**Invitation to Tender**

Caledonia Cremation and Community Renewal are seeking a suitably qualified consultant / individual / organisation to carry out two feasibility studies as one research exercise:

* A feasibility study about possible partnerships between Caledonia Cremation and Crematoria in Glasgow;
* A feasibility study about possible partnerships between Caledonia Cremation and Credit Unions.

The fixed price for completion of both feasibility studies is £7,000 including VAT and travel expenses.

The deadline for responses to this ITT is 12noon on 1 May 2018. Responses should be sent to john.halliday@communityrenewal.org.uk .

Questions may be sent to john.halliday@communityrenewal.org.uk before noon 24 April 2018 these will be responded and published on a public FAQs document found at www.communityrenewal.org.uk/join-us .

An inception meeting with the provider of the contract will ideally be held in Glasgow on 8 May 2018 or 10 May 2018. Please indicate availability on these dates in your response. The draft reports are due no later than 30 June 2018, final reports by 15 July.

**Background**

Community Renewal is a social enterprise and registered charity that works to build community, improve quality of life and alleviate poverty by engaging individuals and families and supporting them to achieve sustainable employment, improved health and to become more involved in their community.

Caledonia Cremation is a new social enterprise set up by and wholly owned by Community Renewal. It was established in May 2017 and started trading in Feb2018 . Currently Caledonia Cremations has five members of staff and provides around 12 funerals per month for people from across Scotland, this is expected to triple over 24 months.

The long-term future of Caledonia Cremation as a social enterprise may be supported by forming partnerships with Credit Unions and/or crematoria in Glasgow. In both cases a partnership arrangement would help both our social enterprise and the other partner: CU customers could be better covered financially for funerals; crematoria could be profitable with higher numbers of cremations.

More information about Caledonia Cremation can be found at www.caledoniacremation.org.uk .

**REQUIREMENTS**

**Consultation requirements**

The feasibility studies will be expected to include:

* An inception meeting in Glasgow.
* Interviews in Glasgow with three Caledonia Cremation staff (Founder/Chair, Co-Founder/Director, Manager/Funeral Director) – can be arranged to all be on same day as inception meeting.
* Key Credit Union stakeholders relevant to the exercise identified.
* Interviews with at least six Credit Union or managers or similar stakeholders .
* Interviews with at least three managers representing crematoria or the local authority (Caledonia Cremation can provide some guidance and contact details during the inception meeting).
* Other consultation activities as deemed appropriate by the tenderer and as set out in the response to the invitation to tender, for example with the credit union members or the wider public

**Setting out and testing feasible options**

During the course of the contract the consultant will be required to:

* Set out and testleast two different credit union partnership models with credit union stakeholders. A SWOT review or similar process should be used to compare the proposed models put forward b
* For the credit union partnerships, assess and estimate the financial and social impact of the proposedpartnership models on :
  + Caledonia Cremation
  + Credit Union partner(s),
  + Credit Union customers who use Caledonia Cremation as a result of partnership,
  + Scotland as a whole (where applicable), although this is not expected to be detailed.
* For the crematorium partnerships, assess and estimate the financial and social impact of the proposed partnership models on :
  + Caledonia Cremation,
  + Crematorium / City Council.

**Reporting and presenting results**

* Short presentation of results to which key Council and Credit Union stakeholders have been invited by consultant.
* Submission of both feasibility study to Caledonia Cremations with up to two rounds of agreed edits.
* Draft reports be completed by 30 June 2018, final versions by 15 July 2018.

**INVITATION TO TENDER RESPONSE QUESTIONS**

In a document submitted in either as PDF or MS Word format, please respond to the following 4 questions:

1. Method. Please give an outline of the process you will follow for the feasibility studies including consultation, considering options, and presenting findings. Include a timeline and show which staff will be involved. Max 1000 words. Max score 40%.
2. Expertise. Please give examples of you/ your staff/ your organisations’ relevant experience. Max 1000 words. Max score 40%.
3. Price. Score 20%. The total price is fixed at £7000 including VAT and including travel expenses. No other expenses are expected to be incurred: no payments to consultees, no venue/food costs.

The price score will be calculated based on the number of days work offered by staff at different grades, weighted by their experience. The weighted total days will be compared to the response offering the most days according to the following formula:

20% x [total weighted days offered by tenderer] / [highest total weighted days offered by any tenderer]

Please give a total number of days using a version of the following table (table 1) in your response. Please also include CVs (no word limit) if necessary to evidence level of experience of each member of staff. However, CVs will not be considered as part of the score for the expertise section.

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| --- | --- | --- | --- |
| ***Table 1 – price offer*** | **Junior consultants, trainees, administrators or others** | **Consultants (at least 2 years’ relevant experience)** | **Senior Consultants / Directors** |
| **Weighting** | 1 | 3 | 5 |
| **Minimum number of days committed to this contract by tenderer if successful** |  |  |  |

1. Pass/fail requirements. You must also submit and pass the following questions in your response:

|  |  |  |
| --- | --- | --- |
| **Question** | **Response (delete as appropriate)** | **Pass/fail criteria** |
| Q4.1 Do you take responsibility for ensuring you have suitable insurances for work on this scale? | Yes  No | Pass if respond “yes”. |
| Q4.2 Do you have a Quality Policy or EFQM/ISO90001 accreditation? | Yes  No – please complete Q4.2A | Pass if respond “yes” or if submit a coherent response. |
| Q4.2A If you do not have a quality policy please set out your approach to quality, risk and complaints (suggest 300 words, but a standard attachment is fine) | Include in response if necessary |  |
| Q4.3 Do you have an Environmental Policy? | Yes –  No – please complete Q4.3A | Pass if respond “yes” or if submit a coherent response. |
| Q4.3A If you do not have an environmental policy please set out your approach including some actions relevant to this contract (suggest 300 words, but a standard attachment is fine) | Include in response if necessary |  |

**TERMS**

Please note that a project for Community Renewal to set up Caledonia Cremation was funded by Scottish Government/ESF Social Innovation Fund. These feasibility studies are not related to the ESF/Scottish Government funded project.

The funding for these feasibility studies is dependent on Glasgow City Council Cooperative Development Fund which has already been secured.

A payment of 50% will be paid made once the presentation of findings or draft report have been submitted (whichever is sooner). The remaining 50% will be paid within 46 days of submission of the final report.

Caledonia Cremation and Community Renewal retain the right not appoint any applicant without giving reasons.

Caledonia Cremation and Community Renewal may provide feedback to applicants but have no obligation to do so.

The Contract will be between the awarded provider and Caledonia Cremation. Alternate terms and conditions may be offered as part of the contract agreement which will supersede the terms set out in this invitation to tender.

Caledonia Cremation may ignore incomplete or late responses or any words exceeding stated word limits set for certain response questions.

Caledonia Cremation and Community Renewal will assess eligibility and score all responses received. The following scoring framework will be used for the Method and Expertise sections: 0% - no detail; 10% - poor response; 20% - satisfactory response; 30% - good response; 40% - excellent response.

Termination of the contract will take place only if: a) there is agreement by both parties to terminate, b) breach of contract by the provider, or c) Caledonia Cremation give 14 days’ notice. In the event that a contract is awarded but terminated before completion all staffing costs and expenses incurred to date in providing the service will be paid as evidenced by the provider, where this is disputed an arbitrator will be commissioned by both parties.

A response received will be considered binding on the part of the sender for a period of 90 days from 1 May 2018.

Responses may be amended up to 12noon 1 May 2018 by emailing john.halliday@communityrenewal.org.uk .