



Impact report for UK Network of Age-friendly Communities

Deadline for Tender Submissions:

16th May 2024, 5pm

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1. About us

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

We have identified three main areas of focus as an organisation – challenging ageism and building an Age-friendly Movement; creating age-friendly homes and fostering an age-friendly work culture.

As part of our first action area, we want to build an Age-friendly Movement, a social movement to change how people think, feel and act about ageing. A key part of this work is growing and strengthening the UK Network of Age-friendly Communities

Age-friendly Communities

Age-friendly Communities are localities, all reflecting a Local Authority footprint, committed to adopting the [World Health Organisation's Age-friendly Communities approach](#). The approach was developed by WHO in 2007 in consultation with older people around the world. It is built on the evidence of what supports healthy and active ageing in a place.

By following this approach, local groups, leaders, councils, businesses and older residents work together to identify and make changes in both the physical and social environments. This includes improving transport, outdoor spaces, volunteering and employment, leisure and community services. To make these improvements, Age-friendly Communities follow the World Health Organisation framework of the [Eight Domains](#) and [Four-Step Programme Cycle](#).

Age-friendly Communities carry out varied and wide-ranging activities including; specific projects focused on ageing and older people, advocating for ageing and older people to be included in all local policies and plans, improvements to make the built environment more accessible (such as access and seating), campaigning on ageism, and community engagement and co-production (largely but not exclusively with older adults). Age-friendly Communities deliver these activities by bringing together a partnership of organisations and people across the public, private and voluntary sectors, all taking action. Often this work is coordinated by a department in the local authority or a local voluntary sector organisation, with a member of staff (which we refer to as an Age-friendly lead) leading this.

UK Network of Age-friendly Communities

Centre for Ageing Better provides the secretariat for the UK Network, where our role is to grow the number of localities taking the Age-friendly Communities approach and inspiring, connecting and supporting those localities that are taking this approach through our community of practice. We are currently supporting 79 communities within our network, covering a population of over 26 million people. The network has been established since 2012 (with Centre for Ageing Better's support and community of practice starting in 2016.) The network membership is made up of a range of size and types of place (e.g. city regions, counties, districts and boroughs) who have been doing this work for different lengths of time.

To support this network, we host a series of learning activities for the individuals leading this work locally- e.g. 1-1 support, virtual peer calls, training, conferences, case studies, resource

collation, newsletters, connecting members. We also seek to influence the wider landscape- e.g. making the case for local action to tackle ageing, promoting the approach, building partnerships, identifying more funding opportunities.

2. Contract Overview

2.1 Summary of contract

We are looking to commission the creation of an impact report summarising the positive and promising impact that Age-friendly Communities are having on their older residents and communities overall. We are looking to evidence the potential benefits of taking the Age-friendly Communities approach, the role the UK Network of Age-friendly Communities has played in realising these benefits and how adopting the approach might have resulted in change that wouldn't have happened anyway. Due to the scope of this commission this is not a comprehensive evaluation of Age-friendly Communities or the UK Network.

This work is being commissioned by the Localities team at the Centre for Ageing Better, who provide the secretariat to the UK Network. The output of this project will be designed into an accessible, compelling format and shared with internal and external stakeholders. It will be used by aspiring and current Age-friendly Communities to make the case for starting/continuing this work and by Centre for Ageing Better to demonstrate the important role of the UK Network to potential future funders, partners and to our Board of trustees.

2.2 Background to this tender

The WHO Age-friendly Communities approach is [evidence-based](#) and we know it is enabling local action around ageing internationally and here in UK. We know this anecdotally from the people we support and through the example case studies of practice we've developed. However, our approach to communicating this impact has been quite piecemeal, focused on sharing good practice between members, and helping people understand the potential of the approach, rather than following through in-depth how the approach has translated to impact on older people.

2.3 Scope of the contract

Within this piece of work we are looking to produce an impact report which communicates three key elements:

- 1) **Evidencing the benefits** of taking the Age-friendly Communities approach (and its impacts on older people)
- 2) **Evidencing the role the UK Network** of Age-friendly Communities has played in realising these benefits
- 3) Indicating how adopting the approach might have resulted in **change that would not have happened anyway**

1) Evidencing the benefits of taking the Age-friendly Communities approach

Age-friendly Communities bring a series of benefits to their areas. These include system-change benefits and as a result, impact on older residents and their communities as a whole such as:

Types of System- level impacts

- Bringing the lived experience of older people closer to decision-makers to inform services and decision-making
- Promoting new partnerships across departments, organisations and sectors
- Improving leadership on ageing and taking a strategic 'ageing in all policies' approach.
- Helping maintain a focus, and promote the use of resources, on upstream/preventative approaches
- Reduced pressure on/costs for local health and care systems
- Bringing in global or national good practice and evidence into local decision-making

Types of Impact on older people (and communities)

Projects and workstreams developed out of the adopting the Age-friendly Communities approach that have engaged with, and benefited, older people directly such as:

- Improving financial security (e.g. through pension credit campaigns)
- Improving social connection (e.g. through social groups)
- Improving health, including reduction in falls (e.g. through co-produced strength and balance classes)
- Improving meaning and purpose, including improved wellbeing. (e.g. through participating in accessible, inclusive volunteering)
- Improved community cohesion (e.g. through intergenerational activities)

2) ***Evidencing the role the UK Network of Age-friendly Communities has played in realising these benefits***

We anticipate this might include:

- Adoption of practice or lessons learnt from other network members, including bringing in additional resources for the work e.g. through fundraising
- Use of resources compiled by Centre for Ageing Better to make the case/ develop programmes.
- Value of guidance provided by Centre for Ageing Better staff
- Feeling motivated and supported by belonging to a wider UK Network community
- Leveraging being part of an international movement/ structure

3) ***Indicating how adopting the approach might have resulted in **change that would not have happened anyway*****

We are aware in the scope of this commission we will not be able to evidence exact attribution of certain impact on older people to the adoption of the age-friendly communities approach. However, we are confident that adopting the approach will have resulted in a number of activities, structures and outputs which will have contributed to some of the impact we identify. This might include evidence of:

- New or raised Political/ strategic prioritisation/status of ageing (e.g. being embedded in strategies, better use of evidence)
- Increased understanding of the wider issues affecting healthy ageing and the lives of older people beyond health and social care (e.g. domains covering outdoor spaces, employment, transportation, housing.)
- Providing opportunities for different stakeholders across the domains to connect and work together.
- Empowering older people to take action (e.g. shape local plans)
- Improved community resilience through age-friendly partnerships (e.g. limiting the impact of Covid)

What this report is not:

We recognise that within the budget and timeframe of this commission we are not looking for a comprehensive evaluation of the WHO Age-friendly Communities approach in general, the collective impact of all Age-friendly Communities in UK or of the UK Network as a whole.

Instead, with this project we are looking to show the potential positive impacts of taking the age-friendly communities approach and the UK Network's role in realising these. We are not just interested in understanding the positives, so if through this process we uncover that there is stronger evidence of impact in some areas than other we are keen to learn this.

2.4 Outputs, methodology and working together

We are open to recommendations on how the range of impacts and benefits under the above three key elements are communicated. However, we would anticipate they would be included within two main outputs for this project (and two additional outputs)

Main outputs:

1) A **short, compelling report summarising the impact** of Age-friendly Communities.

This would include (but not limited to):

- A summary of key quantitative impacts across Age-friendly Communities within the UK Network (e.g. number of older people engaged across the network)
- A collation of quotes from stakeholders and older people communicating the benefit of the Age-friendly approach in their area
- A summary of the types of impact that Age-friendly Communities are having (the difference it is making to people in those communities)
- A summary of how the Age-friendly Communities approach might be enabling

- change that wouldn't have happened anyway
- A summary of how the UK Network is enabling impact in Age-friendly Communities
 - Creation of visuals (e.g. flow charts, diagrams) which provide alternative ways of illustrating the impact of Age-friendly Communities (e.g. demonstrating how system benefits translate into impact on older people)
 - Any areas where we are not seeing strong examples of impact (where we would have expected to) which would benefit from further investigation or support from Centre for Ageing Better.

2) **A series of case studies** which bring to life the benefit of the age-friendly communities approach, including direct impact on older people and systems change benefits. We are open to bidder recommendations on the level and type of these case studies (e.g. at a community level, a type-of-impact level or an activity level, whether we produce a smaller number of comprehensive case studies or more short illustrative examples). However, we would expect the case studies to include quotes from older people and local stakeholders (e.g. decision-makers)

We will design up the summary report, visuals and case studies into a useable, polished "impact report" that can be shared with stakeholders to help make the case for age-friendly communities – but you will be responsible for the content. As such we are looking for these outputs to relatively "stand the test of time", and be useable over the next 3-5 years, rather than something we produce annually.

Additional outputs:

3) Additional insights

As our ambition is to have a succinct summary report and case studies, we anticipate impacts and insights being identified that we will not include. Although we don't expect these to be written up into a full comprehensive report, we would like to have shared with us useable additional materials and summaries developed over the commission (e.g. survey responses, themes identified, long list case study ideas) that we could investigate at a future date.

4) Sharing with the UK Network

We would also expect the contractor to present the results of the report at a virtual peer learning session (approx. November) and at the UK Network of Age-friendly Communities conference (approx. February '25). Reasonable and prior agreed expenses for this conference would be reimbursed (outside of the budget of this commission.)

Expected methodology

We are open to bidder recommendations on methodology and approach. We would expect bidders to justify why they have chosen specific methods and approaches in their written return.

We expect this commission may involve:

Invitation to Tender for Impact report for UK Network of Age-friendly Communities

- **Preliminary research** with a selection of Network Members (e.g. our steering group) to help shape the questions and report
- **A survey for the whole network** to be completed by Age-friendly lead coordinators to understand the scale and type of impacts (e.g. numbers of older people engaged, numbers of local strategies on ageing completed)
- **Qualitative research utilising multiple methods** (e.g. focus groups, interviews) with different individuals involved in a number of age-friendly communities. This would definitely include age-friendly lead coordinators and older people, but would also likely include other local stakeholders and senior local authority leaders/politicians etc.
- **Review of existing impact evaluations from age-friendly communities** (e.g. individual evaluations of activities/ interventions, overall programme impact assessments. Please note we don't anticipate there being many of these.)
- **Identifications and writing of case studies**
- **Analysis and summary** of impacts across the network

Working together and providing capacity

We are aware the budget may provide limitations of the scale and depth of impact we can understand through this project. There are particular capacities and expertise we are looking for from the contractor, and roles we can play to increase capacity and make the work easier.

From the contractor we want:

- Methodological experience - how to best draw out and consolidate the impact age-friendly communities are having.
- Fieldwork skills to conduct the research, including desk research and conversations with stakeholders.
- Analysis and synthesis of findings
- Report writing skills, creation of short and compelling case studies and summary of impact.

What can we do to support:

- Identify some of the impacts/ outcome measures age-friendly communities are working towards.
- Identify some of the people/ communities to speak to before and after initial survey work.
- Do the administration and coordination of qualitative research activities etc.

We are open to suggestions from the contractor on how we can work together most effectively within the constraints of this commission (for example, if support is needed to condense findings into a summary report). We would want to see any recommendations in the written return.

2.5 Contract term

We would anticipate the contract starting in early June and completing in November. We would anticipate a first draft of the report being delivered by latest beginning October, with a final version in early November.

This timescale represents the latest deadline for a final version of the report. If you propose to complete the project in a shorter time scale (which we would support) please indicate this in your timeline in the return.

2.6 Budget

The budget for this project is £20,833 exc. VAT (equates to £25,000 including VAT)

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

2.7 Insurances

The Contractor shall take out and maintain in full force and effect with a reputable insurance company the following minimum insurances for the duration of the Contract:

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

2.8 Timescales

The indicative timetable for the procurement and delivery is as follows:

Stage	Date
Invitation to Tender issued to Bidders	18 th April 2024
Deadline for clarification questions	1 st May 2024
Publication of clarification questions	2 nd May 2024
Deadline for bid submission	16 th May 2024
Bidder Interview	28 th / 29 th May 2024
Notification of result	30 th May 2024
Contract commencement	3 rd June
First draft report	Early October

Final draft report	Early November
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Ageing Better reserve the right to amend these dates.

2.9 Terms and Conditions

Below are the terms and conditions, to be signed at contract award. Suggested amendments or queries should be submitted in Section 14 of the Supplier Questionnaire. Ageing Better cannot guarantee adhering to proposed changes.

3. Invitation to Tender evaluation criteria

Criteria	Sub Criteria	Weighting
Price (20%)	Pricing	20%
Quality (80%)	Skills and experience	30%
	Approach and methodology	40%
	Project management approach	10%
	Total	100%

3.1 Scoring

Scoring

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

Score	Description
5	Exceptional. Demonstrates strengths, no errors, weaknesses or omissions and exceeds expectations in some or all respects.
4	Good. The standard of response fully meets expectations.
3	Satisfactory. The response is acceptable but with some minor reservations.
2	Poor. The response is deficient in certain areas where the details of relevant response require the reviewer to make certain assumptions.

1	Very Poor. The response is deficient in the majority of areas where the details of relevant response require the reviewer to make frequent assumptions.
0	Rejected. Response is unacceptable or non-existent, or there is a failure to properly address any issue.

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

Lowest Bid Total

_____ X 20

Other Bidder's Bid Total

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

4. Bid return and Tender evaluation process

4.1 Amendments to the Invitation to Tender

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

4.2 Procedure for the submission of bids

Bidders shall submit one electronic copy Invitation to Tender by no later than **16th May at 5pm** via e-mail to: **afc.network@ageing-better.org.uk**

The Invitation to Tender return shall state the following title:
'Impact report for UK Network of Age-friendly Communities

We will acknowledge receipt of all bids.

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

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

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

Late submissions will not be accepted.

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

4.3 Content of bids

All bids must consist of the following items/documents:

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

4.5 Evaluation of bids

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

5. Important notices for bidders

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

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

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

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

5.2 Anti-collusion

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

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

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

5.3 Non-canvassing

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

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

5.4 Copyright

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

5.5 Tax Liability

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

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

5.6 Modern Slavery Act 2015

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

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

5.7 Confidentiality

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

5.8 Ageing Better's right to reject bids

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

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

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

5.9 Time

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

5.10 Tender withdrawal

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

5.11 Bid costs and loss of profits

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

Appendix 1: Conditions of Contract

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

Appendix 2 – Pricing Document

Pricing Preambles

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

Schedule of Rates

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

Total (excl. VAT)				£

The above rates shall include for all work shown or described in the Contract as a whole and for all work not described but apparent as being necessary for the provision of the Services.

Appendix 3 – Written Return

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

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

Bidders shall note that there is a 2500 word limit for the entire written return. Words that are used in diagrams are included in the word limit but it doesn't apply to Bibliographies, reference lists or CVs.

Section 0 – General Information

1	Bidder name	Insert details
2	Registered address	Insert details
3	Name of person completing the Invitation to Tender	Insert details
4	Telephone number	Insert details
5	E-mail address	Insert details
6	Company status (e.g. Ltd, Plc, sole trader, Charity, Community Benefit Society, etc.)	Insert details
7	VAT registration number	Insert details
8	Company registration number and/or charity number	Insert details
10	Please provide the organisation name, contact details and a brief description of 2 contracts of a similar nature which demonstrate the Bidder's experience in relation to Ageing Better's requirements. Any Contract award will be subject to a satisfactory reference being provided by one or both of the named companies.	
	Insert details	
11	Please provide links/ attach in your return two examples of similar outputs to the impact report required in this tender you have created (this can be the above examples or different)	

NOTE TO BIDDERS

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

Section 1: Skills and experience	Weighting
	30%
<p>Please outline how the team completing this project has all or most of the below skills and experiences (up to 1000 words):</p> <ul style="list-style-type: none"> - Experience of creating impact reports and case studies - Experience conducting quantitative and qualitative research using methods proposed in below approach and methodology section (e.g. designing and running surveys, interviews and focus groups) - Experience of working with the local government and voluntary sectors - Understanding of systems change and partnership working at a local level - Experience synthesising impacts across a range of different communities/ organisations - Knowledge of, and experience working with, community and health sectors - Understanding of research ethics - Experience working with or understanding of national networks/ communities of practice - Knowledge of the ageing sector 	
Bidder's Response	

Section 2- Approach and methodology	Weighting
	40%

Please outline your proposed methodology and approach for this work as outlined in the tender, including how you will ensure the final outputs include the three key elements of this commission below (up to 1000 words):

- 1) Evidencing the benefits of taking the Age-friendly Communities approach (and its impacts on older people)
- 2) Evidencing the role the UK Network of Age-friendly Communities has played in realising these benefits
- 3) Indicating how adopting the approach might have resulted in change that would not have happened anyway

Within this section of the return please include the timeline within which you will complete the work (which does not count towards the word limit). Please also use the below table (or similar structure) to show the proposed time spent on each delivery element.

Bidder's Response

Activity	Detail	No. of days	Total price
Total (excl. VAT)			

Section 3: Project management and stakeholder engagement	Weighting
	10%
<p>Please outline how you will effectively project manage this commission, including managing relationships and engagement with internal and external stakeholders involved.</p> <p>Please include any recommendations on how you would want to work with Ageing Better to manage this commission (as per “working together and providing capacity” section on pg 9 (up to 500 words):</p>	
Bidder’s Response	
Empty space for bidder's response	

Appendix 4 – Form of Tender

To: **Centre for Ageing Better**

Re: **Impact report for UK Network of Age-friendly Communities (the “Contract”)**

Dear Sirs

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

organisation.

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

Total Price for this Tender

£.....

in words

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

Signed: _____

Name: _____

Position/Status: _____

On behalf of:
(name of Bidder) _____

Date: _____

Appendix 5 – Anti-Collusion Certificate

To: **Centre for Ageing Better**

Re: **Impact report for UK Network of Age-friendly Communities (the “Contract”)**

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

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

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

In this certificate

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

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

Signed: _____

Name: _____

Position/Status: _____

On behalf of:
(name of Bidder) _____

Date: _____

Appendix 6 – Non-Canvassing Certificate

To: **Centre for Ageing Better**

Re: **Impact report for UK Network of Age-friendly Communities (the “Contract”)**

Non-Canvassing Certificate

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

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

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

Signed: _____

Name: _____

Position/Status: _____

On behalf of:
(name of Bidder) _____

Date: _____

Appendix 7 – Supply Chain of Conduct

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

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

With respect to Social Compliance Tenderers shall:

(i) Not use forced, involuntary or underage labour

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

(ii) Provide suitable working conditions and terms

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

(iii) Treat employees fairly

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

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

With respect to Ethical Compliance & Economic Development Tenderers shall:

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

With respect to Environmental Compliance Bidders shall:

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

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

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

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