



**Invitation to Tender for
Service Design Specialist – Lincolnshire Good
Home Agency Development**



Invitation to Tender for Service Design Specialist – Lincolnshire Good Home Agency Development

The Centre for Ageing Better (the Company) is pleased to invite you to submit a Tender in respect of the above project.

The Services consist of the design, leadership and delivery of a user-centred approach to developing and testing an integrated model of delivering housing and health support in Lincolnshire, in accordance with the enclosed documentation.

The Services shall be in accordance with the Centre for Ageing Better General Conditions of Contract for Services, a copy of which is available on request.

Your Tender response must contain a completed Supplier Questionnaire, Bid Proposal and signed Declaration.

Your Tender shall be returned via e-mail by no later than **17th April 5pm** to the following: responses@ageing-better.org.uk . Please submit any clarification questions by **18th March 5pm**.

Tenders received after the stated closing time and date will be considered late and may not be considered at the absolute discretion of the Company.

The Company is not bound to accept the lowest or any Tender submitted and reserves the right to divide or omit any portion of the Tender as appropriate.

The costs in preparing and submitting your Tender shall not be reimbursed.

If you have any queries in relation to this Invitation to Tender, please do not hesitate to contact us on responses@ageing-better.org.uk

Project Brief

About us

The UK's population is undergoing a massive age shift. In less than 20 years, one in four people will be over 65.

The fact that many of us are living longer is a great achievement. But unless radical action is taken by government, business and others in society, millions of us risk missing out on enjoying those extra years.

At the Centre for Ageing Better we want everyone to enjoy later life. We create change in policy and practice informed by evidence and work with partners across England to improve employment, housing, health and communities.

We are a charitable foundation, funded by The National Lottery Community Fund, and part of the government's What Works Network.

We have four priority goals:

Work

More people are working later in life. But employment rates drop after the age of 55 – and over half of people have stopped working before state pension age.

Supporting people to be in good quality, fulfilling work, for as long as possible, is important for their financial security in later life.

The Centre for Ageing Better is calling on employers to become more age-friendly. This means offering flexible working, fair recruitment and training and progression at every age and actively recognising the positive contribution older workers make. Ageing Better is also working with partners to find ways of helping more people approaching later life to get back into work.

Housing

Most people want to live in their own home for as long as possible. But most housing in the UK does not meet accessibility standards. And millions of homes are not deemed decent – in other words, not safe or warm.

Safe, accessible housing can maintain or improve health, wellbeing and social connections as we age.

The Centre for Ageing Better is campaigning with partners for all new homes to be built to higher accessibility standards and for current housing to be radically overhauled. Ageing Better is also working with planners, designers and developers to provide diverse housing options for people approaching later life.

Health

Too many of us spend later life in poor health and disability despite our longer lives. And people from the poorest areas are spending up to 20 years with disabling health conditions.

Good health allows us to remain independent, work and be involved in our communities.

The Centre for Ageing Better is working with national and local partners to prioritise prevention and early intervention. Ageing Better is also working to ensure people's living and work environments enable them to live a full life even if their health has declined or they have developed a disability.

Communities

The design of the places we live in can enable us to get out and about and meet people as we grow older. But many people face barriers that stop them doing the things they enjoy and that matter to them.

As people approach later life, it's important they live in communities that make it easier to stay connected to other people.

The Centre for Ageing Better is working with local government, businesses and voluntary sector partners to improve transport and community spaces. Ageing Better is also working to increase opportunities for people to be active and involved in their communities regardless of age, ability or circumstances.

Let's take action today for all our tomorrows.

Let's make ageing better.

1. Introduction

This contract is for the design, oversight and support of the implementation of a user-centred design process with Lincolnshire County Council to develop and test a '[Good Home Agency](#)', a holistic and sustainable approach to improving the quality of our existing homes.

At the Centre for Ageing Better, we have a vision – set out in our strategy – to help people on low to middle incomes to improve the condition of their homes. Through the [Good Home Inquiry](#), we have identified where we can have the greatest impact. This is by developing a single point or hub (a Good Home Agency) that will improve access to a range of services, information and advice at a local level including to grants and loans available. It is one of the recommendations of the Good Home Inquiry that every area in the country develop a 'Good Home Agency'. These will build on existing services and assets locally with a particular focus on helping those most in need.

Following the inquiry, we want to test out how to develop and deliver a Good Home Agency in practice, and through this process expand the detail and guidance on what one looks like, and the steps involved. We are partnering with Lincolnshire County Council to do this.

Lincolnshire is a large, rural county with changing demographics and an ageing population. Lincolnshire County Council and the district councils have developed many initiatives that will enable Lincolnshire residents to live independently, stay connected and have greater choice in where and how they live. The development of a Good Home Agency model will support Lincolnshire to achieve the outcomes detailed in its Homes for Independence blueprint and support the work of the Housing, Health and Care Delivery Group to ensure that Lincolnshire residents are able to live in a warm, safe home with as much independence as they can achieve, with timely and appropriate support.

This contract is being procured and managed by the Centre for Ageing Better but the successful bidder will be working closely with a team made up of members from the Centre

for Ageing Better, Lincolnshire County Council and Boston District Council (although this project will operate across multiple districts).

2. Scope of Project

We are looking for a contractor to drive forward the design, development and testing of the Good Home Agency. The contractor will provide design leadership to a small team, to deliver user-centred service approaches based on insight and evidence. We are looking for an experienced designer who can lead and mentor others who are new to design approaches.

We have previously commissioned some initial discovery work exploring the local context and priority issues to address. We also have carried out significant research work previously as part of our Good Home Inquiry. We expect the successful bidder to build upon this existing insight and use this to accelerate a move to design and development work.

Timescales

This contract is for **11 months** commencing 9th May 2022 and ending no later than the 7th April 2023.

The design work and final model must be produced by the start of March 2023 to feed into budget and business planning timescales. We are proposing an additional month after this to allow for any final wrap-up and handover time.

Activities

The contractor will be required to carry out and / or oversee the following activities.

Provide design leadership

- Be the expert on user-centred approaches to service design, providing guidance and mentorship to colleagues on the process
- Lead colleagues to work collaboratively to deliver an effective design process

Plan and implement a design process

- Scope and plan a design process to develop the Good Home Agency model
- Work with the Project Officer to develop and maintain a project plan for the design and implementation process
- Design and facilitate workshops and other methods of engagement
- Build plans for prototyping digital and non-digital elements of the service
- Provide leadership and advice across the council/s to deliver prototypes, working with senior managers to secure these resources
- Synthesise and analyse outputs from workshops and prototyping activities

Developing service models and pilot planning

- Produce clear documentation outlining the service model/s
- Produce guidance on implementation based on lessons learned through prototyping
- Support the production of a plan for piloting the model/s

Learning, monitoring and communications

- Maintain an open dialogue with colleagues to capture learning about the process and what's working / what's not
- Work with the project officer and Ageing Better colleagues to document lessons learnt and insights through reports, blogs and case studies

Stakeholder engagement

- Work with colleagues to represent the project across the County and District Councils and externally to other interested local authorities

Resources

Budget

The budget for this contract is £47,999 - 49,999 excl. VAT.

This budget is inclusive of travel and accommodation expenses. Participation incentives, venue hire and any administrative (e.g. postal costs) do not be to be included, these will be covered by Ageing Better and Lincolnshire County Council separately.

Expected hours per weeks

We anticipate the successful bidder will work approximately 2 – 3 days a week on average on this project. We recognise that the time may vary week – by – week.

Staffing

You will be working as part of a team who will support the delivery of these activities. This is the 'working group' for the project and meets weekly. This team is comprised of:

Role	Description	Time per week on project
Public Health Officer (Lincolnshire County Council)	Project administration and planning, secretariat for working and steering group, support on community engagement, support with workshop/engagement logistics, planning and delivery, support on planning and delivery of prototypes, support on communications	30 hours
Strategic Lead (Boston District Council)	The lead for countywide work to keep people safe and independent in their own homes with the remit of rethinking and reshaping how we maximise outcomes for residents and integrate and enhance services. A key link for the project and assist with the work, helping create effective partnerships and connections as well as leading on other specific projects linked to the project. Supporting and providing a link to the Lincolnshire Accessible Homes Group	22.5 hours
Innovation and Change Manager (Ageing Better)	Ad hoc support on workshop and prototyping planning / delivery and service blueprinting. Supporting ongoing learning throughout the project via learning network and learning partner role	22.5 hours

Evidence Manager (Ageing Better)	Access to previous literature and evidence to inform discovery phase. Supporting ongoing learning throughout the project via learning network and learning partner role	7.5 hours
Evidence Assistant (Ageing Better)	Ad hoc support on workshop preparation and write up and collation of data and insights from workshops / stakeholder engagement	7.5 hours
Lincolnshire Partnership Manager (Ageing Better)	Ad hoc support on project delivery and accessing key stakeholders in Lincolnshire	3.25 hours

The contract will be managed by the Senior Innovation & Change Manager (Ageing Better), who will provide strategic support and steer for the project through regular catch ups (frequency to be determined on contract commencement).

Additional ad hoc support and guidance will be provided by members of the steering group as required:

- Public Health Programme Manager, Lincolnshire County Council
- Service Manager, Affordable and Accessible Homes, Boston Borough and East Lindsey District Council/South and East Lincolnshire Councils Partnership
- Senior Programme Manager- Homes, Centre for Ageing Better
- Head of Partnership/Localities, Centre for Ageing Better
- Director of Programmes, Centre for Ageing Better

Additional separately contracted activities

Alongside the service design contract, we are separately commissioning the following activities to support the delivery of this project:

- 1. Community engagement:** Ageing Better are intending to commission grassroots organisations to support with the sourcing and recruitment of participants to engage with the design process. These contracts will cover incentives and venue costs.
- 2. Digital design:** Ageing Better will separately commission freelance digital design support as required through the project, to assist with developing materials for engagement, prototyping and in supporting the final write up, up to the value of £5000 incl VAT. We will work with the service designer contractor to determine what digital design support to commission and when.

Ageing Better are also delivering a strand of learning activities to support the ongoing development of the project. We are establishing a small learning network / community of practice of other local areas who are on a similar journey as Lincolnshire. This is being led by the Innovation and Change and Evidence Manager. They will also be performing the role of 'learning partner' and will be capturing the lessons learnt throughout the project, supporting continuous improvement and external communications on the progress and insights from the design work.

3. Aims, Outcomes and Objectives

Aim

- To develop and prototype a feasible, desirable, viable and sustainable model for a Good Home Agency in Lincolnshire that can be taken forward for piloting

Objectives

- To plan and lead a design process to develop the Lincolnshire Good Home Agency model
- To take a user-centred approach to developing the Good Home Agency – involving a wide range of stakeholders, including a diverse range of people with lived experience
- To undertake a ‘consolidation / discovery’, design’ and ‘prototyping’ phase to develop ideas and assess them for their feasibility, viability and desirability
- To produce a final Good Home Agency ‘model’ that can be taken forward for larger-scale piloting across Lincolnshire
- To develop options for the pilot and longer-term funding and operational model for the Good Home Agency in Lincolnshire
- To identify enablers / conditions of success for the Good Home Agency Model including where existing services require development / improvement or where service gaps exist that need filling
- To support ongoing sharing of learning / findings with colleagues
- To support colleagues to develop a plan and recommendations for piloting the proposed model

At this stage we are not specifying target numbers for stakeholder involvement in design and prototyping, nor for the number of ideas to be developed or prototyped. We would welcome suggestions from bidders as to what numbers might be feasible within the scope of this project.

Outcomes

- Participants in the design process feel listened to and can understand how their input contributed to the final model developed
- Stakeholders within Lincolnshire develop a clearer understanding of:
 - What a Good Home Agency is;
 - How this aligns with local priorities and;
 - How it can be delivered in practice
- A pilot can be commissioned as per the final recommendations of the service designer

Ageing Better will monitor these outcomes as part of their overall governance of the project. The outcomes are the responsibility of the project team, as led by the contractor

4. Key Requirements

Deliverables

- A series of workshops / engagement activities to develop ideas for the service model
- A series of prototypes to test and refine the ideas
- A proposed model for a Good Home Agency, detailing requirements for successful implementation and suggestions for piloting
- A write up of the process undertaken, the options identified, how they were appraised for their feasibility, viability and desirability and decisions made in developing the refined model
- Written output summarising the key lessons and ideas generated through the project (including those not taken forward)

The contractor will be responsible for ensuring these deliverables are provided but will have the support of the project team to produce them.

Insurances

The Contractor shall take out and maintain in full force and effect with a reputable insurance company the following minimum insurances for the duration of the Contract:

1. Public Liability insurance – £10 million
2. Employer's Liability insurance – £5 million
3. Professional Indemnity insurance – 1 million

5. Evaluation Methodology

Bids will be evaluated on a quality/cost ratio of 80%/20%. The individual weightings for the 80% quality element are stated against each question in the Bid Proposal document.

The Bidder that submits the lowest Bid Total will receive the maximum score of 20%. All other Bidders' Bid Totals will be scored based on the following formula:

$$\frac{\text{Lowest Bid Total}}{\text{Bidder's Bid Total}} \times 20$$

6. Timescales

The indicative timetable for the procurement is as follows:

Stage	Date
Issue ITT document	9 th March
Deadline for clarifications	18 th March
ITT return deadline	17 th April
Bid evaluation completion	20 th April
Interviews	26 th April
Notification of result	29 th April
Contract award	9 th May

Ageing Better reserve the right to amend these dates.

Supplier Questionnaire

1	Bidder name	Insert details
2	Registered address	Insert details
3	Name of person completing the Invitation to Tender	Insert details
4	Telephone number	Insert details
5	E-mail address	Insert details
6	Company status (e.g. Ltd, Plc, sole trader, Charity, Community Benefit Society, etc.)	Insert details
7	VAT registration number	Insert details
8	Company registration number and/or charity number	Insert details
9	Date of incorporation	Insert details
10	Please attach a latest copy of the Bidder's latest audited accounts	
	Accounts enclosed – Yes/No	
11	Please provide evidence of the following levels of insurance cover: <ul style="list-style-type: none"> • Employer's liability 	

	<ul style="list-style-type: none"> • Public liability • Professional indemnity
	Insurance evidence enclosed – Yes/No
12	Please provide details of any relevant industry accreditations held by the Bidder.
	Insert accreditation details
13	Please provide the organisation name, contact details and a brief description of 2 contracts of a similar nature which demonstrate the Bidder's experience in relation to Ageing Better's requirements. Any contract award will be subject to a satisfactory reference being provided by one or both of the named companies.
	Insert details

Bid Proposal

Quality (weighting 80%)

Reflecting the requirements set out in the Project Brief, please submit your responses to the following:

1. Experience and skills (weighting 20%)

We are looking for an individual / team with a track record of delivering co-design projects and prototyping with a strong understanding of housing and the issues relating specifically to older adults. We would ideally like an individual / team that has experience of delivering design-led projects within the public sector, and who have an understanding of the workings of two-tier authorities.

Please outline your experience in relation to similar projects and highlight your knowledge and experience of the topic areas (maximum 1000 words).

2. Delivery of Outcomes and Objectives (weighting 25%)

Please outline your proposed approach to delivering the objectives as per the project brief. Please indicate how you would work with the project team and wider resources as detailed in the project scope to deliver this project. Please also detail how you propose to split your time working remotely and in Lincolnshire. Please highlight any challenges you foresee in delivery and how these might be overcome (maximum 1,000 words).

3. Stakeholder Engagement (weighting 15%)

Please explain how you will engage the range of stakeholders that you will be required to engage with to deliver this project. Please outline the approach you will take to ensure equal and open participation of all stakeholders in co-design and prototyping (maximum 800 words).

4. Communications (weighting 15%)

Please demonstrate how you will ensure timely and effective communications with the immediate project team, steering group and wider stakeholders (maximum 500 words).

5. Risk Management Analysis (weighting 5%)

Please identify the risks to achieving the stated outcomes and objectives and your proposals for mitigating them (maximum 500 words).

6. Price (weighting 20%)

Please provide your proposed cost for delivery of the contract. Please provide details of the proposed number of days allocated to the contract, the associated day rates, and any applicable travel and accommodation expenses.

All costs are to be stated exclusive of VAT, and confirmation if VAT is applicable.

Total Price for this Tender

£

in words

Declaration

I/We, having read and understood the Invitation to Tender hereby offer to supply the [Supplies/Services] in accordance with the Project Brief at the stated cost, and that this offer remains valid for a period of ninety (90) days.

Duly authorised to submit Tenders for and on behalf of the Company:

Name:

Signature:

Date:

Company:

Telephone:

E-mail: