Project Specification and Response form

**Support to refresh a programme of immersive and experiential “Visits” for the Q community.**

The Q initiative is a connected community working together to improve health and care quality across the UK and Ireland. It is delivered by the Health Foundation. Increasing capacity and capability for improvement in the health and care system is a central aim of Q.

Since 2017, Q has offered a [Visits programme](https://q.health.org.uk/get-involved/q-visits/), a series of visits to organisations across the UK to learn about a range of relevant topics. The programme gave members first-hand opportunities to learn from others involved in improvement across different professional sectors and take knowledge back to their workplaces.

We are seeking a supplier to review and re-work this programme.

You will use your expertise to research alternative design approaches that offer accessibility, diversity, and value for money. You will have the opportunity to test 2-3 of your prototypes, followed by an iteration phase, culminating in your final suggested recommendation.

This is a strategically important offer for Q, offering connection, collaboration, development, and support opportunities for members.

This work will involve a discovery phase including data analysis, an ideation phase of designing new models and approaches, a testing phase, and a refinement phase.

Contact:

Katie Young

Project Lead

katie.young@health.org.uk

How to apply

If you are interested in submitting a proposal, please read the Project Specification and Response Form in full and follow the guidance to complete your application. You are welcome to submit your application in a format of your choice; however, please ensure that you respond to all our questions within your application.

**Information Call**

We will hold an information call on **Thursday 1 July 2021, 15.00 - 16.00.** Please [register for the Zoom call](https://thehealthfoundation.zoom.us/meeting/register/u50odeCuqjwqH9J-8n-YO4MHV6Ox6n33zoes). All questions related to the information call may be emailed to q@health.org.uk by Wednesday 30 June 2021.

**Deadlines**

All applications should be completed by **midday Monday 26 July 2021.**

A response to your application will be made no later than Monday 2 August 2021.

We intend to interview shortlisted candidates on Tuesday 3 and Wednesday 4 August 2021 to explore proposals in depth. Please ensure you are available to be interviewed on one of these dates.

We expect to inform applicants of our final decision by **midday Thursday 12 August 2021.**

**Contact:**

E-mail: q@health.org.uk

Date 25/06/21

The Health Foundation

8 Salisbury Square,

London EC4Y 8AP

020 7257 8000

[www.health.org.uk](http://www.health.org.uk)

About the Health Foundation and the Q Community

The **Health Foundation** is an independent charity committed to bringing about better health and health care for people in the UK. Our aim is a healthier population, supported by high quality health care that can be equitably accessed. From giving grants to those working at the front line to carrying out research and policy analysis, we shine a light on how to make successful change happen.

The **Q community** is an initiative connecting people who have improvement expertise, across the UK and Ireland. It is delivered by the Health Foundation and supported by partners including NHS England and Improvement. Our mission is to foster continuous and sustainable improvement in health and care. To achieve this, we are creating opportunities for people to come together and form a community – sharing ideas, enhancing skills, and collaborating to make health and care better. After a period of co-production and design, the team has secured long-term funding for the initiative, and we are entering a phase of consolidation and growth of our work.

Background to project

The Q initiative is a community of 4000+ members who come together to share ideas, grow skills, and collaborate to improve health and care across the UK and Ireland. In an evaluation by RAND published in 2020, members reported Q to be a home for improvers – a visible, warm, open, and safe space. They also reported high satisfaction with Q and view our offers as valuable.

Q’s Visit programme was delivered by an external provider, launching in 2017. It quickly became a core part of our Q offer, providing value through experiential learning opportunities for members to visit different organisations in a variety of sectors across the country. Alongside member-networking opportunities during the day, members were able to see, hear and experience different quality improvement methodologies across a range of sectors. Members took their learning back to their own organisations to implement for the greater good.

We are seeking a supplier to refresh and redesign this offer. We are looking to increase reach and accessibility to support Q’s growing member base, whilst building on the excellent reputation the Visits programme cultivated.

We would like to refresh this offer as we:

* have a steadily growing membership and therefore need to increase accessibility.
* know that much innovation is happening digitally.
* know there is an increase for on-demand learning amongst members.
* are aware that members’ current context is slowly changing as many are returning to roles from which they were redeployed.
* know that how people learn has changed due to societal shifts during the pandemic. Virtual learning has opened up possibilities and opportunities, whilst removing geographical and resource barriers.

To support members’ changing needs we are seeking to commission an organisation to design and test prototypes that address these areas. This includes exploring various modes of delivery to best suit members.

We want to provide opportunities for members to learn from the innovation that is happening in other sectors. This might be through a combination of culture, process, and tools, which members learn during a Visit and can adapt in ways that address existing challenges in the health & care sector.

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| **Details of the work** | Aims and Objectives | This project will develop our existing Visits programme. As a result of this work, we will have:* Fresh, inspiring, and innovative ideas to enhance the existing programme, expand its reach and increase experiential learning opportunities for members.
* A model which creates spaces for learning, discussion, collaboration, and connection-making for participants before, during and after a “Visit.”
* Identified new ways to value member commitment (time, effort, expense)
* Prototype delivery models which support QI (Quality Improvement) learning for members across a variety of sectors and settings
* Piloted up to 3 “Visits” to test different models of hybridity and different models of participation.
* The beginnings of a toolkit for self-organised “Visits”
* Been coached internally on the details of the evaluated ‘best fit’ model of delivery, ready for the subsequent year.
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| Overview of the work required  | The work by the supplier will include:* Understanding what we have done in the past. We will share the learnings from the previous “Visits” programme to support this, alongside relevant information to shape the research you will do around member appetite. This might involve harnessing the experiences of members who have participated in previous Visits and providing them a voice to influence the design.
* An ideation phase to create models on different modes of delivery (in-person, virtual or hybrid). These will focus on providing opportunities for members to connect and network, as well as opportunities for members to link into existing Special Interest Groups or create their own.
* Developing ideas into working prototypes, which can be ‘tested’ with members, who will provide feedback.
* Designing the details of each “Visit,” contact hosts and liaise with them to ensure testing is representative of models.
* Implementing delivery models to deliver 3 “Visits” to test the approaches of different models of hybridity and different models of participation.
* Iterating the preferred delivery model as needed.
* Recommending the best approach to the Q team and coaching them on delivering this programme, ready for the subsequent year.
* Identifying ways this programme can feed into other current Q offers.
* Creating the beginnings of a toolkit for self-organised “Visits.”
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| Accountability  | The supplier will be accountable to Q’s Project Lead and Q’s Associate Director – Professional Development & Q Community, the Project Sponsor for this work.The supplier will bring their own experience to agree the most effective method to get this work done with the project team – with the project broken into a series of stages, with their appropriate outputs.The supplier will be responsible for the delivery of these outputs. They will also be responsible for managing their own time to deliver this work and agreeing to progress meetings with the Project Lead and Project Sponsor each month.The Q team will support the contributions as agreed to by the Project Lead and Project Sponsor in the plan proposed by the supplier. |
|  | Budget and contract  | The commission will initially be for a period of 7 months with completion expected by March 2022, with payments made monthly on a draw-down basis.  |
| **Deliverables** | Delivery requirements | Delivery against this project will include:* Understand what we have done in the past.
* Design different models of delivery for members to learn experientially from a variety of health and non-health care providers with a view of testing up to 3 designs.
* Develop at least one hybrid model, incorporating in-person and virtual “Visits.”
* Lead a ‘discovery’ phase which identifies the needs and desires of Q members and stakeholders.
* Grow our understanding of the market including similar offers (e.g., NHS Providers)
* Evaluate how to engage members across the 5 nations which we serve to feed into the design.
* Analyse strengths / areas for improvement based on the previous Visits approach.
* Evaluate different delivery styles including the use of technology to increase accessibility for a growing membership and diverse geographies.
* Harness the experiences of members who have participated in previous “Visits” and provide them a voice to influence the design.
* Research the timing and frequency of “Visits”
* Take learnings from Q’s successful delivery of virtual workshops to support the design of a novel approach.
* Analyse asynchronous delivery over a range of one-off “Visits” and / or a mini-series of linked content.
* Identify new ways to value member commitment (time, effort, expense)
* Consideration of customisation to support different skills or areas of expertise as well as look for members to learn from the health & care sector and beyond.
* Create learning transfer opportunities beyond each “Visit.”
* Outline in detail resourcing required, scalability and risks to the suggested approaches.
* Create a clear member experience journey in the context of each “Visit” model.
* Outline roles and responsibilities for each delivery model
* Outline the approach to evaluation.
* Develop promotion material and methods as part of the different models.
* Implement delivery model to deliver up to 3 “Visits” to test the different models of hybridity and participation. This will be November, early December, and January. We will support by providing Communications support to promote the “Visits” as well as manage the registration.
* Review feedback from the host and participants from the “Visit”
* Iterate the delivery model as needed based on evaluation.
* Start the foundations of a toolkit for self-organised Visits.
* Identify ways this programme can feed into other current Q offers.
* Create suggestions for an ‘active’ (non-passive) name for this offer which better describes its experiential nature, and the connection and collaboration opportunities it will present.
* Coach the internal Q team on the details of the evaluated ‘best fit’ model of delivery, ready for the subsequent year.

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| Outcomes | Creation of a tested delivery model for the “Visits” offer for the Q Community, including the deliverables listed above to deadlines specified and agreed together. A collaborative, responsive and reflective approach to delivery, that includes iterative improvement of ways of working. |

Instructions for tender responses

* 1. The Foundation reserves the right to adjust or change the selection criteria at its discretion. The Foundation also reserves the right to accept or reject any and all responses at its discretion, and to negotiate the terms of any subsequent agreement.
	2. This work specification is not an offer to enter into an agreement with the Foundation, it is a request to receive proposals from third parties interested in providing the deliverablesoutlined. Such proposals will be considered and treated by the Foundation as offers to enter into an agreement. The Foundation may reject all proposals, in whole or in part, and/or enter into negotiations with any other party to provide such services whether it responds to this specification and request for response or not.
	3. The Foundation will not be responsible for any costs incurred by you in responding to this specification and will not be under any obligation to you with regard to the subject matter of this specification.
	4. The Foundation is not obliged to disclose anything about the successful bidders, but will endeavour to provide feedback, if possible, to unsuccessful bidders.
	5. Your bid is to remain open for a minimum of 180 days from the proposal response date.
	6. You may, without prejudice to yourself, modify your proposal by written request, provided the request is received by the Foundation prior to the proposal response date. Following withdrawal of your proposal, you may submit a new proposal, provided delivery is affected prior to the established proposal response date.
	7. Please note that any proposals received which fail to meet the specified criteria contained in it will not be considered for this project.

Selection criteria

* 1. Responses will be evaluated by the Foundation using the following criteria in no particular order:
* Ability to deliver on all required services or outputs.
* The quality and clarity of the proposal, products, or services
* Evidence of proven success of similar projects / evidence of adaptability of any existing products to be used.
* Responsiveness and flexibility
* Transparency and accountability
* Value for money
* Financial stability and long-term viability of the organisation (Due diligence will be undertaken on all shortlisted organisations)
* Ability to work with others (if the piece of work requires this)
	1. It is important to the Foundation that the chosen provider can demonstrate that the right calibre of staff will be assigned to the project; therefore, the project leader who will be responsible for the project should be available for an interview before any contract is agreed.

Selection process

* 1. We will hold an information call on Thursday 1 July 2021, 15.00 - 16.00. Please [register for the Zoom call](https://thehealthfoundation.zoom.us/meeting/register/u50odeCuqjwqH9J-8n-YO4MHV6Ox6n33zoes). All questions related to the information call can also be directed to q@health.org.uk by Wednesday 30 June 2021.
	2. Please email electronic copies of your full proposal plus any accompanying documents to Q@health.org.uk
	3. All applications must be submitted by **midday Monday 26 July 2021.**
	4. A response to your application will be made no later than Monday 2 August 2021.
	5. Interviews will be held with a small number of shortlisted applicants on Tuesday 3 and Wednesday 4 August 2021. Please ensure that you are available on one of these days.
	6. Final decision will be communicated by **midday Thursday 12 August 2021**.
	7. Start date to be agreed following the final decision and would be as soon as practicable. A Privacy Impact Assessment will be required before the work can begin in full.

Confidentiality

* 1. By reading/responding to this document you accept that your organisation and staff will treat information as confidential and will not disclose to any third party without prior written permission being obtained from the Foundation.
	2. Providers may be requested to complete a non-disclosure agreement.

Conflicts of interest

* 1. The Foundation’s conflicts of interest policy describe how it will deal with any conflicts which arise as a result of the work which the charity undertakes. All external applicants intending to submit tenders to the Foundation should familiarise themselves with the contents of the conflicts of interest policy as part of the tendering process and declare any interests that are relevant to the nature of the work they are bidding for. The policy can be found and downloaded from the Foundation’s website at the following location:
	<http://health.org.uk/sites/default/files/2020-05/health-foundation_conflicts-of-interest-policy-and-procedure_updated-april-2020.pdf>

Specification Response

**NOTE:** You are welcome to submit your application in a format of your choice; however, please ensure that you respond to all our questions within your application.

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| Response to: | Support to refresh a programme of immersive and experiential “Visits” for the Q community.  |
| Name of applicant: |  |

**Contents:**

1. About your organisation
2. Proposal
3. Management and communications
4. Details of team members
5. Resources
6. Supplier references
7. Contract

About your organisation

* 1. Organisation details

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| Organisation Name |  |
| Type of organisation |  |
| Company or Charity Number  |  |
| VAT Number (if applicable) |  |
| What was your organisation’s income in the most recent financial year? *(Not applicable for public bodies/universities)* |  |
| Address |  |
| Registered Address (if different) |  |
| Website Address |  |
| Primary contact name including position and title (to whom all correspondence will be addressed) |  |
| Phone numbers (office and mobile) |  |
| Address |  |
| Email address |  |

* 1. Organisational description

Please provide a brief description of the organisation in terms of its activities/services and the organisational governance and management structure

Proposal

* 1. Please use this section to provide an overview of your proposal.

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Please give us the details of your proposed approach remembering to refer to the Project Specification. Your proposal must include detailed plans ensuring the following issues are addressed:

* 1. How will your proposal meet the needs of the project?
	2. Your approach and methodology for delivering this project.
	3. Your relevant experience and expertise (with relevant examples)
	4. Capacity to deliver and value for money.
	5. Any other relevant information

Management and communications

* 1. Please use this section to describe how you envisage working with the Health Foundation and the other stakeholders in this work. Additionally, please give details of how you will ensure we are kept informed of the project’s progress & consulted and enabled to contribute to this project.

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* 1. Please provide a project management plan.
	2. Please consider any risks in relation to the proposal and how you will mitigate against these.

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3.4 Please confirm availability to commence work from 18 August 2021.

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Details of team members

* 1. Please provide details of the key members of your team who will be working on the programme of work. Please copy the table below to include additional team members.

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| --- | --- | --- | --- |
| Name | **Title** | **First Name** | **Last Name** |
| Relevant experience for this project |  |
| Roles and responsibilities on this project |  |

Resources

**We require full costing of your proposal. Please fill in the budget template and submit it alongside this application.**

The Health Foundation wishes to maximise the return it provides to beneficiaries and obtain best value from external suppliers.

* 1. What is the total cost of your proposal? Please include VAT in your costing.

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* 1. Please provide full justification for your costs, including the time spent on the project by each member of your team and all other relevant costs.

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Supplier references

Please note that if you/your organisation has not worked with THF before we will be contacting your references if you are shortlisted for interview or if you are the only supplier.

Name, address, phone number and email address of first referee:

Name, address, phone number and email address of second referee:

Contract

* 1. Do you agree to all the terms and conditions in our Sample contract (attached alongside this document)? If not, please give details.

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Signed on behalf of the organisation:

Name:

Position:

Date: