



Developing culturally sensitive and inclusive Good Home Hubs

Deadline for Tender Submissions:

5pm 14 October 2024

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1. About us

Everyone has the right to a good life as they get older and our whole society benefits when they do. But stark and widening inequalities mean more and more people are going to live in poor health and face poverty and discrimination as they get older. This is unacceptable and has huge consequences for these millions of individuals and for all of us.

We have identified three main areas where we think we can make real progress.

1. Challenging ageism and building an Age-friendly movement

We are confronting the pernicious ageism that exists across society. Ageism affects people of all ages, but it can limit people's lives profoundly as they get older, whether through discrimination in the workplace or being denied access to potentially life-saving healthcare. Ageism means we don't value older people or invest in ways to help people age well. Everyone, everywhere has a stake in changing this and we are building an age-friendly movement across the country, inspired by a new campaign to stamp out ageism.

2. Creating age-friendly homes

Most people want to live in their own home, in the communities they belong to, for as long as possible. But far too many older people are currently living in homes, that are endangering their lives. Much of the housing in England is dangerous or unsuitable for older people. Homes are not safe or warm. They have hazards and are inaccessible for anyone with a disability. This needlessly costs society millions each year in NHS and social care costs. We want to make homes more age-friendly so that more people can remain living independently, healthily and happily as they grow older.

3. Fostering an age-friendly work culture

There is no expiry date for workers, but as people get older many face discrimination on the basis of their age - or challenges accessing the work that works for them. Our country wastes a huge amount of talent, skills and experience by denying older workers the chance to stay in jobs or find new ones. This comes with a huge price tag for society, with hundreds of thousands of people in their 50s and 60s who want to work shut out of the labour market for good. With employers facing labour shortages and productivity challenges, they cannot afford to lose or ignore this part of the workforce. We are working with employers to create an Age-friendly Employment culture and workplace practices so that everyone can remain in good jobs for as long as they want and are able to.

2. Contract Overview

2.1 Introduction

The Centre for Ageing Better is pioneering ways to make ageing better a reality for everyone. This includes challenging ageism and building an Age-friendly Movement, creating Age-friendly Employment and Age-friendly Homes.

We want everyone to be able to live in a safe, warm and well-maintained home. But we know too many people currently live in homes that are unsuitable, unsafe and could even be endangering their lives. The Centre for Ageing Better's [Good Home Inquiry](#) sought to determine the causes of, and solutions to, the poor quality of so much of our housing in England.

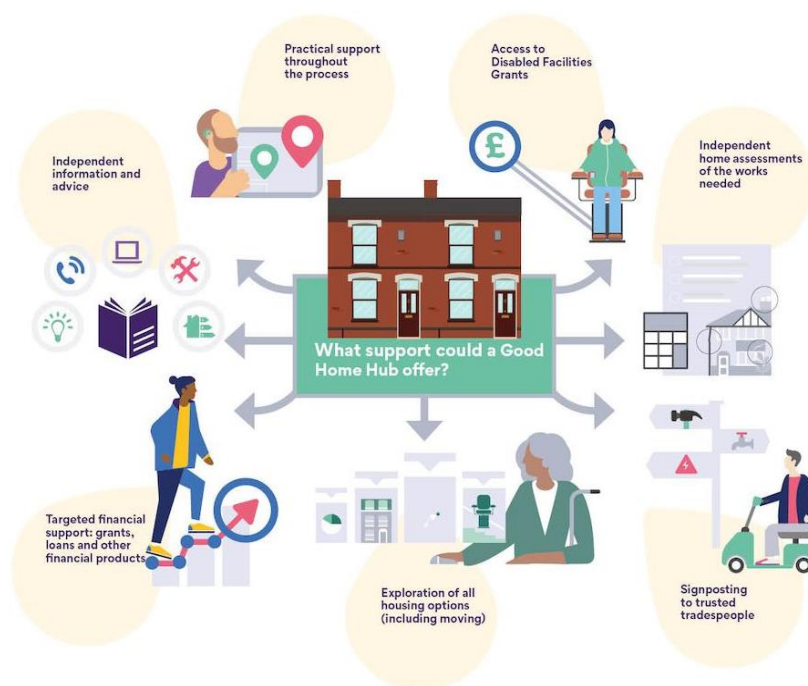
The risk of living in an unsafe home is not equally shared. Those from Black and Minority Ethnic (BAME) backgrounds, with disabilities, living in poverty and in certain parts of the country are significantly more likely to be living in a poor-quality or over-crowded home or one that does not meet their access needs.

The Centre for Ageing Better is committed to reducing the number of non-decent homes and addressing inequalities in how people experience older age. It is therefore essential that the solutions we promote reflect the needs of at-risk communities both in terms of their design and implementation.

We have heard from a number of people, including individuals from older, diverse communities involved in our project work and our Experts by Experience group, that services that are currently available to support people make changes to their homes do not meet their needs.

We believe a key solution to improving people's homes is easy to use, one-stop shops that provide support on aids and adaptations, repairs and maintenance, finance and energy efficiency; providing support to people from all tenures and abilities to pay, delivered in partnership between local authorities, charities and businesses. We call this model a Good Home Hub (see diagram in Fig 1. below). We recognise this model can take many forms and there is already much good practice across England. However, whilst most areas have some form of support, the offer varies significantly by local area with respect to the services provided, eligibility and, we can assume, impact.

Figure 1: Outline of Good Home Hub model



We have produced outputs that detail the barriers [Good Home Hubs](#) tackle and approaches to establishing these services in local areas, including participation in the design of local services. These are based on research conducted as part of the [Good Home Inquiry](#) and our work to pilot a home improvement service in Lincolnshire. However, this research was not focused on older people from BAME communities.

We know community members who are typically involved in service design are often those who are more engaged with current services, so not representative of seldom heard or at-risk groups. We recognise also that the service design process often does not include older people from BAME communities, and the process can be flawed as service designers – typically white, educated and middle-class individuals – will have inherent biases. If the process does not actively acknowledge and combat bias and lack of representation, it risks perpetuating both.

We want to ensure that the services provided by a Good Home Hub reach those most in need of support and are therefore commissioning this piece of work to focus on understanding the experiences of older people from BAME communities both as service users and participants in service design.

2.2 Scope of the contract

We would like to commission an organisation (or organisations) with specific knowledge and experience of working with BAME communities to understand:

- What are the requirements for culturally sensitive and inclusive home improvement services that would be accessed and used by older people in BAME communities
- What are the requirements for culturally sensitive and inclusive service design processes that would enable the participation of older people from BAME communities

This will include working directly with older people in BAME communities to understand their experiences, and to share and amplify their stories of these experiences.

We welcome bids from organisations working in partnership.

2.3 Aims and objectives

The aim of the *Developing culturally sensitive and inclusive Good Home Hubs* project is to build evidence and understanding of:

1. Which current home improvement services and/or incentive schemes (including national incentive schemes, such as GBIS, Green Homes Grant etc) are accessed and used by older people from BAME communities, and how well do they meet their needs
2. What would a culturally sensitive Good Home Hub that works for older people in BAME communities look like
3. What considerations need to be addressed to enable older people from BAME communities to participate in service design of home improvement services

Our aim is to use this evidence and understanding to improve the range and quality of home improvement services being offered across the country. We will influence national and local decisionmakers through our networks – the Good Home Network and Age-Friendly Communities – and through the production of accessible and impactful outputs.

2.4 Research questions

We expect these research questions to be refined at the start of the project in conversation between the successful bidder and the Centre for Ageing Better.

We anticipate our **key research questions** might include:

Repairing and maintaining homes – policy and service delivery

- a) Which home improvement services and incentive schemes (including national incentive schemes, such as GBIS, Green Homes Grant etc) do older people from BAME communities currently use? (The scope of this will be defined in agreement between the successful bidder and Ageing Better).
- b) What challenges are currently faced in accessing and using these services and initiatives?
- c) Which older people from BAME communities are most at risk of not using the services we set out in the [Good Home Hub](#) model and why?
- d) How can local authorities and partners increase access and use of the services we set out in the Good Home Hub model by older people from BAME communities?

Service redesign

- e) How are older people from BAME communities currently engaged in service design?
- f) Which older people from BAME communities are most at risk of not participating in service design work and why?
- g) How can service designers and local partners increase the participation of older people from BAME communities in service design work?

2.5 Activities

Activities are likely to include (but may not be limited to):

- Literature review of current home improvement services, service design, current incentive schemes (including national incentive schemes, such as GBIS, Green Homes Grant etc) and use / access by older people from BAME communities. Bidders may also want to conduct some stakeholder interviews (organised by the bidders themselves).
- Qualitative primary research with older people from BAME communities to gather insights on their experiences.
- Based on this research, developing stories in the form of written case studies, films, photo images etc. alongside research participants to be shared on Ageing Better media channels and with potential to pitch to media by Ageing Better.

For the qualitative research we are expecting bidders to suggest and justify the kinds of methods they will use to explore experiences of older people from BAME communities in a meaningful and detailed way.

We understand that this qualitative research will not be representative. We are open to bidders proposing different approaches to engaging with research participants (eg engaging with different numbers of older people / older people from one community or from a number of different communities / one or more geographical areas etc). But we expect bidders to suggest and justify their choices in terms of numbers of research participants, communities, geographical areas, demographics – and to demonstrate how they will endeavour to make engagement inclusive.

We would expect the majority of participants to be aged between approximately 50 – 70 years of age, with a gender balance and some experience of having lived in poor-quality housing and/or having to undertake repairs. We would also expect participants to come from different tenure types (private-rented, owner-occupier, social housing).

2.6 Outputs

We anticipate outputs could include:

- Publication of final research output to include:
 - Briefing with context setting and policy reflection based on literature review
 - Experiences of older people from BAME communities with regard to:
 - Accessing and using home improvement services
 - Participation in service design
 - Accessing support and incentive schemes (including national incentive schemes, such as GBIS, Green Homes Grant etc)
- Recommendations / considerations for service providers and commissioners on how to design and develop culturally sensitive and inclusive home improvement services.
- Recommendations for national government on the design and implementation of national incentive schemes.
- Impactful stories of the experiences of older people from BAME communities in the form of written case studies, photographs, films etc. Ageing Better has reserved an additional £3,000 for bidders to use for gathering and sharing stories (see 3.6 below). Bidders can propose to spend more than this £3,000 but will need to account for this in their budget.

Bidders are welcome to suggest their own additional outputs. The Centre for Ageing Better is likely to produce an insight report and other outputs based on what is delivered. These will be funded by the Centre for Ageing Better and not included in the costings.

2.7 Contract term

We anticipate the contractor will be appointed in November 2024 and the contract will run until July 2025.

2.8 Budget

We have a budget of **£36,666 exclusive of VAT**.

This budget is for your activities only and must include any costs associated with remunerating research participants.

With respect to publication of outputs, we do not expect bidders to include any costs related the design and external publication of written outputs. Ageing Better has reserved an additional £3,000 to cover these costs.

With respect to costs associated with photography and film-making, we do not expect bidders to include any costs related to the commissioning of these activities. Ageing Better has reserved a separate additional £3,000 to cover these costs.

Costs in the Pricing Document should be presented exclusive of VAT. Bidders should state whether or not they will apply VAT to the total Contract value. Ageing Better recommends that Bidders should seek independent advice if they do not intend to apply VAT. Ageing Better will not make any additional provision to the agreed Contract value in order to cover VAT liabilities, if these costs are not included in the original Pricing Document.

2.9 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:

- Public Liability insurance – £1 million
- Employer’s Liability insurance – £5 million
- Professional Indemnity insurance – £1 million

2.10 Timescales

The indicative timetable for the procurement is as follows:

Stage	Date
Invitation to Tender issued to Bidders	Mid-August 2024
Deadline for clarification questions	5pm 16 September 2024
Clarification questions published	23 September 2024
Deadline for bid submission	5pm 14 October 2024
Bidder Interview	w/c 21 October 2024
Notification of result	w/c 28 October 2024
Contract commencement	Beginning November 2024

Ageing Better reserve the right to amend these dates.

2.11 Terms and Conditions

Below are the terms and conditions, to be signed at contract award.

[Conditions of Contract](#) (these are our standard conditions of contract)

3. Invitation to Tender evaluation criteria

Criteria	Sub Criteria	Weighting
Price (20%)	Pricing	20%
Quality (80%)	Project team knowledge, skills and experience	30%
	Approach and methodology	25%
	Project management	15%
	Risk management	10%
	Total	100%

3.1 Scoring

Scoring

Criteria 1 to 5 shall be scored on a scale of 0 to 5 by reference to the following scoring guide:

Score	Description
5	Exceptional. Demonstrates strengths, no errors, weaknesses or omissions and exceeds expectations in some or all respects.
4	Good. The standard of response fully meets expectations.
3	Satisfactory. The response is acceptable but with some minor reservations.
2	Poor. The response is deficient in certain areas where the details of relevant response require the reviewer to make certain assumptions.
1	Very Poor. The response is deficient in the majority of areas where the details of relevant response require the reviewer to make frequent assumptions.
0	Rejected. Response is unacceptable or non-existent, or there is a failure to properly address any issue.

Price is weighted at 20%. The Bidder that submits the Lowest Bid Total shall receive the maximum score of 20%. All other Bidders' Bid Totals shall be evaluated using the following formula:

Lowest Bid Total

_____ X 20

Other Bidder's Bid Total

If a Bidder is successful in its bid for the Contract, then the Pricing Document is submitted as part of its bid will be referenced in the Contract it enters into with Ageing Better and will be used in calculating the amount payable to the successful Bidder under the Contract.

4. Bid return and Tender evaluation process

4.1 Amendments to the Invitation to Tender

Ageing Better reserves the right to issue amendments or modifications to this Invitation to Tender during the Invitation to Tender stage. These will be listed on the opportunities section of our website/uploaded to the CCS Framework and bids will be assumed to take account of any such modifications and amendments.

4.2 Procedure for the submission of clarification questions

Bidders shall submit clarification questions to this Invitation to Tender by no later than **5pm on 16 September 2024** via e-mail to: **rachel.monaghan@ageing-better.org.uk**.

Responses to clarification questions will be openly published on our website for all interested parties to view.

4.3 Procedure for the submission of bids

Bidders shall submit one electronic copy Invitation to Tender by no later than **5pm on 14 October 2024** via e-mail to: **rachel.monaghan@ageing-better.org.uk**

The Invitation to Tender return shall state the following title:
Developing culturally sensitive and inclusive Good Home Hubs

We will acknowledge receipt of all bids.

Please provide your response to this Invitation to Tender by completing the required documents. Please do not provide separate or different types or formats of documents unless specifically requested to do so.

Please note that any stated limits on length of responses set out in the Invitation to Tender must be strictly adhered to. Any question response exceeding the stated limit will be disregarded beyond that limit. Unless specifically requested to do so, please do not include or upload any standard marketing or promotional material within your answer as this will be disregarded.

Supporting information (appendices, attachments etc.) should be presented in the same order as, and should be referenced to, the relevant question.

Late submissions will not be accepted.

Bidders are strongly recommended not to leave their Invitation to Tender submission to the last minute. Ageing Better will not be held liable for failures to submit an Invitation to Tender on time due to technical issues reported less than 24 hours before the submission deadline.

4.4 Content of bids

All bids must consist of the following items/documents:

- Confirmation of acceptance of the Conditions of Purchase as set out at Appendix 1;
- A completed Pricing Document as set out at Appendix 2;
- A completed Written Return, specifying how the Bidder will carry out the Services to be provided under the Contract, as set out at Appendix 3
- A copy of the Form of Tender as set out as Appendix 4 signed by the authorised signatory submitting the bid on behalf of the Bidder;
- A completed Anti-Collusion Certificate as set out at Appendix 5, signed by the authorised signatory submitting the bid on behalf of the Bidder;
- A completed Non-Canvassing Certificate as set out as Appendix 6, signed by the authorised signatory submitting the bid on behalf of the Bidder.
- A signed Supply Chain of Conduct as set out at Appendix 7, signed by the authorised signatory submitting the bid on behalf of the Bidder.

4.5 Evaluation of bids

- Bids will be checked initially for compliance with this Invitation to Tender and for completeness. Bids that are not substantially complete and/or compliant with this Invitation to Tender may be rejected;
- During the evaluation period, Ageing Better reserve the right to call for further information/clarifications from Bidders to assist it in its consideration of their bids. Note that Ageing Better reserve the right to adjust the scoring of a Bidder's bid if information is established during clarifications that fundamentally changes any tendered proposal.
- The purpose of the Bidder interview is to allow Ageing Better to achieve a more rounded appreciation of Bidders' proposals. Note that Ageing Better reserve the right to adjust the scoring of a Bidder's bid if information is established during the interview that fundamentally changes any tendered proposal.

5. Important notices for bidders

5.1 Accuracy of information and liability of Ageing Better and its advisers

The information contained in this Invitation to Tender has been prepared by Ageing Better in good faith but does not purport to be comprehensive or to have been independently verified. Ageing Better does not accept any liability or responsibility for the adequacy, accuracy or completeness of, or makes any representation or warranty (express or implied) with respect to the information contained in the Invitation to Tender or with respect to any written or oral information made or to be made available to any Bidder or its professional advisors and any liability therefore is hereby expressly disclaimed.

Bidders considering entering into a contractual relationship with Ageing Better should make their own enquiries and investigations of Ageing Better's requirements. The subject matter of this Invitation to Tender shall only have contractual effect when it is contained in the express terms of an executed agreement.

Nothing in this Invitation to Tender is, or should be, relied upon as a promise or representation as to the future and Ageing Better does not undertake to provide Bidders with access to any additional information or to update the information in this Invitation to Tender or to correct any inaccuracies that may become apparent. Ageing Better reserve the right, without prior notice, to change the procedures outlined in this Invitation to Tender or to terminate discussions and the delivery of information at any time before entering into the Contract.

5.2 Anti-collusion

Any Bidder who, in connection with the competition for the selection of Bidders for the Contract:

- Fixes or adjusts its bid by or in accordance with any agreement or arrangement with any other Bidder;
- Enters into any agreement or arrangement with any other Bidder to refrain from making a bid or to alter, in any way, the content of any bid to be submitted;
- Causes or induces any person to enter into any such agreement as referred to above or to inform any other Bidder of the content of any other bid for the Contract;
- Offers or agrees to pay or give or does pay or give any sum of money, inducement or valuable consideration directly or indirectly to any persons for doing or having done or causing or having caused to be done any act or omission in relation to any other bid or proposed bid for the Contract; or
- Communicates to any person (outside its consortium, its professional and financial

advisers other than Ageing Better or any person duly appointed by Ageing Better) the content of its proposed bid, will be disqualified (without prejudice to any other civil remedies available to Ageing Better and without prejudice to any criminal liability that such conduct by a Bidder may attract) from further participation in the competition for the Contract. Bidders are required to return with their bid the Anti-Collusion Certificate set out at Appendix 6.

5.3 Non-canvassing

Any Bidder who, in connection with its bid for the Contract:

- offers an inducement, fee or award to any representative of Ageing Better or any person acting as an adviser to Ageing Better in connection with the selection of Bidders for the Contract; or
- does anything which would constitute a breach of the Bribery Act 2010, will be disqualified (without prejudice to any other civil remedies available to Ageing Better and without prejudice to any criminal liability that such conduct by a Bidder may attract) from further participation in the competition for the Contract. Bidders are required to return with their bid the Non-Canvassing Certificate set out at Appendix 7.

5.4 Copyright

The copyright in this Invitation to Tender is vested in Ageing Better and may not be reproduced, copied or stored in any medium without the prior written consent of Ageing Better. This Invitation to Tender and any document issued to Bidders supplemental to it shall remain the property of Ageing Better and shall be returned upon demand.

5.5 Tax Liability

Ageing Better and its subsidiaries, conducts their activities with integrity, transparency and fairness. Ageing Better are committed to the prevention of the facilitation of tax evasion as they recognise the importance of fostering a positive culture of tax compliance and maintaining the confidence of students, staff, partner organisations, other customers and the tax authorities.

Ageing Better and its subsidiaries do not and will not work with others who do not share their commitment to preventing the facilitation of tax evasion.

5.6 Modern Slavery Act 2015

The Bidder recognises that Ageing Better has a legal and moral commitment to ensuring that Ageing Better, through its staff, associates, agents, service providers and suppliers,

conducts its business in accordance with the highest standards of ethical behaviours, transparency and probity. The Bidder shall, upon the request of Ageing Better, provide evidence of the steps the Bidder is taking to ensure that slavery and human trafficking is not taking place in any part of the Bidder's own business or supply chain in accordance with the provisions of the Modern Slavery Act 2015.

5.7 Confidentiality

Bidders shall not undertake (or permit to be undertaken) at any time, whether at this stage or after conclusion of the Contract, any publicity activity with any section of the media in relation to the Contract other than with the prior written consent of Ageing Better (in relation to the form and content of the proposed publicity).

5.8 Ageing Better's right to reject bids

Notwithstanding anything else stated in this Invitation to Tender, the issue of this Invitation to Tender in no way commits Ageing Better to enter into the Contract or any other agreement whatsoever. Ageing Better is not bound to accept any bid and reserve the right to accept any bid either in whole or in part.

Ageing Better reserve the right to reject any or all of the responses received and discontinue the bidding process and/or reject any incomplete or incorrectly completed responses.

Bids will be checked initially for compliance with the requirements of this Invitation to Tender and for completeness. Clarification may be sought from Bidders in order to determine if a bid is complete and compliant. Bids that are not substantially complete and/or compliant with the requirements of this Invitation to Tender may be rejected.

5.9 Time

Ageing Better reserves the right, in its absolute discretion to amend the timetable or extend any time period in this Invitation to Tender.

5.10 Tender withdrawal

Ageing Better reserves the right to withdraw the tender for any reason, at any time.

5.11 Bid costs and loss of profits

Bidders shall bear their own costs and in no circumstances whatsoever shall Ageing Better become liable for any bidding costs, nor shall Ageing Better be liable for any loss of profits, loss of Contracts or other costs or losses suffered or incurred by a Bidder as a result of that Bidder not being awarded one or more Contracts pursuant to this procurement process. Ageing Better shall similarly not be liable in the event that the procurement process is cancelled, whatever the reason.

Appendix 1: Conditions of Contract

Whilst Ageing Better cannot guarantee agreeing to amendments in its Terms and Conditions, all queries and suggested changes must be noted in the Bidder's submission documents.

Conditions of Contract

Appendix 2 - – Pricing Document

Pricing Preambles

1. The Pricing Document contains the Bidder's rates (excluding VAT).
2. The descriptions in the Pricing Document shall not be regarded as an exhaustive statement of everything included in the Contract; refer to the Specification for the full Contract requirements. The rates in the Pricing Document shall include for all work shown or described in the Contract as a whole and for all work not described but apparent as being necessary for the provision of the Services.
3. Where quantities are stated in the Pricing Document the Bidder should note that they may vary and there is no guarantee of quantity. The rates quoted in the Pricing Document shall apply regardless of the actual quantity of Services subsequently ordered.
4. No quantity or continuity of work is guaranteed to the Bidder and this should be taken into account when completing the Pricing Document. Unless expressly stated to the contrary, any quantities given in the Pricing Document are indicative only.
5. Payment shall be made in accordance with the Pricing Document and the procedures described in the Conditions of Contract attached at Appendix 1.
6. The Bidder shall include all mileage, subsistence and expenses costs within the submitted rates.
7. The Bidder shall include all costs for the production of any documentation and the attendance of any meetings required by Ageing Better under the Contract within the submitted rates.

Schedule of Rates

Team member	Role	No. of days	Price per day (excl. VAT)	Total days

Total (excl. VAT)				£

Please detail an approximate budget for any further anticipated expenditure, including how much you plan to spend on:

- research activities
- remunerating research participants
- any expenditure on gathering and sharing stories above the £3,000 reserved by Ageing Better (see 2.6)

Tender total

Total price for this tender (excl. VAT)	£
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The above rates shall include for all work shown or described in the Contract as a whole and for all work not described but apparent as being necessary for the provision of the Services.

Appendix 3 – Written Return

Each Section is linked to the Evaluation Criteria detailed in Section 4 of this ITT document. The Section weightings are shown in each Section heading.

Each element of each question shall be scored on a scale of 0 to 5 by reference to the scoring guide detailed in Section 4 of this ITT document:

Bidders shall note that there is a 2,500 word limit for the entire written return. Words that are used in diagrams are included in the word limit but it doesn't apply to Bibliographies, reference lists or CVs.

Section 0 – General Information

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
10	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	

NOTE TO BIDDERS

Upon identifying the successful Bidder, Ageing Better may seek further evidence to determine the Bidder's ability to perform the Contract prior to awarding the Contract. If the Bidder is unable to provide the further evidence required, Ageing Better reserves the right to withdraw the Bidder's successful Bidder status.

Section 1: Knowledge, skills and experience	Weighting
	30%

Please outline the knowledge, skills and experience of each member of the team, highlighting in particular:

- Knowledge of issues relating to older people from BAME communities
- Knowledge of issues relating to housing issues
- Experience/skills relating to relevant research methods and gathering stories

Please also include CVs for every team member as an appendix – this does not count towards the 2,500-word limit for the overall written response

Bidder's Response

Section 2- Approach and methodology	Weighting
	25%
<p>Please outline your approach to the project, including but not limited to:</p> <ul style="list-style-type: none">○ Refining research questions○ Proposed methods to answer research questions (literature review, primary research)○ Identifying recommendations (for service providers)○ Storytelling outputs	
Bidder's Response	

Section 3: Project management	Weighting
	15%
<p>Please outline your preferred project management approach focusing on:</p> <ul style="list-style-type: none">○ How you will work with the Centre for Ageing Better○ How you will ensure the project is kept to time and budget○ Your proposed timeline for the project	
Bidder's Response	

Section 4: Risk Management	Weighting
	10%
<p>Please outline the main risks associated with the Contract and how you intend to manage the project to mitigate these risks.</p>	
Bidder's Response	

Appendix 4 – Form of Tender

To: **Centre for Ageing Better**

Re: **Developing culturally sensitive and inclusive Good Home Hubs (the “Contract”)**

Dear Sirs

1. Having examined the Invitation to Tender and having satisfied ourselves as to all other matters relevant thereto, we confirm our tender for the Contract.
2. We enclose our tender, and confirm that these comprise all of the documents required to be submitted in accordance with the matters set out in the Invitation to Tender. We acknowledge that we are bound by our proposals submitted pursuant to the Invitation to Tender.
3. We hereby unconditionally and irrevocably offer to provide the Services requested to be provided and performed under the Invitation to Tender in accordance with the Contract and at no greater rates or prices than the rates or prices stated in the Pricing Document.
4. We confirm that we are fully conversant with all the Invitation to Tender documentation and that this tender is submitted strictly in accordance with the Invitation to Tender.
5. We agree that this tender shall remain open to be accepted or not by Ageing Better and shall not be withdrawn for a period of twelve (12) months from the deadline for receipt of tenders as set out in the Invitation to Tender, or such longer period as may be agreed with Ageing Better.
6. We undertake to execute the Contract for the proper and complete fulfilment of the Services required or any part or parts thereof, as you may in your absolute discretion award to us.
7. We agree that we shall commence and undertake the Services required when instructed to do so pursuant to the terms of the Contract.
8. We certify that the details of this tender and the Invitation to Tender documentation have not been communicated to any other person or adjusted in accordance with any agreement or arrangement with any other person or

organisation.

9. We acknowledge that Ageing Better is not bound to accept the lowest or any tender it may receive, and reserve the right at its absolute discretion to accept or not to accept any tender submitted.
10. We certify that we have full power and authority to enter into the Contract and to carry out the Services, and that this is a bona fide tender.
11. We confirm that in submitting our tender, we have satisfied ourselves as to the accuracy and completeness of the information we require in order to do so (including that contained in the Invitation to Tender).

Total Price for this Tender

£.....

in words

Signed for on behalf of the Bidder by a duly authorised signatory of the Bidder:

Signed: _____

Name: _____

Position/Status: _____

On behalf of:
(name of Bidder) _____

Date: _____

Appendix 5 – Anti-Collusion Certificate

To: **Centre for Ageing Better**

Re: **Developing culturally sensitive and inclusive Good Home Hubs** (the “Contract”)

The essence of the public procurement process is that Ageing Better shall receive *bona fide* competitive tenders from all Bidders. In recognition of this principle we hereby certify that this is a *bona fide* bid, intended to be competitive, and that we have not fixed or adjusted the bid by or under or in accordance with any agreement or arrangement with any other Bidder (other than a member of our own consortium). We have not and insofar as we are aware neither have any of our employees, contractors, advisers, agents, officers or subcontractors:

1. Entered into any agreement with any other person with the aim of preventing bids being made or as to the fixing or adjusting of any bid or the conditions on which any bid is made; or
2. Informed any other person, other than the person calling for this bid, of the content of the bid, except where the disclosure was necessary for the preparation of the bid for insurance, for performance bonds and/or Contract guarantee bonds or for professional advice required for the preparation of the bid; or
3. Caused or induced any person to enter into such an agreement as is mentioned in paragraph (1) and (2) above; or
4. Committed any offence under the Bribery Act 2010; or
5. Offered or agreed to pay or give any sum of money, inducement or valuable consideration directly or indirectly to any person for doing or having done or causing or having caused to be done in relation to any other bid or proposed bid any act or omission; or
6. Canvassed any other persons referred to in paragraph (1) above in connection with the Contract; or
7. Contacted any officer of Ageing Better about any aspect of the Contract except in a manner permitted by the Invitation to Tender.

We also undertake that we shall not procure the doing of any of the acts mentioned in paragraphs (1) to (7) above before the hour and date specified for the return of the bid nor (in the event of the bid being accepted) shall we do so while the resulting Contract continues in force between us (or our successors in title) and Ageing Better.

In this certificate

The word “person” includes any person, body or association, corporate or incorporate and “agreement” includes any arrangement whether formal or informal and whether legally binding or not.

Signed for on behalf of the Bidder by a duly authorised signatory of the Bidder:

Signed: _____

Name: _____

Position/Status: _____

On behalf of:
(name of Bidder) _____

Date: _____

Appendix 6 – Non-Canvassing Certificate

To: **Centre for Ageing Better**

Re: **Developing culturally sensitive and inclusive Good Home Hubs (the “Contract”)**

Non-Canvassing Certificate

I/we hereby certify that I/we have not canvassed or solicited any officer or employee of Ageing Better in connection with the award of the Contract and that no person employed by me/us or acting on my/our behalf has done any such act.

I/we hereby further undertake that I/we will not in the future canvass or solicit any officer or employee of Ageing Better in connection with the award of the Contract and that no person employed by me/us or acting on my/our behalf will do any such act.

Signed for on behalf of the Bidder by a duly authorised signatory of the Bidder:

Signed: _____

Name: _____

Position/Status: _____

On behalf of:
(name of Bidder) _____

Date: _____

Appendix 7 – Supply Chain of Conduct

Ageing Better is committed to carrying out procurement activities in an environmentally, socially, ethically and economically responsible manner and to entering into agreements and contacts with suppliers that share and adhere to its vision

To demonstrate this commitment, Bidders are asked to acknowledge their compliance with the principles of the Supply Chain Code of Conduct for this Contract, below, with respect to their organisation and their supply chain:

With respect to Social Compliance Tenderers shall:

(i) Not use forced, involuntary or underage labour

- Employees should be free to choose their employment and leave that employment without hold by financial deposit of personal items
- Forced, bonded or involuntary prison labour shall not be used
- Support the effective abolition of child labour
- Comply with the national minimum age for employment, or minimum age 15, whichever is the higher unless a lower minimum age is permitted under International Labour Organisation (ILO) convention 138
- Where any child is found to be engaged in performing child labour, to provide support for that child to enable them to complete, as a minimum, their compulsory education (even if they shall cease to be involved in child labour) or an equivalent education level, as provided for under the UNI Covenant on Economic, Social and Cultural Rights. Such support by the Tenderer should recognise and not prove detrimental to the conditions of the child or those that their work supports

(ii) Provide suitable working conditions and terms

- At least statutory minimum wages (or if none, a realistic living wage) must be paid without discrimination to all employees and all non-statutory deductions must be with the consent of the employee.
- Working hours must be excessive (not over 48 hours per week, excluding overtime) and must allow for at least 1 day off for each 7 day period on average. Working beyond this should be non-regular and of employees own will
- A safe and hygienic working environment must be provided, including any catering or accommodation areas. Any hazardous working, as defined by ILO, should only be carried by persons age 18 years or over
- All equipment must be safe for use and processes must allow a safe working environment
- Policies and processes must be in place for recording and eliminating occurrence / reoccurrence of health and safety related incidents.

(iii) Treat employees fairly

- Allow employees the freedom of association to join (but not be forced to join), or be represented by, a trade union or similar organisation of their choice, and be free to leave organisations
- Not discriminate or unfairly treat any employee for any reason including education, social class/ caste, nationality, trade union membership or any of the 9 Protected Characteristics of the UK Equality Act 2010

- Provide a workplace free from discrimination, harassment or victimisation
- Treat all employees with respect and dignity, and not accept inequality as justifiable on a basis of culture
- Remunerate all employees equally at the same employment grade, regardless of any characteristics listed above, unless statutory conditions require otherwise.

With respect to Ethical Compliance & Economic Development Tenderers shall:

- As a minimum, comply with all laws and regulations of the countries they are working in, manufacturing in or trading with, as applicable
- Not be involved in any way with acts of corruption or bribery, or support acts of violence or terrorism or abuse of individual people or communities
- Not force unsustainable or unfair contract terms on their suppliers, or throughout their supply chain, nor allow unfair exploitation of a dominant market or customer position
- Support fair trade conditions for producers, where applicable
- As a minimum, comply with all financial regulations and taxations of the countries they are working in, manufacturing or trading with, as applicable
- Include community benefit delivery in the locality of where the contract is performed (including publishing and delivering levels of local training and employment opportunities)
- Appoint sub-contractors through an open and fair process, such as public advertising of such opportunities wherever possible
- Act at all times with respect and integrity, including open and transparent accounting
- Allow staff protection if reporting misconduct or raising concerns with respect to their own, or another organisation, and ensure all affected staff are treated in a fair and transparent manner

With respect to Environmental Compliance Bidders shall:

- As a minimum, comply with all local and national environmental laws, regulations and directives of the countries they are working in, manufacturing in or trading with , as applicable
- Actively avoid causing environmental damage and / or negative environmental impact through manufacture and supply of the goods or services and disposal of supply chain waste
- Have a business plan in place, and be acting on it, to minimise their environmental impact year on year and adopting or working towards internationally recognised environmental standard and/ or behaviours
- Encourage the development and use of environmentally friendly technologies
- Promote positive environmental impacts (such as reduced carbon emissions, better carbon management, waste management and water management, reduced pollution levels and technological improvements) through their activities wherever possible.

I confirm that I am authorised and have all requisite corporate authority to make this declaration on behalf of the entity referred to below

I hereby confirm that the entity referred to below adheres to this Supply Chain Code of Conduct and , if successful in this procurement exercise , shall ensure its supply chain adheres to the Code of Conduct also in order to enforce and promote sound social, ethical , environmental and economic practices

Entity	(Enter text here)
Name	(Enter text here)
Title	(Enter text here)
Position in Entity	(Enter text here)
Date	(Enter text here)