

Parkinson's UK

Request for Quote (RFQ) for:

**Evaluation of the Engagement and Support Elements of the Parkinson's Power
Project (May 2019 to January 2021)**

Issue Date: 25/03/2019

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1 BACKGROUND

1.1 Parkinson's UK profile:

Imagine not being able to move, sleep, or smile. Feeling anxious or depressed and struggling to think or remember. Your body not feeling like your own. This is what Parkinson's can feel like.

Every hour, two people in the UK are told they have Parkinson's - a brain condition that turns lives upside down, leaving a future full of uncertainty.

Parkinson's UK is here to make sure people have whatever they need to take back control – from information to inspiration.

We want everyone to get the best health and social care. So we bring professionals together to drive improvements that enable people to live life to the full.

Ultimately, we want to end Parkinson's. That's why we inspire and support the international research community to develop life-changing treatments, faster. And we won't stop until we find a cure.

Together we can bring forward the day when no one fears Parkinson's.

1.2 The opportunity:

Parkinson's UK wishes to appoint a supplier for the provision of evaluating the delivery elements (engagement and support) of the Parkinson's Power Project. This is an externally funded behavioural change project located in the north-east of England that seeks to help inactive people with Parkinson's become and stay physically active. An evaluation partner is required to satisfy the data collection, reporting and interpretation requirements of Parkinson's UK and the principle funder, Sport England.

As part of our submission for funding to Sport England an evaluation element was built into our work for the delivery period of 2019 and 2020 (ending in January 2021). This evaluation work will have two (linked) elements;

- Requirements set by our funder (Sport England)
- Information needed by the charity – principally to shape future work and potential replication across the UK

We want evaluation to show us how we can replicate successful elements of the project; the effectiveness of our engagement and support strands of work; costs (financial, time and other resources) of delivery; and the most effective behavioural change techniques that we can apply to other work areas of the charity.

Our evaluation should also be of a quality and clarity that can be shared with partners, most notably Sport England.

Evaluation will take place within the pilot area of the north-east of England, and consultants will be expected to engage with people with Parkinson's and their families, friends and carers; volunteers; healthcare and physical activity providers and other stakeholders.

Note: Our budget for this piece of work is a maximum of **£50,000**, with a maximum allowance **within** this figure for travel costs related to the project of **10%** of your total submission.

Note: The north-east of England is defined as the County areas of: Northumberland, Tyne & Wear, County Durham & Teesside.

Note: The appointed vendor for this work will need to work with the Sport England National Evaluation Partner – CFE Research. More information about this requirement is detailed in Appendix 1

- Attached are full and comprehensive specification sheets for the required goods and/or services (**see Appendices 1 & 2**)
- In addition, there may be requests for additional goods and/or services at any time during any subsequent relationship and these requests, once agreed by both parties, should be appended to any subsequent agreement between the two parties.

1.3 The purpose of the RFQ:

- Introduce invited suppliers to Parkinson's UK's requirements
- Formally invite responses for the provision of these goods and/or services
- Offer standardised information to each invited supplier to ensure fairness and transparency across the whole RFQ exercise

1.4 Suppliers to inform themselves:

- Your response to this RFQ will be a legally binding statement of capability.
- The supplier must state any limitations in responsibility. Undeclared limitations will not be accepted by Parkinson's UK.
- All prices quoted should be exc. VAT and shall be held firm for a minimum period of 12 months from issue of contract. Should Parkinson's UK wish to extend the contract beyond that date, the response should separately identify any associated cost benefits for a further period of 12 months and 24 months.
- All costs relating to the preparation and submission of a response are the sole responsibility of the supplier. The Charity shall not pay the supplier, wholly or in part, for its response.

- Parkinson's UK does not guarantee to accept any quote and reserves the right to accept a portion of any quote unless it is expressly stipulated otherwise within the RFQ response.
- By taking part in this RFQ, Parkinson's UK does not make any obligation or commitment to suppliers whatsoever, including any intention to form a contract with any supplier for provision of the Opportunity.
- The supplier shall be deemed to have informed and satisfied itself fully as to the nature and extent of the specification of services required and therefore to have provided for all reasonably foreseeable eventualities in the response submitted.
- Any supplier to Parkinson's UK must send us its commitment to the Modern Slavery Act.
- Any supplier to Parkinson's UK must commit to the Living Wage initiative – we expect all suppliers to Parkinson's UK to pay current Living Wage rates (see <https://www.livingwage.org.uk/> for further details). Please send confirmation of your commitment to this initiative.

2 INSTRUCTIONS

2.1 Contact Details

- Any contact made with Parkinson's UK will need to be directed to:

- **Tim Morton**

- **Parkinson's Power Project Manager**

- **tmorton@parkinsons.org.uk**

2.2 Additional Questions

- Please group any questions you have in one email so that we can answer succinctly.

- Please note that Parkinson's UK reserves the right to share any questions posed and answers given to any questions to all suppliers – without stating which party asked the question to ensure confidentiality and impartiality are maintained.

2.3 The Response

- Prices must remain open for a period of 90 days from the closing date of submission of the RFQ.

Bids must be:

- No more than 6 pages (12 sides) of A4
- Submitted as a pdf
- You can submit your bid in a style of your choosing, but it must include:
- A breakdown of your total costs for this bid (including day rates for staff involved in the project)
- Your company's relevant experience
- Named staff who will deliver this work and their relevant experience
- An explanation of how you will gather, interpret and report data
- An explanation of how you will engage with project staff
- An explanation of how you will engage with project participants (mainly, but not limited to, people with Parkinson's and healthcare professionals)
- An explanation of how you will establish physical and mental wellbeing baselines with our participants, and how you will capture and demonstrate behavioural change and the impact of project activities
- An explanation of how you will safeguard data with respect to GDPR

2.4 Timescales

Below is the indicative timetable for this procurement. The project is time sensitive (only funded until January 2021), so the vendor will need to begin work as soon as the contract is awarded. A key component of this early phase will be for the vendor and the project team to agree the principles of delivery, data gathering and reporting.

Stage / Activity	Date
Stage 1 - Distribution of ITT to Potential Vendors	w/c 25/03/19
Stage 2 – Closing Date for Submissions	15/04/19
Stage 3 - Parkinson's UK assesses received bids	18/04/19
Stage 3 – Shortlisted vendors notified for presentations	23/04/19
Stage 4 - Supplier Presentations*	02/05/19
Stage 5 - ITP Letter Issued	w/c 06/05/19
Stage 6 - Award of Contract and Purchase Order Placed	13/05/19

*These presentations will take place in Newcastle upon Tyne. Vendors achieving the highest scores will be notified of the criteria scenarios for the presentation by 23/04/19.

2.5 Late Responses

- Suppliers are responsible for submitting their response prior to the RFQ closing date and time (listed in 2.4) via email (as described in 2. 1). There will be no allowance made by the Charity for any delays in transmission of the response from supplier to the Charity. Any submission received by the Charity later than the stipulated RFQ closing date and time may be removed from further consideration by the Charity.

2.6 Confidentiality

- Except as required for the preparation of a proposal, suppliers must not, without the Charity's prior written consent, disclose to any third party any of the contents of the RFQ documents. Suppliers must ensure that their employees, consultants and agents also are bound and comply with this condition of confidentiality

2.7 Terms and Conditions

- For the avoidance of doubt, a copy of Parkinson's UK's current Terms and Conditions for Supply of Goods and Services will be sent in the same email as this RFQ. This will form the basis of the contract with the successful supplier(s).
IF YOU DID NOT RECEIVE THE TERMS AND CONDITIONS WITH THIS RFQ DOCUMENT, PLEASE NOTIFY THE SENDER IMMEDIATELY.
- Please send copies of any Sales Agreements, Work Orders or any other form of agreement/terms and conditions that you may need to issue during the regular course of work with your clients – Parkinson's UK will need to review any such documents and feedback their acceptance or otherwise during the tender process.
- A template (**Appendix 3**) is supplied to allow any proposed changes to the supplied Terms and Conditions to be suggested. Please note that while requests will be considered, Parkinson's UK reserves the right to decline any suggested edits/changes and will feed this back to the participant supplier as soon as possible in the tender process.

3 INFORMATION TO BE PROVIDED

3.1 Supplier details

- Supplier name (Trading and Registered), ABN, registered address.
- Details of supplier operations and operating locations.
- Supplier ownership information, including details of Directors and other key office bearers.
- Details of any current legal actions pending against the supplier or its directors and/or office bearers.
- Relationships with any parent company (if applicable).
- Details of joint venture arrangements (if applicable).
- Details of when the supplier organisation was founded, including origins and historical development of the organisation (if needed).
- Total number of employees.

3.2 Supplier capabilities and experience

- A description of the core supplier business, listing relevant case studies or examples (a maximum of three) that support this description. Where possible, include case studies that may relate to activities consistent with the Opportunity. Within necessary boundaries of confidentiality, please be as specific as you can.
- Details of three current customers that will be willing to give Parkinson's UK a written reference
- Additional services, products and works provided outside of your core business.
- Examples (if any) of services that supplier has provided to Company including the name of the Company representative/s concerned.
- Details of key health and safety, environmental and other performance measures.

3.3 Supplier financials

- Details of supplier's financial background in particular latest annual report or latest financial statements.

- Details of held insurances relevant to the Opportunity.
- Supplier market share in terms of turnover, revenue and volume output.
- Details of potential funding arrangements, lines of credit etc to support investment in the Opportunity (if relevant).

3.4 Certifications and awards

- Details of all certifications held (e.g. ISO 9001) including date of last certification/recertification and details of the certifying body (copies of certifications may be appended to your response).
- Details of any recent external corporate awards, including the awarding body, if relevant to the Opportunity

3.5 Policies

- Details of all major supplier policies, including Health and Safety, Environmental/Sustainability, Employee Relations and Local Participation. Copies of policies are to be appended to your response.

3.6 References

- Three references are to be supplied. They should ideally be other charities, but if not, the closest in size/category as possible. The name, organisation, email and phone number to be given.

4 SUPPLIER OBLIGATIONS

- The Supplier shall permit Parkinson's UK's tender review team to visit the Supplier's premises and customer locations (on agreement with the supplier and its customer) if required during the tender process.

5 EVALUATION OF SUBMISSIONS

- All responses to this RFQ will be evaluated via a cross-functional team utilising a scoring template and will use the following criteria:
 - Competitive pricing

- Proven experience of managing similar requirements for similar organisations
 - Demonstration of proactive account management
 - Demonstration of the supplier's ability to attain good service levels
 - Compliance to the functional requirements set out in this tender document
-
- Short listed suppliers will be required to make a presentation in Newcastle upon Tyne to offer further clarity/supply further information to support their proposal.

Appendix 1

PARKINSON'S UK'S REQUIREMENTS - SPECIFICATION OF GOODS/SERVICES

REQUIREMENTS

This evaluation must clearly show how our target audience have been motivated and supported to move from inactivity to become and stay physically active – and the subsequent effect this behavioural change has had on them living well with Parkinson's.

The appointed contractor will be required to evaluate specific elements and work areas of the Parkinson's Power project as set out below. They will need to deliver reports according to a schedule agreed with the Project Manager and engage effectively and discretely with a wide range of participants. They will need to propose and deliver flexible approaches to information gathering and interpretation, and be sympathetic to the needs of participants, the project team, the charity and the principal funder.

Our evaluation partner will need to establish clear baselines for the physical and mental wellbeing of our participants and have a clear methodology for capturing and demonstrating impact and behavioural change due to project activities. Sport England and CFE Research can offer guidance on acceptable methodology, and this might include using tools such as WEMWBS and the Short Active Lives Survey for example. There is a need for our evaluation partner to meet the evaluation requirements for Sport England and CFE as well as our (Parkinson's UK) requirements, and the partner would be responsible for designing and delivering this alongside the national requirements.

We will require our evaluation partner to conduct qualitative and quantitative research, as well as 'compare and contrast' analysis in our pilot areas. Our assumption is that in Year 2 (2020) we will use our learning to refine delivery and potentially discard pilots that evaluation shows us are struggling to achieve impact.

Note: Delivery of the project takes place across the whole of the north-east of England, but specific pilot areas have been selected for evaluation as detailed in Appendix 2.

We require our evaluation partner to:

- Be familiar with the pilot area of the north-east of England
- Have experience of working with underserved and hard to engage people and communities
- Have experience of working with people with significant health problems
- Have experience of working in the charity/Third Sector/healthcare sectors
- Have the resources to deliver this work to the highest standards, with flexibility and to contribute to project development
- Have experience of evaluating behavioural change projects
- Have experience of conducting interviews in a variety of ways (including face to face)
- Have experience of collecting and interpreting disparate data

The budget for this piece of work is a maximum of **£50,000**, with a maximum allowance within this figure for travel costs related to the project of **10%** of your total submission. Payment will be made according to the agreed reporting schedule. With the first payment coming after the signing of contracts and the final payment after the submission of a satisfactory final report in January 2021. The evaluation of this project will run from April 2019 to January 2021, with a final report due in January 2021.

Note: At the beginning of the evaluation process we will require our selected partner to prepare a detailed evaluation plan which will be approved by and shared with the charity, Sport England and CFE Research.

Sport England

Sport England have appointed a national evaluation partner to carry out evaluation of Tackling Inactivity investments that have been made through open and competitive funding rounds – of which Parkinson's Power is one.

The Active Ageing fund investments - which will support us in learning what works and what does not to support inactive older people into activity.

The overarching objective for Sport England is to understand the effectiveness of the investments made by these two funds through a mixed method approach of quantitative and qualitative measures. They have now appointed CFE Research as their evaluation partner to support them to achieve this.

Who are CFE:

CFE Research are an independent social research company, providing research and evaluation services to government departments, public sector agencies, educational providers, local and national community and voluntary organisations. CFE have considerable experience working with Sport England and their partners.

Their role:

They will:

- Collect and Collate Monitoring and Evaluation from across the funded projects.
- Provide tools and guidance to collate and report monitoring and evaluation data
- Provide ongoing evaluation support and guidance to projects through a dedicated case manager and group webinars on common areas of challenge;
- Conduct case study visits with some of the projects over the course over the evaluation; and,
- Support Sport England to share learning with projects and other partners and communicate the impact of the funds through outputs, annual events/workshops and communities of practice.

How this impacts the project:

Sport England will share the project evaluation plan with CFE, so they have an initial understanding of the project. Our appointed evaluation partner will need to develop this plan in conjunction with project staff.

Our appointed evaluation partner will need to work with the project team and CFE Research to ensure that Sport England reporting and monitoring and evaluation requirements are met.

Sport England Evaluation Requirements

We have agreed project specific kpi's with Sport England regarding the evaluation and indicators of impact of our work. Our evaluation partner will be required to collect data and information (in conjunction with the project team) to enable us to satisfy these requirements.

Our agreed impacts with Sport England are:

1. Physical Wellbeing

Specific Outcome	Improved physical function Increased mobility Decreased risk of trips and falls/improved balance Improved quality of sleep
Output/ scale of impact	315 people with Parkinson's will demonstrate improved physical function by the end of the project (6 months or more)
Activities/ How you will achieve this outcome	Support tailored to individuals and focused on incremental gains to achieve and sustain 30 minutes of MIE a week via appealing and attainable activities and demonstration of impact on physical health
How will you know if you have succeeded?/ Outcome indicator *	An evaluated improvement in physical activity between a baseline taken when participants start the intervention and a follow-up measurement three and six months later. Use of the short active lives measure as an indicator of changed physical activity levels. We will develop with our appointed evaluation consultants the specific measures we will use to record and monitor the improvements in the specific outcomes above.

2. Mental Wellbeing

Specific Outcome	Improved subjective wellbeing Reduced isolation Reduced anxiety – about being physically active
Output/ scale of impact	315 people with Parkinson's will demonstrate an improved mental wellbeing by the end of the project (6 months or more)
Activities/ How you will achieve this outcome	Support tailored to individuals and focused on incremental gains to achieve and sustain 30 minutes of MIE a week via appealing and attainable activities and demonstration of impact on mental health. Support via volunteers and trusted voices.
How will you know if you have succeeded?/ Outcome indicator *	An evaluated improvement in mental wellbeing between a baseline taken when participants start the intervention and a follow-up measurement three and six months later. We will develop with our appointed evaluation consultants the specific measures we will use to record and monitor the improvements in the specific outcomes above.

Data collection – physical activity

To help understand patterns of behaviour and trends, partners are asked to track and report on the:

- Number of people that you engage with to find inactive people aged 55 and above
- Number of inactive people aged 55 and above who register or demonstrate intent to participate in the intervention
- Number of inactive people aged 55 and above who become participants (start the programme) and their level of engagement/ participation across the life course of the intervention (i.e. tracking the number of sessions they have attended with an understanding of their duration/ intensity of activity)
- Number of inactive people aged 55 and above who become participants (start the programme) and are active 3 months later
- Number of inactive people aged 55 and above who become participants (start the programme) and are active 6 months later
- Number of inactive people aged 55 and above who become participants (start the programme) and are active 12 months later
- Demographic information of the above people to help establish trends etc.

Key Indicators

Please complete the following table for your project. This will form your official target/performance measure so should **reflect what has been included in your award agreement** and discussed and agreed with your relationship manager.

Key Indicators	Year 1	Year 2	Year 3	Year 4	Year 5	Total
Number of inactive people who become participants (start the programme) and are active* 3 months later	105					105
Number of inactive people who become participants (start the programme) and are active* 6 months later		210				210
Where applicable, please insert any audience specific target which was included in your submission e.g. Women						

* **The definition of active** is completing >30 minutes per week of moderate intensity equivalent physical activity

Other Indicators

We have also agreed an indicator around our volunteering pilots. Much of this evaluation will be captured by the Project Support Officer for inclusion in reports.

Specific Outcome	Increased support from volunteers to support people with Parkinson's to become more physically active
Output/ scale of impact	Volunteers recruited across 4 pilot projects in varying numbers dependent on pilot
Activities/ How you will achieve this outcome	By training and supporting volunteers and demonstrating the impact of their actions (principally via our Project Support Officer)
How will you know if you have succeeded? / Outcome indicator *	Feedback from volunteers and people with Parkinson's, and evaluation measures to be decided with our evaluation consultants.

Requirements of Parkinson's UK

The charity wants to evaluate the effectiveness of behavioural change techniques in supporting people to live well with Parkinson's, as well as the success or otherwise of supporting inactive people to become and stay more physically active. We want to know how effective this project (and elements of it) have been in engaging with and supporting inactive people with Parkinson's to make positive changes to their behaviour(s).

Capture of baseline information about mental and physical health and wellbeing will be crucial to the success of measuring the impact of this project.

Engagement

We want to:

Evaluate the success of using a personalised approach to help people to become more active.

Understand if the role of Engagement Officer helps to identify people with Parkinson's and motivate them to become more physically active, and how and where could the role be sustainable (especially in relation to engaging with people and communities deemed underserved).

Evaluate the success and methods of developing referral partnerships to find and engage with people with Parkinson's.

Evaluate the success and methods of engaging with diverse and underserved audiences – and how this could be replicated (if successful).

Evaluate the various communication methods and their effectiveness used to attract people to the project.

Support (Volunteering)

Evaluate the success of using volunteers/buddies to help people with Parkinson's become and stay more physically active.

How many volunteers are required, and the level of support/resources they need for each pilot to be successful?

Evaluate the success of the four main strands of volunteering pilots – including what can and should be replicated – including costs

- **Parkinson's Power Volunteers/Buddies**

- To identify areas where our volunteer programme may need improvement by assessing our recruitment, induction, deployment and retention practices
- To measure the level of input required from Parkinson's UK vs impact of the pilot/volunteers
- How has volunteer involvement benefited our participants?
- How does the training we provide enhance the volunteer experience?
- A compare and contrast evaluation of buddy projects used by other charities
- Do people with Parkinson's feel connected with other people with Parkinson's through their volunteer or the project?

- **National Trust Partnership**

- To measure the level of input required from Parkinson's UK & National Trust vs impact
- Does having a national partner allow for easier replication?
- Does having a large national partner encourage people with Parkinson's to engage and use available resources to become more physically active?
- Does having a national partner detract from growing support for Parkinson's UK, which organisation do they feel connected to?
- Can this model be replicated beyond the National Trust?

- **University & Young Persons Volunteering**

- What is the level of input required from academics and Parkinson's UK to implement this work?
- Do our participants get value from the input of young people (especially students from relevant disciplines) – is generation/age gap support effective for our pilot?
- The value to the students learning and their understanding of Parkinson's (especially with relation to exercise/physical activity)
- The ease of replication

- **Local Group Advocates**

- Level of impact on users e.g. uptake of opportunities
- Measure the effectiveness of communication methods between the advocate and Parkinson's UK. What are the effective methods of spreading information – hard copy/talks/blogs etc.
- Is this role offering more insight into exercise and physical activity opportunities in the local community than the group would have previously received?
- How satisfied are the volunteers with their experience? What support do they need? Has it been easy to recruit for this role?

Generally

Evaluate the success and methods of engaging with diverse and underserved audiences to recruit volunteers – and how this could be replicated (if successful)

Evaluate the various communication methods used to attract people to the project – how easy was it to recruit, train and retrain volunteers?

Evaluate the volunteer experience – what attracted people to the project, why did they stay (or leave), what we need to change or focus on?

Evaluate the sustainability of the volunteering strands and potential for replication (if evaluation demonstrates impact of actions)

We will use our volunteers to capture data about participant's' engagement with the project – time spent being active, type of activity, repetition etc. which can feed into data collection and interpretation. The Project Support Officer will work closely with the evaluation consultants in this area.

Reporting

During the life of the project we will require regular reporting from our evaluation partner. Continuous evaluation will allow us to refine delivery as we progress.

Short 'update' reports will be timed to arrive with the Project Manager before each quarterly Steering Group. These reports will consist of headline learning and data and provide recommendations (if warranted) for changes to project delivery.

An 'end of Year 1' report is required which should be comprehensive and capture progress to date as well as areas of success and failure, analysis of impact and feedback from participants. It should reflect the reporting requirements of both Parkinson's UK and Sport England/CFE.

A comprehensive and detailed final report is required at the end of the project (January 2021). This will capture all the learning from the project and identify the success or failure of the agreed work elements as well as recommendations for replication and future delivery.