

Mental Health and Wellbeing Services for Students

Invitation to Tender

Brian Kelly/Suzie Day

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# Introduction

## 1.1 About the Trust

**Students First: raising standards and transforming lives.**

Outwood Grange Academy opened in September 2009 as an Academy of Excellence, sponsored by Outwood Grange Academies Trust. Outwood Grange Academy has founded the Trust to lead the improvement of other schools in the North East of England. The Trust currently sponsors a number of secondary and primaries in the region.

Outwood Grange Academy has been a National Training school for eleven years and has been accredited as one of the country’s first Teaching Schools.

The predecessor school Outwood Grange College of Technology was judged by Ofsted in 2006 to be “Outstanding” in every single category and “Outstanding” overall. The Academy received an Ofsted monitoring visit in January 2011 and was judged to have made “Outstanding Progress” since opening in 2009. The Academy received a full Ofsted inspection in February 2012 and again was awarded “Outstanding” in all categories and for overall effectiveness.

* Overall Effectiveness OUTSTANDING
* Achievement of Pupils OUTSTANDING
* Quality of Teaching OUTSTANDING
* Behaviour & Safety of Pupils OUTSTANDING
* Leadership & Management OUTSTANDING

## 1.2 About This Tender

The Academy is seeking a single supplier of services to provide support for students’ mental health and wellbeing. The Academy intends to award a contract for an initial year period plus a year’s extension (dependent upon supplier performance).

The preferred supplier will be appointed in June 2019 to begin their contract from September 2019

Contract Management and review of the trusts KPI’s will be conducted on a quarterly basis

Full contract activity will be formally reviewed on an annual basis.

## 1.3 Overview of Requirements

The provider will agree and provide the service as detailed in Appendix B (Specification)

## 1.4 Objective of Tender

The Trust wishes to achieve the following objectives following this tender process:

* Appoint a single provider of Mental Health and Wellbeing Service at Outwood Grange Academy;
* Ensure the Trust are achieving excellent value for money;
* Appoint a single provider that gives the trust the correct advice, support and guidance on mental health and wellbeing needs;
* Appoints a provider that offers training for all staff at all levels so that can deal with mental health and wellbeing needs
* Appoints a provider that provides the Principal and other senior leaders with updates on emerging issues in relation to mental health and wellbeing;
* Appoints a provider that attends academy events as required including parents’ evenings, careers events and as part of transition arrangements;
* Appoints a provider that offers a quality assured and flexible service.

## 1.5 Instructions to Tenderers

It is ESSENTIAL that all suppliers submitting a proposal read all of the instructions in this section very carefully and comply with all of them. Failure to do so may result in suppliers being excluded from the tender process.

### 1.5.1 Queries Relating to the Tender

If tenderers have queries regarding the Invitation to Tender, they should be submitted in writing to the Trusts Procurement Department at procurement@outwood.com . Queries should be submitted no later than Wednesday 22nd May 2019. One week prior to the tender closing. Any queries received later than this may not be responded to in time. If the answer contains information of material significance those answers will be communicated to all companies involved in the tender process.

### 1.5.2 Response Format

One of the major issues when evaluating large tenders is being able to accurately compare each company’s proposal. To ensure this process is as straightforward as possible all of your responses will need to be submitted in a prescribed format.

The Trust, therefore, requires the following information within your tender to be provided on the templates provided in the appendices to this document:

**1.5.2.1 Completion of Appendix A (Response to Tender)**

**1.5.2.2 Completion of Pricing Schedule Appendix B** – Excel spreadsheet where bidders can put forward their prices for the services.

**1.5.2.3 For Information KPI Appendix C** – Keep Performance Indicator Document to be used following contract award

### 1.5.3 Completion of Tenders

Tenders must be submitted in accordance with all instructions contained within this document. Please read the Invitation to Tender document very carefully and answer all questions asked and provide all of the required information in sufficient detail to allow the project team to make an informed decision. Failure to comply with these instructions will result in your tender being marked down and could result in your expulsion from the process.

### 1.5.4 Return of Tender Documents

Completed tender submissions must be received by the Trust no later than Wednesday 29th May 2019 and should be emailed to procurement@outwood.com .

The tender submission must be provided in an electronic format. The electronic copy of your tender response must be provided in either PDF format, MS Word or MS Excel or a combination of the above. Images (e.g. copies of certification etc.) can be supplied in PDF or JPG format.

Your tender submission must not be e-mailed to any member of the Trust’s staff prior to the Tender Submission Date. Late submissions and paper submissions will NOT be accepted.

## 1.6 Suppliers Presentations

Shortlisted suppliers will also be invited to present to the project team to allow them to expand on the key points of their proposal. These presentations will take place between 10th-14th June 2019 so bidders will need to ensure that key staff are available to attend meetings in Wakefield on these dates. If you would like to request a presentation slot please email procurement@outwood.com

Following the evaluation process, each supplier will be contacted to confirm whether or not a presentation is required.

## 1.7 Award Criteria

The Trust will select a supplier based on the most economically advantageous tender, not necessarily the lowest price. The following criteria will be used to appoint a preferred supplier.

|  |  |
| --- | --- |
| **Criteria** | **Marks** |
| **Supplier Presentation** – *Subject “How do you Quality Assure your practice to ensure students and staff receive the best possible Mental Health and Wellbeing Service?”* Question/Answer Session following Presentation  | **40** |
| **Flexibility of Service.** This will be marked on service provider’s ability to respond to points 31/32 in the specification for the service provider. Flexibility of service will form one of the questions asked following the supplier’s presentation. | **20** |
| **Price** | **40** |

## 1.8 Evaluation

The Trust will be selecting a supplier using the Most Economically Advantageous Tender methodology. Bids will be evaluated using the processes described below.

**1.8.1.2 Award of Scores**

A score out of 40 will be awarded based on price

A score out of 40 will be awarded based on supplier presentation

A score out of 20 will be awarded based on Flexibility of Service

*All suppliers will be asked to provide 3 references at the Presentation. The references will ideally be from your time spent working with vulnerable children*

## 1.9 Freedom of Information

The Freedom of Information Act (FOIA) 2000 applies to all information held by public bodies.

Outwood Grange Academies Trust is a designated body under the FOIA, and subject to the disclosure requirements and therefore all of the information the Trust holds about a company is potentially covered by the FOIA. Examples of the types of information which are within the scope of the legislation include:

* Information which we might gather in the run up to a procurement exercise.
* Information provided by prospective suppliers as part of the tendering process.
* Contracts and associated documents, such as the correspondence connected with negotiating a contract.
* Information supplied by the contractor during the delivery of a contract, and information relating to our monitoring of the contract.

Requests for this type of information have to be handled like any other FOIA request and therefore must be provided unless a valid exemption applies.

## 1.10 GDPR Information

The Supplier shall Process Personal Data in performing the Services as notified by Outwood Grange Academies Trust only for as long as required and for no longer than the term of this Contract.

The Supplier warrants that it shall:

(a) Process the Personal Data in compliance with Law; and

(b) Take appropriate technical and organisational measures against Data Breach.

The Supplier agrees to indemnify and keep indemnified and defend at its own expense the Outwood Grange Academies Trust against all costs, claims, damages or expenses incurred by the Trust or for which the Trust may become liable due to any failure by the Supplier or its employees or agents to comply with any of its obligations under this Clause. It is a requirement that the successful bidder provides the Trust with a copy of its own data protection policy which gives details of how individuals data is being used

## 1.11 Modern Slavery Act – Conditions of Supply

All procurement must be carried out in compliance with the principles of the EU Treaties, include the free movement of goods (Article 28 of the EC Treaty), the right of establishment (Article 43), the freedom to provide services (Article 49), non-discrimination and equal treatment, transparency, proportionality and mutual recognition. For most goods and services where contracts will have a value over their lifetime in excess of the OJEU threshold, a strict procedure must be followed in compliance with the Public Contracts Regulations 2015 and related regulations.

By bidding on this tender Suppliers and Contractors are confirming compliance with the Modern Slavery Act 2015 as a supply condition of supply for goods/services provided in this tender

# Specification

Service Requirements

The Trust’s service requirements are those elements of the contract that relate directly to the delivery of Mental Health and Wellbeing Service. They help describe the precise nature of the Trust’s requirements.

1. Provide high quality professionals qualified as Mental Health and Wellbeing Practitioner/s. It is expected that the Service providing the tender are registered members for the British Association for Counselling and Psychotherapy (BACP). All qualifications would be verified prior to the tender being awarded.
2. Coordinate and deliver Mental Health and Wellbeing awareness programmes for identified students.
3. Increase staff, student and parent/carer awareness of the signs/symptoms of mental health and promote positive well-being strategies with students, staff and parents/carers.
4. Provide direct 1:1 services to students who require formalised intervention via a referral process led by the Vice Principal for Deep Support.
5. Offer small group workshops for students on a range of mental health issues such as LGBTQ, suicide awareness, self-harm, mental health issues linked to SEND as well as broader Mental and Emotional Health awareness and resilience.
6. Provide parents/carers with advice and guidance on supporting children experiencing specific and generalised Mental Health and Wellbeing issues.
7. Consult with identified staff on topics for the curriculum and through assemblies and the Post 16 Guidance Programme.
8. Consult with the nominated Senior Designated Safeguarding lead to forward plan work with the Academy; once per term
9. Provide specific advice, guidance and recommendations for the following

- Suicide awareness

- Self-harm

- Any form of abuse (physical, emotional, neglect, sexual)

- Eating disorders

- Stress and depression in young people

1. Contribute to behaviour or individual learning plans as directed by the Vice Principal for Deep Support.
2. Undertake any training necessary to work effectively within the Academy systems.
3. The provision of summary reports of involvement detailing assessment findings and subsequent recommendations.
4. Attendance at regular meetings planned by you or planned for you by the Vice Principal for Deep Support.
5. To work within the academy on term dates as well as provide support at examination results days for Post 16 and Key Stage 4.
6. Sign in and out at the academy reception for all visits.
7. Wear appropriate lanyard.
8. Any leave to be take outside of term time.
9. In the event of sickness and absence of the service provider, the hours missed should be covered or charged back, dependent on academy need.
10. Providers must be adequately staffed in order to meet the requirements of the school.
11. Providers must cover sickness and absence of staff.
12. Invoice submitted at the end of every term.
13. Agree to OGAT GDPR.
14. Agree to OGAT policies and procedures.
15. Agree to OGAT payroll terms and conditions (available upon request).
16. Conduct themselves according to published codes of professional practice and ethics, for BACP. The Trust would expect and quality assure that the Service provider was adhering to BACP published standards of ‘commitment to clients’; ‘ethics’ and ‘good practice’ (June 2018).
17. Negotiate and clarify the purpose and desired outcomes of any involvement.
18. Use a range of consultation, assessment and intervention techniques.
19. Inform the Vice Principal of any relevant change in legislation or emerging national agenda issues.
20. Ensure all staff have full enhanced DBS disclosures in line with Home office guidance.
21. The provider is expected to work 6 hours per day with the expectation of seeing between 8-12 students a day with accompanying reports. Working hours would be 8:30 to 2:30 as student facing time, with 30 minutes for lunch.
22. Flexibility is required for urgent referral’s that may need quicker assessments than the students initially planned.
23. Flexibility is required for student absences ie:- if a student is ill the Trust requires the provider to see an alternative student within the same academy.
24. Observations and assessments to be provided outside of the academy/school, with a school member of staff, where necessary.
25. Provide cover in the event of sickness and absence.

## 2.1 Account Management

### 2.1.1 Review Meetings

The supplier/contractor would be expected to arrange review meetings monthly with the named lead for this project. In addition to this an annual review meeting is required between the supplier and the Trust’ Procurement Manager to:

* Review key performance indicators (particularly those concerning service and support)
* Identify and discuss any on-going service issues that require resolution
* Identify any additional activities or potential opportunities that may add significant value for the Trust
* Issues which may impact on the future of the contract

Suppliers are asked to confirm they are willing to arrange these meetings, and to identify any additional items for consideration during these review meetings.

## 2.2 Contract Duration

The contract duration will be one year plus an optional one year extension. The extension would be dependent on the performance of the chosen supplier during the initial one year contract term and will be granted at the sole discretion of the Trust.

Objective KPIs will be used by the Trust as the basis of monitoring the performance of the contract as well as monitoring the contract extension review (see Appendix C Key Performance Indicator document).

## 2.3 Invoicing

The invoice format will have to be agreed before the start of the contract to ensure that payments can be made quickly and efficiently. Suppliers are asked to provide an example of an invoice for an existing customer (anonymised if necessary).

## Payment Terms

The Trust’s payment terms are 30 days from date of invoice.

# Pricing

## 3.1 Pricing Structure

To make comparison of supplier’s proposals easier suppliers must quote a price for the service required by the Trust at Outwood Grange Academy. Any additional services provided outside the required service should be priced separately. The service price must cover the cost of:

Examples:-

* Provision of the products / service
* Delivery Costs
* Set Pricing for an agreed time period

If you are able to provide further discount for reduced payment terms, please make state this in the pricing schedule

The quoted prices must exclude VAT.

## 3.2 Additional Costs

As part of their submission suppliers should outline any other additional costs that might be charged to the Trust in the Pricing Schedule attached.

## 3.3 Pricing Schedule

The Trust has provided a template in which suppliers should submit their price per academy plus any costs for the provision of the products/service required by the Trust. This template must not be adapted or amended in any way. If a bidder finds that they cannot provide all of the information they wish to as the template does not allow this, they must contact the Trust immediately so that the template can be adapted if necessary.

# Your Proposal

To ensure simple comparison of bids it is essential that each supplier provides all of the information requested by the Trust in the format in which it is requested. Therefore bidders must read the instructions contained within this section very carefully to ensure they provide their submission in the required structure.

## 4.1 Templates

Three templates have been provided by the Trust in which proposals should be submitted. The three templates are:

**Appendix A – Response to Tender**

**Appendix B – Pricing Schedule**

**Appendix C – Key Performance Indicator**

It is essential that bidders do not amend the templates in any way. If there is a reason why bidders cannot input the information they wish to submit they must contact the Trust immediately rather than changing the setup of the templates to suit their own requirements. The Trust can then choose to amend the templates if required and re-issue them.

## 4.2 GDPR Information

The Supplier shall Process Personal Data in performing the Services as notified by Outwood Grange Academies Trust only for as long as required and for no longer than the term of this Contract.

The Supplier warrants that it shall:

(a) Process the Personal Data in compliance with Law; and

(b) Take appropriate technical and organisational measures against Data Breach.

The Supplier agrees to indemnify and keep indemnified and defend at its own expense the Outwood Grange Academies Trust against all costs, claims, damages or expenses incurred by the Trust or for which the Trust may become liable due to any failure by the Supplier or its employees or agents to comply with any of its obligations under this Clause.

## 4.4 Appendices to Supplier Proposals

Bidders may wish to provide additional information over and above that they have provided in the two templates. If this is the case then the information can be presented in an appendix. Any appendices must be very clearly referenced so that the Trust’s project team can find them quickly and easily. If the referencing is not clear and the appendices are difficult to locate then the project team may not be able to review the submission properly.

Any appendices must be entitled Appendix D, Appendix E etc. rather than Appendix 1, Appendix 2 etc. This is to ensure there is no confusion between the appendices provided by the Trust in this Invitation to Tender and those provided by the supplier in their submission.



# Appendix A – Response to Tender

**Mental Health and Wellbeing Service:-**

1. We, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Name(s) in Block Letters) hereby offer and undertake on the acceptance of this tender to supply goods and services as specified in the Requirements Specifications under Part 2 of your Invitation to Tender and under the Instructions to Tenderer and Conditions of Contract in Part 1 of your Invitation to Tender.
2. Our Tender is fully consistent with and does not contradict or derogate from anything in Part 1 of your Invitation to Tender or downgrade anything in your Requirement Specifications. You are entitled to reject our tender if it is inconsistent with or contradict or derogate from anything in Part 1 of your Invitation to Tender or downgrade anything in Part 2 of your Invitation to Tender.
3. We undertake that we shall as and when required by you to execute with you a formal agreement in the appropriate form incorporating the Conditions of Contract set out in this Invitation to Tender together with such further terms and conditions, if any, agreed between Outwood Grange Academies Trust and the bidder. Until the said formal agreement is prepared and executed, this offer together with your written acceptance thereof, shall constitute a binding agreement between us.
4. OUR OFFER IS VALID FOR \*\*\*\*\*\* CALENDAR DAYS FROM THE CLOSING DATE OF THIS TENDER.
5. Our price (herein referred to as "the Contract Price") for the goods and services to be supplied by us is \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.
6. A breakdown of the Contract Price for the goods and services is given in the priced schedule attached hereto.
7. We further undertake to give you any further information which you may require.
8. We warrant, represent and declare that we are duly authorised to submit, sign this tender, receive instruction, give any information, and accept any contract and act for and on behalf of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Insert Name of company).
9. As ‘Processor’ we agree to implement the appropriate technical and organisational measures to comply with the legal obligations under the new Data Protection Legislation (May 2018)
10. Add Tick Boxes – T&C’s

|  |
| --- |
| Authorised SignatureName :Designation :Dated this \_\_\_\_\_\_\_\_\_\_\_\_\_\_ day of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, 20\_\_\_\_\_ |

**NOTICE**: This Form duly completed MUST accompany every Tender Proposal. Any change to its wordings may render the Tender liable to DISQUALIFICATION



# Appendix B – PricingSchedule

Insert excel document or equivalent

|  |  |  |
| --- | --- | --- |
| Price Per Hour £ | Hours per day | Other Costs (if applicable)  |
|  |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

**Appendix C – Key Performance Indicator Document**

**Contract Title: XXXXXX Contract Ref: XXXXX Contract Period XXXXX**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Objective** | **Owner** | **How to be achieved** | **Results expected** | **Measure** | **Score****1 - 5** |
| The Provision of Health & Well being Services | Contractor | Services to be provided as per requirements of tender | Good Quality Assured Service ”  | Weekly/Monthly Review Meeting  |  |
| Pricing/ Invoicing  | Supplier/Contractor | Invoices provided based on number of hours provided without discrepancies  | Invoices received with correct hours and tendered pricing | Daily/Weekly communication of errors to company representative. Log to be kept of discrepancies |  |
| Standards/ Quality | Supplier/Contractor | Ensure the highest quality product is delivered in line with the terms of the contract and associated standards  | Products/Service are always delivered in line with our specification of requirements | Service/Product to Maintain Excellent Quality Standards |  |
| Academy to be kept updated on changing legislation  | Contractor | Contractor to send relevant updates to services via email  | Information to be received within a timely manner | Contract review meeting / email notifications |  |
| **Suzie Day , Signature ……………………….................. Date …………………………………..****Supplier Signature ……………………………………. Date: ……………………………** |
| Next Review Date: XXXXXX |

The scores will be between1-5 (1 = very poor, 2 = poor, 3 = good, 4 = very good, 5 = excellent).It is expected that scores will be 3 or above. If there are 2 areas that score below 3 in the year then the penalty will be that the contract may be terminated. If scores fall under half of the expected full marks a penalty charge will be incurred up to the value of 10% discount against payable invoices