

Invitation to tender (ITT)

Event management agency for Q

We want to appoint a full-service event management agency to work alongside members of the Q team to deliver our programme of events.

Contact:

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1.0 About the Health Foundation and Q

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. We learn what works to make people's lives healthier and improve the health care system. 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.

We make links between the knowledge we gain from working with those delivering health and health care and our research and analysis. Our aspiration is to create a virtuous circle, using what we know works on the ground to inform effective policymaking and vice versa.

We believe good health and health care are key to a flourishing society. Through sharing what we learn, collaborating with others and building people's skills and knowledge, we aim to make a difference and contribute to a healthier population.

Q is a community of thousands of people across the UK and Ireland, collaborating to improve the safety and quality of health and care.

With members at the heart of Q, the community thrives on its diverse range of skills, knowledge, and perspectives. We collectively boost the resilience, capacity, and impact of the community when it's needed most. Inspiring and supporting each other every day, we find new and inclusive ways for everyone to progress.

We equip people to bring about change that extends beyond our community, across the sector. By combining our energy and actions, we multiply our power to create more effective, equitable and sustainable health and care.

2.0 Background to project

Events are a key part of our work and range from small online and in person workshops for 20 people, to larger day events for all members. All our events are free to attend, many are member-only but there are a number that are open to anyone who is interested.

Event support will initially be for three sets of events in financial year 2023-2024. A summary of these can be found below. There may also be ad hoc requests for support, such as venue finding and liaison, and logistical support including printing badges and producing materials across the year.

Our event design has an emphasis on collaborative tools and methods, whilst there can be some didactic content, we seek to engage members so everyone can contribute, often through [Liberating Structures](#). An example of this can be seen in the recordings and agendas from our virtual community event last year [linked here](#)

At recent in person events we used an Open Space, in order to facilitate collaboration on issues that are important to them – more information [here](#).

The objectives for our event programme are:

- To increase the participation and engagement of the community by supporting members to connect and engage with us, and each other in ways that make the best use of their time.
- To use events to gather insight, share resources and expertise on integration, with a focus on bringing together voices from all sectors which are brought together in local systems.
- To create an experience that is supportive of everyone in attendance, embedding our commitment to equity, diversity, and inclusion.
- To enable attendees to bring their own real-world issues to work on collaboratively, providing the opportunity to share ideas and experiences and creatively tackle complex challenges.
- To share improvement knowledge and insight that can be used by attendees to help them do improvement more effectively
- To work with and through others, including our country partners, NHS Confed, and NHS Providers to connect senior leaders with ours and reach new audiences
- To increase visibility and engage the community, especially within countries outside of England

With the health and care sector under extreme pressure, our members are faced with a lack of time to engage with our offers. We know our audience find it difficult to step away from their day to day to attend events, with some only being released for statutory and mandatory training. Q events should make it as easy as possible for our members to attend.

Support is needed for the below events to begin with. We expect this arrangement to be in place for two years, with the opportunity to extend on annual basis.

Community event 2023

The Q community event is our annual event for all Q members, with the purpose to bring members together to deepen connection and build momentum in the community for continuing improvement.

This year the event will take place **virtually**, the **w/c 17 October**. It will likely be over two half days.

Objectives

- To provide an opportunity for members to find inspiration and to re-energise through connecting to other improvers.
- To showcase work from across the Q community, providing the opportunity to share ideas and experience.
- To cultivate stronger relationships between members, staff and as a whole community.
- To create a space to build new ideas and collective intelligence for progressing improvement and building momentum against key topics and challenges, including in relation to Qs themes

Support needed

- We use SpotMe digital platform, alongside Zoom for the event. The provider will need to take over project management of the digital platform and be able to run all zoom meetings. This includes
 - Registration and liaising with delegates.
 - Setting up the platform with the SpotMe team, making decisions with Q team lead.
 - Liaising with speakers and running practice sessions.
 - Setting up Zoom sessions, full management of them, including breakout rooms and solving any issues attendees are having with the platform.
 - Supplying post event analytics.
 - This role will need to be taken up in July 2023.
- Sourcing and managing other suppliers such as BSL interpreters, captioners and others.
- Working with the Q comms lead on marketing the event, ensuring work is aligned.

Community Space

A series of approximately two-three events per year, starting autumn 2023.

Objectives

- To support members to come together to build connections with each other.
- To facilitate a space where members can bring forward their challenges and collaborate on issues important to them, sharing improvement methods.
- To contribute towards the development of the community through connecting and deepening relationships.
- To engage with country partners and members locally.

Support needed

- Work with Q lead and partner in delivering in person events for approx. 50 people across the UK and Ireland
- Manage the venue, catering, and AV needed and any suppliers needed to insure accessibility
- Budgeting and project management
- Managing registration
- Lead management of logistics for on the day in person events and work with Q team on best way to involve staff on the day.

Q Lab UK workshops

We will be running three in person Q Lab UK workshops between September 2023 and March 2024. The first workshop will be held in London on 21 September 2023, the second on 1 November 2023, and the final one in March 2024.

They will be full day events and will be run as interactive workshops with group activities and discussions throughout the day. We expect to have around 50-60 delegates at each event. The first event in September 2023 will take place in London, but locations for the other workshops is still to be decided.

Some examples of how we have run previous Lab workshops, can be found in our live blogs on the Q website.

Support needed:

- Work closely with members of the Lab team to support on all logistical aspects of the workshops and ensure smooth on the day delivery.
- Scope venues and manage the venue booking/s, including catering, AV and accessibility.
- Lead management of logistics on the day, including registration, and delegate queries.
- Design and produce printed materials, in accordance with brand guidelines.
- Manage overall costs and provide updates to the team.

Alongside these events, we would like the option to engage in more work in an ad hoc basis.

Details of the work	Aims and Objectives	Appoint an event management agency with <ul style="list-style-type: none">• A team with staff at various levels of seniority able to work on the project.• Experience of delivering interactive events, with a range of formats, such as those with liberating structures.
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		<ul style="list-style-type: none"> • Able to provide some creativity and fresh perspectives to our events to make sure that they engage and energise our members. • Clear and transparent project management systems and ways of working with clients. • Knowledge of inclusion practices to make all audiences feel comfortable and valued in registering and attending Q events. • Able to accept work on an ad hoc basis, communicating lead in times needed. Can deliver on capacity outlined at the outset of the project. • Experience of running events across the UK and Ireland.
	<p>Overview of the work required</p>	<p>Sourcing and managing suppliers</p> <ul style="list-style-type: none"> • Venue sourcing and management with consideration of the budget, objectives and design of each event. • AV provider sourcing and liaison. • Advise on best use of digital platforms. • Sourcing and ordering catering, with a particular focus on high quality plant-based meals. • Book associated hotel rooms and meals for staff and speakers where necessary. • Understanding the look and feel that we are trying to create and reflecting this in venue and supplier choices. • Ensuring all suppliers meet our requirements and policies, providing inclusion through fully accessible spaces and paying staff and suppliers the Living Wage and London Living Wage. • Sourcing and managing other suppliers such as BSL interpreters, captioners and others. <p>Budgeting and project management</p> <ul style="list-style-type: none"> • Managing the given budget, providing frequent updates. • Project management, with knowledge and adaptability of different project management styles, such as agile methodology and a focus on collaboration. • Working with the Q comms lead on marketing the event, ensuring work is aligned. <p>Registration and liaising with attendees</p> <ul style="list-style-type: none"> • Managing registration, through various platforms such as Eventbrite, Zoom, or other digital platforms. These will differ depending on the event. • Working with Q lead to check membership status. • Attendee requirements – making attendee requirements such as access needs and dietary requirements are captured, met and communicated with delegates. • Providing frequent updates on registration numbers. • Working with comms leads in Q on event marketing, communicating with those registered, and post-event follow ups where required. Providing content such as logistics, dates and copy as and when needed. • Main contact for attendee enquiries about the events.

		<p>Digital platforms</p> <ul style="list-style-type: none"> • Set up and manage all aspects of digital platforms, including preferred supplier SpotMe, alongside Zoom and Microsoft Teams. • Running Zoom, Teams and/or SpotMe events on the day with use of breakout rooms, spotlighting, screen sharing etc. • Knowledge of Zoom, able to support delegates who are having issues. • Capacity to run and support on more than one Zoom session at a time. <p>Speaker management</p> <ul style="list-style-type: none"> • Main contact for speakers and facilitators on logistical details. • Collect biographies, speaker headshots, speaker requirements and presentations. • Create speaker and facilitator briefings with logistical details. • Schedule and run practice sessions with speakers and facilitators on chosen digital platform. <p>Managing collateral</p> <ul style="list-style-type: none"> • Work with Q team to decide on materials needed at the event. • Design and produce where needed in line with the Q brand. <p>In person logistics</p> <ul style="list-style-type: none"> • Lead management of logistics for on the day in person events and work with Q team on best way to involve staff on the day. • Manage badge printing. • Arrange couriers and set up.
	Accountability	<p>Principles and ways of working will be defined with the agency at the start of the project.</p> <p>The agency will work alongside a named project lead and project sponsor for the overall relationship. They will also work with individual team members on specific briefs and projects.</p> <p>Effective management of the agency relationship will be needed. The agency will be responsible for providing information and expertise to guide decisions made by the client and individual owners of specific briefs and projects. Appropriate contract governance will be agreed with the agency at the start of the relationship.</p>
Deliverables	Delivery requirements	<ul style="list-style-type: none"> • Engage in setting up processes and ways of working between Q and the supplier, including processes around ad hoc work. • Delivery of Q Community event 2023. • Delivery of Community Space series of in person events. • Delivery of Q Lab UK workshops in September and November 2023, and March 2024.
	Outcomes	<p>Events that run to time and smoothly and are rated as good use of attendees' time.</p>

		<p>Attendees are well informed about the event they are attending, feel welcomed and able to participate fully both online and in person.</p> <p>Speakers and facilitators are well briefed and informed of the details of the event allowing them to contribute fully.</p>
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3.0 Instructions for tender responses

- 3.0 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.
- 3.1 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 deliverables outlined. 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.
- 3.2 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.
- 3.3 The Foundation is not obliged to disclose anything about the successful bidders, but will endeavour to provide feedback, if possible, to unsuccessful bidders.
- 3.4 Your bid is to remain open for a minimum of 180 days from the proposal response date.
- 3.5 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.
- 3.6 Please note that any proposals received which fail to meet the specified criteria contained in it will not be considered for this project.

4.0 Selection criteria

- 4.0 Responses will be evaluated by the Foundation using the following criteria in no particular order
- Ability to deliver on all required services or outputs
 - Experience of delivering interactive events, with a range of formats, such as those with liberating structures.
 - The quality and clarity of the proposal, products or services
 - Evidence of proven success of similar projects
 - 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)
 - Clear and transparent project management systems and ways of working with client
 - Knowledge of inclusion practices to make all audiences feel comfortable and valued in registering and attending Q events.
 - Ability to work with others
 - Experience of running events across the UK and Ireland
 - More than one person available to work on the projects
 - A budget which clearly outlines costs and includes VAT

- 4.1 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.

5.0 Selection process

5.0 Please submit your application, plus any accompanying documents, via the online portal by 5pm on Tuesday 30 May 2023.

5.1 A response to your application will be made by 5pm on Friday 2 June.

5.2 Interviews will be held on Tuesday 6 and Thursday 8 June 2023.

5.3 Final decision will be communicated by Friday 16 June.

5.4 Start date to be agreed following the final decision and would be as soon as practicable.

6.0 Confidentiality

6.0 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.

6.1 Providers may be requested to complete a non-disclosure agreement.

7.0 Conflicts of interest

7.0 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://www.health.org.uk/sites/health/files/170925%20Conflicts%20of%20interest.pdf>