE) 2. Sheltered Workshop 3. Public service mutual |  |
| 1.1(m) | Are you a Small, Medium or Micro Enterprise (SME)[[1]](#footnote-1)? |  |
| 1.1(n) | Details of Persons of Significant Control (PSC), where appropriate: [[2]](#footnote-2)  - Name:  - Date of birth:  - Nationality:  - Country, state or part of the UK where the PSC usually lives:  - Service address:  - The date he or she became a PSC in relation to the company (for existing companies the 6 April 2016 should be used):  - Which conditions for being a PSC are met:  - Over 25% up to (and including) 50%,  - More than 50% and less than 75%,  - 75% or more. [[3]](#footnote-3)  (Please enter N/A if not applicable)  For more information relating to PSC please follow link:  <https://www.gov.uk/government/publications/guidance-to-the-people-with-significant-control-requirements-for-companies-and-limited-liability-partnerships> |  |
| 1.1(o) | Details of immediate parent company:    - Full name of the immediate parent company  - Registered office address (if applicable)  - Registration number (if applicable)  - Head office DUNS number (if applicable)  - Head office VAT number (if applicable)  (Please enter N/A if not applicable) |  |
| 1.1(p) | Details of ultimate parent company:  - Full name of the ultimate parent company  - Registered office address (if applicable)  - Registration number (if applicable)  - Head office DUNS number (if applicable)  - Head office VAT number (if applicable)  (Please enter N/A if not applicable) |  |

|  |  |  |
| --- | --- | --- |
| **Section 1 (b)** | **Contact details and declaration** | |
| Question number | Question | Response |
| 1.3(a) | Contact name |  |
| 1.3(b) | Name of organisation |  |
| 1.3(c) | Role in organisation |  |
| 1.3(d) | Phone number |  |
| 1.3(e) | E-mail address |  |
| 1.3(f) | Postal address |  |
| 1.3(g) | Signature (electronic is acceptable) |  |
| 1.3(h) | Date |  |

# Pricing

In this section, Tenderers should detail the price that they can fulfil the requirement detailed in Section 2 – Requirement for. Tenderers must ensure that the price quoted is realistic and covers all aspects of the requirement. Please provide a full breakdown of costs.

|  |  |  |
| --- | --- | --- |
| **Cost Type** | **Details/Description** | **Cost Total** |
| *[E.g. Staff, Training, Equipment, Products]* | *[E.g. Quantity, Duration, incl. or excl. VAT]* | E.g. £ |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
| **Total Contract Value (£):** | Enter sum of cost totals | [incl. or excl. VAT] |

# Mandatory Criteria

|  |  |  |
| --- | --- | --- |
| Mandatory Criteria Requirements | Attached (P) | Pass/ Fail |
| Enhanced DBS Checks  **(Please attach as separate document)** |  |  |
| Relevant policies/documents such as Safeguarding, training, risk assessments etc.  **(Please attach as separate document)** |  |  |

1. See EU definition of SME: http://ec.europa.eu/enterprise/policies/sme/facts-figures-analysis/sme-definition/ [↑](#footnote-ref-1)
2. UK companies, Societates European (SEs) and limited liability partnerships (LLPs) will be required to identify and record the people who own or control their company. Companies, SEs and LLPs will need to keep a PSC register, and must file the PSC information with the central public register at Companies House. [See PSC guidance](https://www.gov.uk/government/publications/guidance-to-the-people-with-significant-control-requirements-for-companies-and-limited-liability-partnerships). [↑](#footnote-ref-2)
3. Central Government contracting authorities should use this information to have the PSC information for the preferred supplier checked before award. [↑](#footnote-ref-3)