

# Invitation to Tender for the Provision of

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## **Programme Evaluation Partner**

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**To be supplied to PECAN**

**Release date**

**18<sup>th</sup> December 2019**

**Submission date**

**24<sup>th</sup> January 2019**

### **Invitation To Tender for a Programme Evaluation Partner**

You are invited to submit a tender to provide a Programme Evaluation Partner to PECAN's Pantry programme.

By participating in this tender you are indicating your acceptance to be bound by the guidelines set out in this letter and attachments. We provide below the key details of PECAN's requirements, which you should take into account in your response. Please acknowledge via email safe receipt of this letter within two working days together with your confirmation of your intention to tender.

To simplify exchange of information regarding this Invitation to Tender (ITT) please nominate a Bid Manager (together with their deputy) and relevant contact telephone, facsimile numbers, and email addresses.

Please direct any questions regarding the ITT content or process to the PECAN representatives named below. You should not contact other PECAN personnel unless directed to do so by the PECAN representative. PECAN reserves the right to disqualify and reject proposals from suppliers who do not comply with these guidelines. All questions should be submitted in writing either by post or to the email address below.

Only communications made by your Bid Manager (or their deputy) to our named representatives, Chris Price, CEO will be taken into account during the pre-contract tender period.

As part of this tender process PECAN makes no obligations in any way to:

- (i) pay any vendor for any ITT response; or
- (ii) award the contract with the lowest or any bidder; or
- (iii) accept any ITT information received from vendors; or
- (iv) include vendors responding to this ITT, in any future invitation; or
- (v) any other commitment to vendors whatsoever.

I look forward to receiving your response.

Yours sincerely,

Chris Price, CEO  
PECAN  
Chris.price@pecan.org.uk  
020 7732 0007

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Whilst care and attention has been exercised in the preparation of this document, it remains subject to contract and all warranties whether express or implied by statute, law or otherwise are hereby disclaimed and excluded.

These limitations are not intended to restrict continuing business discussions between PECAN and *the recipient*.

Any proposal received by PECAN is subject to contract with PECAN.

## **1. Charity Background**

Pecan was established in 1989 as a response by the local churches to some of the social and emotional issues facing people in Peckham. Since then the charity has provided support to people in difficult situations whether through unemployment, a criminal record, hunger, disability or just not being able to make things happen. The support offered is both practical and emotional. Some support provides people with a qualification, others get jobs, some change the way they respond to different situations, others have shared skills, in a time of crisis people have found substance and many find friends and a cup of tea.

Our aim is to seek to serve people in a way that empowers them to gain control of their lives. Our heart continues to be in Peckham with an outreach across the borough of Southwark and others communities in our great capital city.

The service people receive at Pecan is important. What is vital though is the experience they receive. We want to be an organisation that meets people and various points in their life, whether it is looking for work, friendship or at a time of crisis, we want to be able to host a service that meets their needs. The vital part for us is how people are treated as needs are not just practical. Our strap line is built on the experience that people receive, it is not built on the service offered. We want everyone who experiences Pecan to experience Kindness, Belief and Hope.

## **2. Background to the Project**

### Overview

PECAN has been engaged by Guy's and St Thomas' Trust Charity to develop and pilot a Pantry programme. It is expected that the Pantry will reduce childhood obesity in Southwark through increased access to affordable healthy food. For a small weekly subscription of £4.50, members of Peckham Pantry will be able to buy food, including fresh fruit and veg and store cupboard favourites, to the value of £15. The aims of the Pantry also include:

- reduce shopping bills
- provide relevant advice and support;
- operate a Credit Union savings scheme; and
- create opportunities for members to be more active in their community.

Pantry locations will be developed as 'shops' and PECAN aims eventually to make the programme self-sustaining through membership fees. This may take longer than the two years of the Pilot programme. We will continue to deliver the service from St Luke's (called a hub) and over the two years open another two hubs in other areas in the borough.

The project is targeted at young families who are either living in poverty or near to poverty. The project will be open to all members of the community, that includes those not in poverty and people without young children.

Evaluation of the Pantry's impact is vital as this is a pilot programme and a budget not exceeding £50,000 has been set aside for the appointment of an evaluation partner. The evaluation needs to cover both: health impacts on families and children of using the pantry; and the financial sustainability of the business model. In both of these aspects the methodology defined and the approach taken by the Evaluation Partner should clearly recognise and be adapted for a pilot programme, which has learning, adaptation and optimisation as a key focus.

#### *Health impacts on families and children of using the pantry*

The programme's evaluation methodology will focus on the impact of the programme on drivers of health, since weight is intrusive to measure. Drivers include the proportion of fresh food in diets, diet variety, cooking and dining habits, participation in healthy activities, and improvements in wellbeing.

It is expected that the Pantry may impact on wellbeing through several mechanisms including:

- growth of dignity in a social model where people are paying for their food, rather than finding places where it is free;
- improved family and social cohesion; and
- reducing stress through improved family finances and debt management.

For example, use of the pantry may increase opportunities for those who shop with us to go on a break, eat together as a family, buy other items for the family, or reduce work hours and spend more time with family.

The evaluation needs to be able to show the difference the Pantry makes to all members of the Pantry, but especially families with children. It is important that the evaluation considers the programme's ability to attract those families with the greatest need to adapt their lifestyle choices.

The scope of the evaluation includes the operation of the Pantry and how this impacts its ability to influence the desired outcomes, for example: whether the Pantry stocks food appropriate for the local community. The evaluation should review what aspects of the Pantry's design and operations support demand from the target families and which support them in making healthy choices and which act against these outcomes.

#### *Financial sustainability of the business model*

A full evaluation of the financial performance of the Pantry programme is required, including an analysis and assessment of the drivers of financial

performance and the potential impact of alternative approaches and improvement options.

In addition to an evaluation of the business model on purely commercial criteria, it is expected that any evaluation will also address the opportunity to sustain the project with some element of external support. The evaluation will also include a Social Return on Investment (SROI) assessment of the programme alongside a business evaluation.

### Existing Data

PECAN will make available to the selected evaluation partner the information gathered from current pantry members application forms. This information is held in our franchise holder's database, Your Local Pantry. In addition, the selected evaluation partner will be able to use Pecan's Zoho survey account for questionnaires and make use of PECAN's Ambassadors at the Pantry to ask questions of Pantry users.

PECAN intends, in addition, to set up a questionnaire and ask around 20 members, preferably with young children, questions to help give an understanding of Pantry users' eating and shopping habits and their financial wellbeing. We anticipate the following set of questions or similar.

- Where do you usually buy food?
- What / how much fresh fruit and veg do you usually buy?
- How much fruit and veg do their children eat each week?
- What is their normal weekly shopping basket?
- How much do you usually spend?
- Has the pantry helped your financial situation?
- If yes – what has that enabled you to do?

### Publication of evaluation findings

The evaluation findings will be made public. It is hoped that other charities will use the findings from our pilot and that further pantries will therefore be set up successfully in other communities. The evaluation will need to be a warts and all approach, so that it can be of the most use to all of us who will use it going forward.

### Timing

The selected evaluation provider will be a close partner of the programme over the next two years. The aim is to recruit the partner in January/February 2020 and for them to complete their evaluation by September 2021.

### **3. Services to be provided**

- A. By April 2020, develop and agree with PECAN and Guy's and St Thomas' Charity an evaluation methodology for each of the main aims of the programme, namely:
  - i. health impacts on families and children of using the pantry; and
  - ii. financial sustainability of the business model.
- B. By April 2020, develop and agree with PECAN and Guy's and St Thomas' Charity an initial set of key measures and an evaluation framework for the effectiveness of the pilot in meeting its aims.
- B. By April 2020, propose and agree with PECAN and Guy's and St Thomas' Charity a timetable and format for reporting findings of the evaluation including, as a minimum:
  - i. monthly status reporting showing progress against relevant measures identified in the methodology;
  - ii. quarterly reviews of the implications of the data recorded to date and the programme's effectiveness at achieving its aims according to the agreed methodology;
  - iii. quarterly reviews of the effectiveness of the methodology and suggestions for revisions to improve the methodology;
  - iv. a formal interim assessment of the programme's performance against its aims after one year with recommendations for programme and evaluation methods improvements;
  - v. a formal final assessment of the programme's achievement of its aims by April 2021 with recommendations for future development and provision of services.
- C. By April 2020, design data capture processes and systems for all data required by the agreed methodology and agree these with PECAN and Guy's and St Thomas' Charity.
- D. Capture and analyse data in accordance with the agreed methodology from May 2020 onwards.
- E. Deliver agreed progress and evaluation reports from June 2020. All reports to be delivered at least one week prior to the relevant programme status and review meeting.
- F. Attend monthly, quarterly and annual programme review meetings as requested to present progress, data, recommendations and other findings and propose and discuss evaluation and programme revisions and improvements.

- G. As required and agreed with PECAN and Guy's and St Thomas' Charity, adapt, revise or redefine the evaluation methodology, data collection and analysis processes and systems and reporting methods and timetable considering learnings identified at quarterly and annual reviews.
- H. As required and agreed with PECAN and Guy's and St Thomas' Charity, adapt, revise or redefine the evaluation methodology, data collection and analysis processes and systems and reporting methods and timetable to take account of any adaptations made to the project by PECAN as learnings from experience are incorporated into the programme design.

#### **4. Approach**

In your response, please provide a detailed and clear description of your approach to delivering each of the services described in Section 3. Please ensure that any expectations of involvement by PECAN or other bodies is clearly and obviously described and quantified. Please also clarify, for example, what access you will require to the Pantry location, its staff and its data and systems, why and when such access will be required.

Aligned with the fact that this programme is a learning pilot, we are keen to see evidence of both how your approach will be adaptive and how you will effectively partner with PECAN and Guy's and St Thomas' Charity to ensure the success of the pilot.

You may find it appropriate to use our current Theory of Change or similar in your approach to defining evaluation methods and measures. A copy is available on request.

It is important that your approach evidence how you will deliver sufficient quantitative and qualitative data points to allow for rigorous analysis of programme performance and the identification and recommendation of improvement opportunities.

#### **5. Management Information and Key Personnel**

In your response, please provide:

- a description of both how you will ensure PECAN's continuing understanding of the progress and quality of your work and how you will solicit and respond to PECAN's input on the work and its conduct during the programme.
- a description of the project organisation you will assign as to act as our evaluation partner
- a list of the key personnel who will be our evaluation partners and the qualifications and experience that enable you to be confident in their delivery capability
- a description of the process and timings you would propose to enable any change in key personnel you require during the delivery period to occur without adverse impact to the quality or timing of the delivery of the programme.

#### **5. Commercial**

If successful, you will be expected to agree to PECAN's standard commercial terms and conditions, a copy of which is available from PECAN on request. Please indicate your acceptance of this condition in your response.

## 6. Timetable

General	
Confirmation of receipt of this document	Email confirmation:
Deadline for submissions	1pm Friday 24 <sup>th</sup> January 2020
Selection of providers for interview	Presentation to PECAN evaluation team on the 28 <sup>th</sup> January
Contract implementation date	3 <sup>rd</sup> February
Email copies of this document	If you would like a word copy of this document please email <a href="mailto:Chris.price@pecan.org.uk">Chris.price@pecan.org.uk</a>
Questions	Questions arising from this document should be given to <a href="mailto:Chris.price@pecan.org.uk">Chris.price@pecan.org.uk</a>
Full contact details	Chris Price CEO 121A Peckham High Street, London SE15 5SE

## **7. Respondent Instructions**

This section provides detailed instructions to be followed in responding to this ITT. Included are Response Guidelines and PECAN Contact Information.

You will be required to submit a written proposal as part of the response. You should submit an electronic copy of the document. Your Bid Manager should sign all responses.

Please deliver the electronic copy to:

Chris Price

CEO

Chris.price@pecan.org.uk

PECAN reserves the right to disregard any response submitted after the timetable deadline.

Any assumptions used in preparing responses should be clearly stated. Any appropriate supporting documents e.g.; maps, brochures, organisation charts, etc. should be included.

Questions relating to clarification of the ITT will only be accepted in writing to the PECAN representative. Likewise, all responses from PECAN will be written and may also be made available to other vendors (subject to confidentiality). In the event that any answer materially affects the ITT specifications, an amendment to the original requirement will be escalated to all vendors. PECAN will attempt to answer any question within 3 working days of receipt of that request; otherwise it will respond within that timescale notifying you of the estimated time to obtain the information.

PECAN reserves the right to modify the provisions of this ITT at any time prior to the scheduled date for written responses. Additional scope and requirements can be added. Notification of such changes will be provided to all vendors.

Should you wish to propose a deviation from the specification please ensure that you clearly identify and highlight where appropriate in your response.

By submitting a response, you are committing to an understanding that you understand the requirement and have sufficiently addressed all aspects of the tender and information contained within the data room and that you have checked all stated details, such as prices, to be correct and as intended.

All information supplied by PECAN in this tender to date, and any further information supplied during the tender process is subject to the confidentiality agreement you have signed.

## **8. Tender Assessments**

A set of criteria has been prepared by PECAN for the evaluation of every Submission. The evaluation criteria will be based upon some or all of the following aspects of the Bidders' proposals in (not in order of significance):

### **A. Commercial**

- i. Competitive price.
- ii. Price clarity.
- iii. Management information provisions.
- iv. Contractual compliance.

### **B. Service Capability**

- i. Evidence provided for your prior successful delivery of similar services in public health and third sector service provision with multiple demanding stakeholders. Prior experience and relationships in food retail are also of interest.
- ii. Evidence provided for your understanding of the evaluation challenge and ability to develop innovative, appropriate and effective solutions.
- iii. Clarity, quality and alignment with our requirements of your proposed approach and plan.
- iv. Expected delivery quality.
- v. Culture and ability to work with PECAN and Guy's and St Thomas' Trust Charity.
- vi. Ability to adapt to changing business requirements.

### **C. Financial**

- i. Financial strength demonstrated across the Bidder's group structure. Please include your company's revenue and net results for the last two years with your response.
- ii. An established financial track record demonstrated for the legal entity that PECAN would be contracting with (please include your company's registration number and registered address in your response).

### **D. Level of Compliance with ITT**

- i. Understanding of all parts of the ITT.
- ii. Adherence to the timescales to send back responses.

You are reminded that throughout the process PECAN will continually assess all contact with the bidders organisations including compliance to the process, presentations and on-site representatives.

## **9. Briefings for Unsuccessful Participants**

PECAN intends to offer a feedback session to every Bidder submitting an unsuccessful proposal. PECAN reserves the right to control the format and content of any such briefing, and to limit it in any way believed by PECAN to be appropriate (which includes, in exceptional circumstances, the right to refuse a briefing without giving any reason for doing so).