

Invitation to tender: Staff Therapy

Reference number: LC/ST/08042025

Tenderer: Office of the Police and Crime Commissioner for Humberside

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# Instructions to tenderers

## Instructions

* + 1. The Humberside Police and Crime Commissioner (PCC) is seeking tender submissions from suitably experienced companies who understand the local demographic and geography to provide a reliable and successful service for the services described in Section 2 of this document.
    2. The value of this requirement will not exceed £75,000. A breakdown of prices shall be submitted as part of the quotation. The prices should be inclusive of all applicable costs and expenses but exclusive of Value Added Tax (VAT). The currency is to be quoted in pounds sterling.
    3. It is anticipated that the Contract shall be awarded in June 2025 with commencement of the contract being the 01 July 2025.
    4. The duration of the contract will be 36 months however, the overall value of the contract will not exceed £75,000.
    5. It is essential to observe and comply with the following instructions in the preparation and submission of your quotation. The Office of the Police and Crime Commissioner (OPCC) reserves the right to reject a quotation that does not fully comply with these instructions.
    6. The Terms & Conditions of this document will apply to this agreement.
    7. The Person(s) Responsible for this process is:

Leigh Collins

Commissioning Programme Manager

Office of the Police and Crime Commissioner for Humberside

Email: leigh.collins@humberside.pnn.police.uk

* + 1. All contact in relation to this RFQ must be made by email.

## Requests for clarification or further information

* + 1. Tenderers shall note that all reasonable efforts have been made to ensure that accurate and correct technical and functional terminology has been used in the preparation of this quotation document. There is an absolute obligation on the tenderer to resolve any ambiguity, whether actual or potential, in the use of technical and functional terms used in this Request for Quotation and all associated documents.
    2. The deadline for receipt of any requests for clarification is 12 noon on the 20th of May 2025. Requests must only be made via the email address at paragraph 1.1.7. All clarification questions and answers shall be circulated to all tenderers invited to submit a RFQ, unless they are deemed specific to a tenderer’s solution.

## Return of quotation and validity

* + 1. Quotations must be completed in English and use the template provided in this document, saved in Word or PDF format.
    2. Your quotation must be submitted via email to the address at paragraph 1.7. Receipt of emails will be acknowledged as quickly as possible.
    3. The closing date for receipt of quotations is 12noon on the 27th of May 2025.
    4. Quotations received after this time will NOT be considered unless the Person Responsible as identified in paragraph 1.7 above has formally extended the closing date for receipt of quotations.
    5. Any quotation submitted will be deemed to remain open for acceptance or non-acceptance for not less than 90 days from the closing date stipulated above. The PCC may accept the quotation at any time within this prescribed period. The PCC shall, however, not be bound to accept the lowest or any quotation.

## Price schedule

* + 1. The price schedule shall be submitted as part of the quotation response for the goods/services, using the template in Section 3.
    2. The prices should be inclusive of all applicable costs and expenses but exclusive of Value Added Tax.
    3. The Currency is to be quoted in Pounds Sterling.

## Evaluation criteria

* + 1. The evaluation panel will consider the factors listed below as part of the evaluation process:

|  |  |
| --- | --- |
| 1. Price | 25% |
| 2. Quality | 65% |
| 3. Social value | 10% |

* + 1. Price will be evaluated on the overall cost for all services as detailed above to establish the cheapest overall cost. The lowest overall cost will be awarded [25%] and all subsequent bids will receive a proportion based on the lowest overall submission (cheapest bid received divided by the bid being evaluated multiplied by [25%]).
    2. Quality and social value are divided into individual questions, each scored using the scoring guidelines detailed below based on the evaluation panel’s considered view on their importance to this project and in terms of the organisation’s requirement as a whole:

|  |  |
| --- | --- |
| **Score 0** | The response does not satisfy the requirement. An unacceptable or irrelevant response. No response provided. |
| **Score 1** | A poor response. There are significant gaps in the detail/supporting evidence |
| **Score 3** | The response meets most elements of the requirement. There are some gaps in explanation/detail or supporting evidence. |
| **Score 5** | Response meets the requirement in full. Response has been fully explained and supported with relevant evidence. |

## Sub contract/joint venture/partnership

* + 1. The tenderer shall submit with its quotation a list of any major Sub-Contractors it intends to use and the services that each will provide. The tenderer in the response will identify sole tenderers and proprietary items.

## Results

* + 1. The tenderer will be notified of the outcome of their quotation at the earliest possible time by the Person Responsible. No useful purpose will be served by communication with the Person Responsible following the quotation submission unless invited to do so.
    2. Any tenderer who directly or indirectly canvasses the PCC or any of his officers, other than the person named at 1.1.7 above, concerning the award of the Contract or any other quotation or proposed quotation may be disqualified. Such decision shall be at the sole discretion of the Person Responsible as identified at 1.1.7 above.
    3. There shall be no liability on the PCC to defray any cost incurred by the tenderer because of this procedure.

## Timescale

|  |  |
| --- | --- |
| 30th April 2025 | Advertisement of Tender |
| 20th May (12 noon) 2025 | Clarification question window closes |
| 27th May (12 noon) 2025 | Closing date for applications |
| 29th May 2025 | Scoring of applications |
| 02 June 2025 | Contract award decision |
| 12th June 2025 | End of Standstill period |
| 13th June 2025 | Award of Contract and publication notice on Central Digital Platform |
| 01st July 2025 | Contract commences |
| 30th June 2028 | Contract end date |

# Specification

## About the organisation

* + 1. This Invitation to Tender is issued by the Police and Crime Commissioner for Humberside (“the PCC”).
    2. Police and Crime Commissioners are elected to hold the police to account on behalf of the communities they serve. They issue Police and Crime Plans that set the police and crime objectives for local areas and commission a range of services to help cut crime, improve community safety and provide support for victims of crime.
    3. Further information about the PCC is available on our website: [www.humberside-pcc.gov.uk](http://www.humberside-pcc.gov.uk).

## Background

* + 1. Anonymous quote from our recent staff survey:

“I think that this is such an important service. It is helpful to be able to speak to someone neutrally. I believe it is essential that everyone does their best to look after their mental health and wellbeing. Workplaces should offer this as much as they can. If you’re feeling mentally and physically fit the quality of your approach to work will be a lot more positive”

* + 1. Like many organisations, the past few years have been difficult for many staff, with a significant number experiencing loss, trauma, and challenging personal circumstances.
    2. The OPCC wish to commission a service to continue to improve the wellbeing of staff members and ultimately benefit the organisation longer term.
    3. A contract is currently in place to provide this service however it is due to expire shortly.

## Key deliverables

* + 1. The key deliverables to be provided by the supplier are to:

1. Have capacity to offer and deliver a therapy service up to thirty five members of staff. It is envisaged that the sessions offered will be a course of ten sessions This could increase/decrease dependent on need. It should be noted that it is unlikely all thirty five members of staff will require the service during the contract length.
2. Ensure that staff have the relevant qualifications and accreditation to provide therapy services such as registration with British Association for Counselling and Psychotherapy (BACP).
3. Submit invoices quarterly, based on activity only, for sessions delivered.
4. Increase workforce wellbeing through therapy.
5. To help staff to connect with themselves and others with authenticity, openness to seek support and understanding, addressing key area if emotional growth on an individual basis.
6. Allow staff to be vulnerable and honest of their internal experiences without fear of shame or reprisal.

## Specification

* + 1. Provide a range of bespoke therapeutic interventions, considering a trauma informed approach.
    2. Provide therapeutic approaches to meet the needs of the individual.
    3. Deliver wholly confidential workforce wellbeing interventions and counselling unless there are safeguarding concerns in which case such issues will be raised with relevant agencies and referrals made if necessary.
    4. Develop and operate a straightforward self-referral pathway and password system in agreement with the Office Police and Crime Commissioner (OPCC).
    5. Have a process in place to accept referrals from senior managers on behalf of staff working for the OPCC.
    6. Provide a choice of various therapies including person-centred therapy, breathing techniques, Transactional Analysis, Eye Movement Desensitization and Reprocessing (EMDR) and a Comprehensive Resource Model (CRM) (Trauma Therapy).
    7. Ensure that staff living in the Humberside Police region i.e., East Riding of Yorkshire, Hull, North Lincolnshire, and North East Lincolnshire can easily access the service
    8. All therapy sessions will be offered, one to one and in person.
    9. The sessions should be for at least fifty minutes in length, unless otherwise agreed with the member of staff.
    10. Contact should be made with referrers as follows:
* Acknowledgement and response within 5 working days of initial contact
* Appointment offered within 7 working days of initial contact
* Appointment/session takes place within 15 working days of initial contact
  + 1. It is envisaged that most staff may require up to ten sessions however, this amount could increase or decrease dependent on need.
    2. Alongside delivery of sessions in person, the chosen supplier will offer alternative methods of delivery such as virtual (on line) or via telephone in extreme external circumstances (i.e., public health pandemic or similar situation).
    3. Sessions that take place in person should be in a clean, calming environment without external distractions.
    4. Staff accessing the service, should be able to confidentially request to change their therapist if required.
    5. The provider will be required to market and publicise the service so staff working for the OPCC are aware of they can access the service confidentially.
    6. Quarterly monitoring of the contract will take between the contractor and supplier.
    7. The contract will be based on activity and sessions delivered.

# Pricing schedule

## Pricing schedule

* + 1. Tenderers are required to fully complete and return the following Pricing Schedule.
    2. The Total Contract Price must include delivery of all aspects of the specification, inclusive of all costs (including expenses), but exclusive of VAT.

|  |  |
| --- | --- |
|  | **Price (£)** |
| Price per session |  |
|  |  |
| **Total** |  |

# Technical questions

## Technical questions

* + 1. In order to pass this section of the evaluation, valid information relating to the question must be provided. This information must be appropriate and relate to the question/specification requirements. If the information provided is not relevant to the question this may render your submission invalid. Please do not submit any sales and marketing information or other appendices unless expressly requested.
    2. Your statements should be concise, in 11 point font and not exceed the word counts indicated. You may expand the text boxes in the template to fit your responses**.**

**Question 1 (15%)**

**Please explain how staff can access your service (the referral process). You should submit any pre-assessment /rating scales that are to be completed as part of the referral These documents can be attached as part of the overall response *[No word count]***

**Question 2 (15%)**

**Please outline your approach to delivering the contract including the different types of therapy you can provide. *[750 words]***

**Question 3 (15%)**

**Please outline the knowledge, skills, and experience (including relevant qualifications) of the staff who will be working on the project. Include details of your plans for resilience should any staff be unavailable. *[750 words]***

|  |
| --- |
|  |

**Question 4 (10%)**

**Please outline your organisation’s experience of delivering similar projects *[500 words]***

|  |
| --- |
|  |

**Question 5 (10%)**

**Please describe how you always ensure compliance with data protection laws, including how you would respond / action a data breach *[500 words]***

|  |
| --- |
|  |

## Social Value

**Question 1 (5%)**

**How does your organisation support residents of the Humber area?** This could include, for example, any community work you do, work experience you offer, how you recruit and develop your staff, how you support employee wellbeing, and whether you are a Living Wage employer. ***[300 words]***

|  |
| --- |
|  |

**Question 2 (5%)**

**How does your organisation contribute to the environment and sustainability? *[300 words]***

|  |
| --- |
|  |

# Organisation and contact details

## Lead organisation

You must answer all questions in this section. Enter N/A for any that do not apply.

|  |  |  |
| --- | --- | --- |
| Full legal name |  | |
| Registered office address |  | |
| Company number |  | |
| Charity number |  | |
| VAT registration number |  | |
| Name of immediate parent company |  | |
| Name of ultimate parent company |  | |
| Type of organisation *(please tick)* |  | a public limited company |
|  | a limited company |
|  | a limited liability partnership |
|  | other partnership |
|  | sole trader |
|  | other (please specify): |
|  |
| Please tick if any of the following classifications apply to you |  | Voluntary, Community and Social Enterprise (VCSE) |
|  | Small or Medium Enterprise (SME) |
|  | Sheltered workshop |
|  | Public service mutual |

## Sub-contractors

|  |  |
| --- | --- |
| Are you proposing any sub-contractors or consortium partners in your response? *(please tick)* | |
|  | Yes |
|  | No |

If yes, please provide details below (add additional rows if required):

|  |  |
| --- | --- |
| Organisation name and address | Proposed role |
|  |  |
|  |  |
|  |  |

## Contact details

We will use this contact for correspondence about the application

|  |  |
| --- | --- |
| Name |  |
| Role |  |
| Email |  |
| Phone |  |

# Terms and conditions

Please refer to the attached copy of the terms and conditions which govern this quotation exercise and any resulting contract.

# Safeguarding Terms and conditions

1. **Safeguarding Vulnerable Adults**
   1. For the purposes of this clause, the following definitions shall take effect:-

"Regulated Activity” means in relation to children as defined in Part 1 of Schedule 4 to the SVGA 2006 (and as it had effect immediately before the coming into force of section 64 of the Protection of Freedoms Act 2012) and in relation to vulnerable adults as defined in Part 2 of Schedule 4 to the SVGA 2006 (and as it had effect immediately before the coming into force of sections 65 and 66 of the Protection of Freedoms Act 2012)

“Regulated Activity Provider” means as defined in section 6 of the SVGA 2006.

“SVGA 2006” means Safeguarding Vulnerable Groups Act 2006

* 1. The parties acknowledge that the Supplier is a Regulated Activity Provider with ultimate responsibility for the management and control of the Regulated Activity provided under this Contract and for the purposes of the SVGA 2006.
  2. The Supplier shall, at its own expense:

1. * 1. ensure that all individuals engaged in the provision of the Services that meet the eligibility criteria for an enhanced disclosure check undertaken through the Disclosure and Barring Services (or any successor body) from time to time are subject to a valid enhanced disclosure check undertaken through the Disclosure and Barring Service (or any successor body) including a check against the adults' barred list or the children's barred list, as appropriate; and
     2. monitor the level and validity of the checks under this clause for each member of staff.
   1. The Supplier warrants that at all times for the purposes of this Contract it has no reason to believe that any person who is or will be employed or engaged by the Supplier in the provision of the Services is barred from the activity in accordance with the provisions of the SVGA 2006 and any regulations made thereunder, as amended from time to time.
   2. The Supplier shall immediately notify the PFCC in writing of any information that it reasonably requests or that the Supplier is obliged to provide, to enable the PFCC to be satisfied that the obligations of this clause have been met.
   3. The Supplier shall refer information about any person carrying out the Services to the Disclosure and Barring Service (or any successor body) where it removes permission for such person to carry out the Services (or would have, if such person had not otherwise ceased to carry out the Services) because, in its opinion, such person has harmed or poses a risk of harm to the service users or children or vulnerable adults.
   4. The Supplier shall not employ or use the services of any person who is barred from, or whose previous conduct or records indicate that he or she would not be suitable to carry out Regulated Activity or who may otherwise present a risk to service users or children or vulnerable adults.

# Certificate and declaration

I/We hereby certify that the information supplied in this request for quotation and any supporting documents is accurate to the best of my/our knowledge and I/we accept the conditions and undertakings requested in the application. I/we understand that false information could result in my/our exclusion from the PCC’s future procurement opportunities.

I/We also understand that it is a criminal offence punishable by imprisonmentto give or offer any gift or consideration whatsoever, as an inducement or reward, to any servant of a public body, and that any such action will empower the PCC to cancel any contract currently in force, and result in my/our exclusion from the PCC’s future procurement opportunities.

I/We understand that the PCC, or his agents, will not accept any charges by the Tenderer, its sub-contractors or any other party for:

* Work in responding to this RFQ
* The completion of the Pricing Schedule if required
* Any other associated activity

I/We understand that this RFQ, will not in any way bind the PCC to enter into a Contract with the Bidder (you), or involve the PCC in any financial commitment whatsoever in this respect. The Bidder is also advised that the PCC is not bound to accept any of the submitted documents in whole, or in part.

The parties here do acknowledge and agree that any information requested under the Freedom of Information Act 2000 may be disclosed, provided such disclosure is appropriate and in accordance with the said Act.

I/We hereby apply for consideration in connection with the Staff Therapy Tender for the Office of the Police and Crime Commissioner (OPCC), and confirm that I am/we are prepared to answer any questions relating to this RFQ Submission, if so required

|  |  |  |  |
| --- | --- | --- | --- |
| Signed |  | Date |  |
| Name |  | For, and on behalf of |  |
| Position in Tenderer |  | Telephone number |  |
| Email address |  | | |
| Full address |  | | |

**Before returning this questionnaire, please ensure that you have signed the above undertaking.**

**Appendix 1 Performance Management Framework**

The following monitoring will be required to demonstrate contractual performance and outcomes achieved by the service:

|  |  |
| --- | --- |
| **Reporting** | **Frequency** |
| Number of referrals | Quarterly |
| Number of sessions delivered | Quarterly |
| Initial contact within 5 working days | Quarterly |
| Appointment offered within 7 working days of initial contact | Quarterly |
| Appointment provided within 15 working days of initial contact | Quarterly |
| Number of data breaches | Quarterly |
| Financial reporting | Quarterly |