**

Request for Quotation (RFQ)

**LBC\_P-001072**

**Creative health intervention for children aged 5-10 years old with experience of domestic abuse**

**Issue Date:** 30/04/2025

**Bidders Response deadline:** 14/05/2025 @ 12:00

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**1. Invitation for Request for Quotation (RFQ) London Borough of Croydon**

You are hereby invited by The Council to bid for the requirements detailed in the RFQ Specification in accordance with the conditions outlined in this document.

The Council invites quotations for the provision of a creative health intervention for children aged 5-10 years old with experience of domestic abuse. This will be a responsive intervention that engages children in creative arts-led participatory group work with intrinsic opportunities to develop personal, social and emotional outcomes relevant for children ages 5-10 with experience of domestic abuse.

The duration of the contract is until end March 2026. This duration is in line with secured funding. Should the Council secure further funding related to the project, an extension of up to a further 18 months may be considered, subject to agreement by both parties. The Council will aim to inform supplier(s) of the success of securing further funding by February 2026 wherever possible.

We are aware that some suppliers may not be able to completely fulfil all elements of the specification. We encourage interested parties who consider themselves able to strongly fulfil some of the specification to submit a bid outlining which areas and related costs they would be prepared to deliver against. This will allow us to be in touch as the programme continues to develop, should the opportunity arise, or should a single supplier able to deliver the full programme not be found.

By participating in this RFQ you are indicating your acceptance to be bound by the guidelines set out in this document. We provide below the key details of the Council requirement, which you should take into account in your response.

# **2. Instruction to bidders**

## **Instructions**

These instructions are designed to ensure that all Bidders are given equal and fair consideration. It is important therefore that you provide all the information asked for in the format and order specified in this RFQ.

Bidders should read these instructions carefully before completing the bid documentations. Failure to comply with these requirements for completion and submission of the submitted bid may result in the rejection of the bid. Bidders are advised therefore to acquaint themselves fully with the extent and nature of the goods/service/works and services and contractual obligation. It is the responsibility of the Bidder to ensure that they have all the information they need to prepare their Quotation. Participation in the bid process automatically signals the Bidder accepts these conditions of participation.

When prompted to accept our Terms and Conditions (T&Cs), we expect you have read, understood, and are in agreement with the proposed terms.

Once a Bidder(s) has been deemed successful, they will be required to ensure they have registered on the Government’s Central Digital Platform (CDP) and confirm their CDP Unique Identifier to the Council’s Officer as part of the award process. Guidance on how to register can be found by following this [link](https://www.gov.uk/government/publications/procurement-act-2023-guidance-documents-procure-phase/guidance-central-digital-platform-and-publication-of-information-html) and support will be provided to successful Bidder(s) if necessary.

Successful Bidder(s) will also be required to register on the Council’s e-tendering portal using this [link](https://in-tendhost.co.uk/croydontenders/aspx/Home) once appointed. Failure to register on both the CDP and the Council's e-tendering portal once a Bidder(s) is confirmed as successful may result in the rejection of the bid or a delay in service delivery.

**RFQ Response**

Bidders must complete and return the enclosed documents via email to the address set out below (unless an alternative is communicated):

CreativeHealth@croydon.gov.uk

Completed tender documents must be returned no later than the deadline as set out in the Timetable (unless a revised deadline is communicated). It is entirely the responsibility of the bidder to ensure that it submits its bids by the deadline.

The Council will not accept printed or hard copy RFQ Documents. Quotation Response Documents are only to be submitted electronically.

Documents issued by the council to be completed by bidders for submission must not be restricted or password protected and must be in the original Microsoft Word or Excel format when submitted by bidders. Accompanying documents may be in MS Office or PDF format.

Please note it is the Council’s policy to publish responses to all queries relating to content of the RFQ (‘Queries’). Any questions deemed to be commercially confidential should therefore be clearly marked.

## **Checklist: List of Documents related to this RFQ in Appendix:**

|  |  |
| --- | --- |
| ITEM | **FORM AND PURPOSE** |
| Documents that relate to this quotation . |
| PART A: Specification of Requirement | The Council’s requirements that the bidder will respond against. |
| PART B: Bidder Submission | Bidders must complete the submission document including main contact details and response to questions |
| PART C: Pricing Schedule  | Bidders must complete the pricing document. |
| PART D: Additional Information | To be read in conjunction with this RFQ. Contains additional information, legal compliance and disclaimers that Bidders are required to adhere to as part of their RFQ submissions.  |
| PART E: Form of Tender | Bidders must complete and return the embedded form of tender |
| PART F: Standard Terms and Conditions | Your submission shall be in accordance with the Council’s Standard Conditions of Contract. |
| PART G: Premier Supplier Programme | For information |

The Council reserves the right to issue supplementary documentation at any time during this RFQ Process to clarify any issue or amend any aspect of the RFQ. All such further documentation that may be issued shall be deemed to form part of the RFQ and shall supplement and / or supersede any part of the RFQ to the extent indicated.

## **Timetable**

The projected timetable for this procurement is as follows:

|  |  |
| --- | --- |
| STAGE | DATE |
| Issue Request for Quotation | 01/05/2025 |
| Clarification Deadline  | 07/05/2025 |
| Request for Quotation Deadline | 14/05/2025 @ 12:00 (Noon) |
| Evaluation  | From 15/05/2025 |
| Notification of Outcome | From 16/05/2025 |
| Expected Contract Award | 19/05/2025 |
| Expected Contract Start | 20/05/2025 |

This timetable is indicative only. Whilst the Council does not intend to depart from the timetable, it reserves the right to do so at any time.

## **Bidder Clarifications**

The Council reserves the right to communicate to all Bidders, in an anonymised form, all requests for clarification and responses.

If a bidder considers its question to be commercially sensitive then the question must be clearly marked "In confidence – not to be circulated to other bidders" and the bidder must set out the reason for the request for non-disclosure to other bidders. The Council will consider this request but where, in The Council's opinion, it is considered that the request does not relate to commercially sensitive information the bidder will be informed that it can either withdraw the request or, if not withdrawn, the request and response will be circulated to all bidders.

It is the Bidder's responsibility to review all questions and answers as they are communicated.

## **Submission**

If a bidder’s quotation contains omissions, The Council reserves the right (at its discretion) to disqualify the entire quotation or to seek further clarification regarding the omission.

# **3. General Information & Guidance**

## **Bid Costs**

Bidders are advised that all costs included in preparation and submission of bids and any other costs will be borne by them, and in no circumstances will The Council be responsible for any such costs.

## **Right to Cancel or Vary**

The Council reserves the right to terminate the procurement process at any time prior to award. The Council does not bind itself to accept the lowest bid, or any bids received, and reserve the right to call for new bidders should they consider this necessary.

The Council reserves the right, at any time and at its discretion to; cancel or withdraw from the procurement process at any stage, not to award a contract.

## **Conflicts of Interest**

The Council requires any and all actual or potential conflicts of interest to be disclosed by the bidder and resolved to the Council’s reasonable satisfaction prior to entry of any Contract. Failure to declare and/or resolve such conflicts to the reasonable satisfaction of the Council could result in the withdrawal of the relevant award of Contract.

**Additional Information**

## PART D of this RFQ contains additional information, legal compliance and disclaimers that Bidders are required to adhere to as part of their RFQ submissions.

# **4. Premier Supplier Programme (PSP)**

The Council’s Premier Supplier Programme (“PSP) is designed to improve the ordering, invoice management and payment processes for the benefit of all parties. Improvements in these areas allow the Council to pay invoices early. In return for paying ahead of standard terms, a small rebate is deducted. The rebate is calculated dynamically and is proportionate to the number of days The Council accelerate your payment (the number of elapsed days between the receipt of your invoice and the date it is paid). The rebate is only applied if payment is made ahead of terms.

Participation in the PSP is optional. However, the Council envisages that key suppliers will participate.

More details on the benefits of the programme are available via: [London Borough of Croydon | Premier Supplier Programme (oxygen-finance.com)](https://www.oxygen-finance.com/client/croydon/) and a draft Supplier Participation Agreement is included in with the RFQ documents (PART G).

# **5. Evaluation Methodology and Award**

This section outlines the methodology by which Quotations will be evaluated.Upon receipt, the Council will review and evaluate bidders' proposals and may request clarification from bidders if there are questions concerning the proposal.

The Council intends to award the Contract on the basis of the Quotation which represents the Most Economically Advantageous Quotation.

Bidders are required to submit a Technical and Price response. The scoring/evaluation will be weighted as set out below:

|  |  |  |  |
| --- | --- | --- | --- |
| **Award Criteria** | **Criteria Weighting** | **Evaluation Questions**  | **Question Weightings** |
| **Technical** | 70% | Delivery Team: artistic skills and experience | 25% |
| Delivery Team: clinical skills and experience (including supervision) | 25% |
| **Social Value** | Delivery Team: representation | 10% |
| Provision of opportunities for local arts facilitator(s) | 10% |
|  |  |
| ***Technical Sub-Total*** | ***70%*** |
| **Price** | 30% |  | 30% |
| ***Price Sub-Total*** | ***30%*** |
| ***GRAND TOTAL*** | ***100%*** |

##

## **Evaluation Scoring**

Each Technical Question will be scored by the evaluation panel that will award marks in a range of 0 to 5.

|  |  |  |
| --- | --- | --- |
| Score  | Rating | Criteria for awarding score |
| 5 | Excellent | Exceeds the requirement. Exceptional demonstration by the bidder of their relevant ability, understanding, skills, resource and quality measures provided in the method statement. Response identifies factors that demonstrate added value, with evidence to support the response. |
| 4 | Good | Satisfies the requirement with minor additional benefits. Above average demonstration by the bidder of the relevant ability, understanding, skills, resource and quality measures provided in the method statement. Response identifies factors that demonstrate added value, with evidence to support the response. |
| 3 | Acceptable | Satisfies the requirement. Demonstration by the bidder of the relevant ability, understanding, skills, resource and quality measures provided in the method statement, with evidence to support the response. |
| 2 | Reservations | Satisfies the requirement with reservations. Some reservations of the bidder’s relevant ability, understanding, skills, resource and quality measures provided in the method statement, with limited evidence to support the response. |
| 1 | Serious Reservations | Satisfies the requirement with serious reservations.Serious reservations of the bidder’s relevant ability, understanding, skills, resource and quality measures provided in the method statement, with little or no evidence to support the response. |
| 0 | Unacceptable | Does not meet the requirement. Does not comply and/or insufficient information provided to demonstrate that the bidder has the ability, understanding, skills, resource and quality measure, with little or no evidence to support the response. |

**Technical Evaluation Methodology**

The formula used to calculate the weighted scores for each scored question is:

Question Weighted Score (%) = (Bidder’s score / maximum score of 5) x Question Weighting.

The weighted scores for each question will then be added together and multiplied by the technical weighting of 80% to give an overall quality weighted score for each submission.

**Technical Evaluation Example only.**

|  |  |
| --- | --- |
|  | **Company 1** |
| **Moderated Score** | **Weighted Marks** |
|
| **Criteria** | **Mark out of 5** | **Question Weighting %** |
| Criteria 1 | 5 | 20 | 3 | 3/5 x 20% = 12 |
| Criteria 2 | 5 | 20 | 4 | 4/5 x 20% = 16 |
| Criteria 3 | 5 | 20 | 4 | 16 |
| Criteria 4 | 5 | 20 | 3 | 12 |
| Criteria 5 | 5 | 20 | 4 | 16 |
| Total Score |  | 100 |  |  |  |  | 72 |  |

For Pass/Fail questions, the Bidder must achieve a Pass in order to be eligible for the award of a Contract. A Fail will mean that the Bidder is excluded from the Procurement.

Bidders should note that any Technical Question submitted awarded a score of 2 or below may result in the rejection of the bid.

**Price Schedule**

Please complete the pricing schedule (PART C). Please include breakdowns of each delivery element by team role, as listed.

The quotation shall remain valid for 180 days. The price offer is to remain valid and fixed for the contract duration.

Bidders are to note that the purpose of this price matrix is to enable a relative comparison to be made between bids and it in no way guarantees nor reflects the level or value of works which may be provided under the contract.

All prices and rates must be stated inclusive of all costs (including all expenses) and stated exclusive of Value Added Tax and should be expressed in pounds sterling.

**Evaluation Methodology for Price**

Price will be scored based on the Bidder that submits the lowest price achieving the maximum available score.

Other bidders will be allocated a score on a pro/rata basis based on percentage variation to the lowest price e.g.

 Lowest (net total) Price Bid Submitted for criterion

 × Price weighting

 Bidder (net total) Price Submitted for criterion

A worked example is set out below. In this example, the maximum available mark for price is 60%, the lowest price (3) is £425 and the higher price (5) is £625:

Example;

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Tender** | **Price £** | **Calculation** | **Convert to 60%** | **Points** |
| 1 | 500 | (425 ÷ 500) x 100 = 85 | (60 x 85) ÷ 100 | 51 |
| 2 | 622 | (425 ÷ 622) x 100 = 68.3 | (60 x 68.3) ÷ 100 | 40.98 |
| 3 | 425 |  |  | 60 |
| 4 | 440 | (425 ÷ 440) x 100 = 96.5 | (60 x 96.5) ÷ 100 | 57.90 |
| 5 | 625 | (425 ÷ 625) x 100 = 68 | (60 x 68) ÷ 100 | 40.80 |

The Bidder who satisfies all requirements of the RFQ and which is awarded the highest combined Price and Technical score shall be identified as the preferred Bidder. All scores will be rounded to two decimal places

The Council may run a Dun & Bradstreet (D&B) report to understand the financial health of the Bidders. A D&B Risk Indicator of 1 or 2 will result in a Pass. In the event that the D&B Risk Indicator rating is greater than 2, the Council reserves the right to request that the Bidder provides additional information and/or assurances. The information and/or assurances must satisfy the Council that the Bidder is sufficiently financially robust to deliver the requirement. If the information and/or assurances provided are not satisfactory, then the Council reserves the right to award a Fail to the Tenderer.

## **Clarification Meetings**

As part of the evaluation process, bidders may be requested to attend a meeting in order to answer questions relating, to their submissions, from the evaluation panel. The purpose of the meeting will be to clarify (if required) bid submissions and to confirm or adjust the scoring of Bidders’ submissions.

# **6. Award**

## **Award Process**

Following the evaluation results The Council reserves the right to carry out any due diligence deemed necessary by the Council on the preferred Bidder, this may include:

* Receipt of all necessary evidentiary documentation
* Any post bid clarification
* Pre Contract meetings.
* Receipt of satisfactory client references for similar services or goods provided.

In the event of any material change to any of the information contained in the Quotation between the date of this Quotation and the date that the Council informs Bidders of whether or not they have been selected, then the Bidder must immediately notify the Council in writing of such change.

The Council is entitled to revisit their selection and/or evaluation of the Bidder, on the basis of any material change that has occurred, and it may exclude the Bidder, if necessary, as a result of that process. Final determination of whether or not any change is material is at the Council’s discretion.

Please note that the Council may ask for a Best and Final Offer before awarding the contract to the winning bidder.

## **Notification**

Successful and unsuccessful bidders will be notified of the evaluation results electronically via a Successful or Unsuccessful Bidder Letter which will be sent to the Bidder’s main contact identified in PART B (section 1).

## **Contract**

The Council expects that each bidder who submits a Quotation does so in its own name (e.g. rather than in the name of another group company, or if the bidder is a consortium, in the name of the consortium that was accepted at the Quotation stage). If a bidder is accepted into a contract, The Council would expect that entity to enter into the relevant contract.

**APPENDIX**

**PART A: SPECIFICATION**

Please access the specification for the service at: <https://www.culturecroydon.com/wp-content/uploads/2025/05/Creative-Health-CYP-DA-Specification-FINAL-1.pdf>

**PART B: BIDDER SUBMISSION**

1. **Main Contact Details**

|  |  |
| --- | --- |
| Company Name(Please state if you are a Limited Company /Sole Trader/Other) | Limited Company/Sole Trader(delete as appropriate). If ‘Other’ please specify status below |
| Central Digital Platform Unique Identifier (if available) |       |
| Company Registration NumberCharity Registration Number |       |
| VAT Registration Number |       |
| Contact name of person who will work on Contract |       |
| Contact's position |       |
| Contact's telephone number |       . |
| Contact’s email address |       |
| Are you aware of any potential conflict of interest |       |
| If yes please explain |       |

1. **Technical Pass/Fail Questions**

Bidders are to provide responses for the below questions.

|  |  |  |
| --- | --- | --- |
| **Question** | **Pass/Fail Requirements** | **Bidder Response** |
| Adherence to Enhanced DBS check requirement for delivery team |  |  |
| Adherence to Trauma informed training requirement for delivery team  |  |  |

1. **Technical Scored Questions/Method Statement**

Provide a response/method statement to the below questions:

|  |
| --- |
| **Question Description: Please demonstrate the relevant skills and experience of your delivery team, with regards to artistic practice with the target group and outcomes. Include evidence of your ability to incorporate clinical expertise in the design of the programme, and to work collaboratively with stakeholders to co-design interventions. Please include a minimum of two examples or case studies of similar work you have undertaken. (25% weighting)** |
|  (1 pages max) |
| Set out how you will satisfy and meet the requirements | **Bidder Response**  |

|  |
| --- |
| **Question Description: Please demonstrate the relevant skills and experience of your delivery team, with regards to clinical practice or expertise. Include how this expertise will feed into the development of the artistic practice, and how it will feed into the facilitation of the parallel parent support activity. Include what supervision will be in place for the delivery team. Please include a minimum of two examples or case studies of similar work you have undertaken. (25% weighting)** |
|  (1 pages max) |
| Set out how you will satisfy and meet the requirements | **Response**  |

|  |
| --- |
| **Question Description: Describe how your team is representative of Croydon communities. (10% weighting)** |
|  (0.5 pages max) |
| Set out how you will satisfy and meet the requirements | **Bidder Response**  |
| **Question Description: Describe how you will build in practical opportunities for a Croydon-based artist(s) with relevant practice to gain experience and skills during this programme. (10% weighting)** |
|  (1 pages max) |
| Set out how you will satisfy and meet the requirements | **Bidder Response**  |

**PART C: PRICING SCHEDULE**

**Guidance**

Please complete the Price Schedule embedded below providing your price for each of the required elements.

1. Bidders are to note that the purpose of this price matrix is to enable a relative comparison to be made between bids and it in no way guarantees nor reflects the level or value of works which may be provided under the contract.
2. All prices and rates must be stated inclusive of all costs (including all expenses) and stated exclusive of Value Added Tax and should be expressed in pounds sterling.
3. Please include breakdowns of each delivery element by team role.

Please access the Pricing Schedule here:

<https://www.culturecroydon.com/wp-content/uploads/2025/05/Volume-2-Pricing-Schedule-Creative-Health-DA-2.xlsx>

**PART D: ADDITIONAL INFORMATION**

## To be read in conjunction with this RFQ. It contains additional information, legal compliance and disclaimers that Bidders are required to adhere to as part of their RFQ submissions.

Please access Additional Information here: <https://www.culturecroydon.com/wp-content/uploads/2025/05/Additional-Information.docx>

**PART E: FORM OF TENDER**

To be completed and returned with the RFQ response.

Please access the Form of Tender here: <https://www.culturecroydon.com/wp-content/uploads/2025/05/Form-of-Tender.docx>

**PART F: STANDARD TERMS AND CONDITIONS**

Your submission shall be in accordance with the Council’s Standard Conditions of Contract accessed here: <https://www.culturecroydon.com/wp-content/uploads/2025/05/Short-Form-Contract-DA-draft.docx>

**PART G: PREMIER SUPPLIER PROGRAMME: SUPPLIER PARTICIPATION AGREEMENT**

The template Premier Supplier Programme participation agreement is included for information.

Please access here: <https://www.culturecroydon.com/wp-content/uploads/2025/05/Volume-4b-PSP-Participation-Agreement-5-8-14-1-2.pdf>