

## **Essex County Council**

### **Request for Quotation (RFQ) Specification**

#### **Redesigning support for perpetrators and victims of Domestic Abuse**

**Research RFQ Number: RCI14**

**April 2022**

**Please complete in full and return by 5pm on  
Friday /05/2022 to [Gaynor.sproul@essex.gov.uk](mailto:Gaynor.sproul@essex.gov.uk)**

**Please note that all communications shall be  
conducted via the Authority's secure e-mail  
service**

# Redesigning support for perpetrators and victims of Domestic Abuse

## 1.1 Request for Quotation – guidance and instructions

Essex County Council invites you to submit a quotation for this requirement by email.

This RFQ comprises:

- RFQ guidance and instructions
- Specification template
- Pricing

In consideration of the opportunity to participate in email RFQ's held and conducted by Essex County Council ("Authority"), your company ("Invitee") agrees to the following terms and conditions:

**A.** The Authority reserves the right to amend, modify or withdraw the email RFQ. The Authority reserves the right to accept or reject all or part of your proposal. The Authority is not liable for any costs incurred by the Invitee in the preparation, presentation, or any other aspect of the Invitee's bid. The Authority will not reimburse any expense incurred by you in preparing your bid. Invitees take part in this e-mail RFQ entirely at their own risk and cost.

**B.** All quotes which the Invitee submits through the email RFQ are legally valid quotations without qualification, except for data entry errors. All rates and prices quoted must exclude VAT and must be in sterling.

**C.** The Invitee shall keep the email RFQ content, other confidential materials provided by the Site and/or the Authority, and all bids provided by the Invitee or another participating organisation in confidence and shall not disclose the foregoing to any third party.

**D.** The Invitee should ensure that they read and digest all of the required actions and appropriate deadlines and any subsequent communications.

**E.** All communications, enquiries, questions or requests for clarification by the Invitee should be addressed in writing to the e-mail on the front page of this RFQ document. The Invitee should note that the Authority will not respond to any enquiry, question or request not submitted in this manner.

**F.** The terms and conditions of this element shall survive completion of the email RFQ.

**G.** Quotations for part or parts only of the service or for different standards or frequencies of service or made subject to alternative or additional terms or conditions may be rejected, or may be rejected for the reasons of such alterations or additions only.

**H.** Invitees are expected to keep the RFQ quotation valid for acceptance for a period of 120 days from the RFQ closing date.

If the Invitee has any questions on the RFQ then you will need to e-mail ECC to clarify and respond to your question.

Please note that any request to vary the terms of the contract including insurances must be raised by way of clarification. The Authority will not negotiate the terms of the Agreement after contract award.

The Invitee should be aware that this RFQ is based on a standard template that has been customised for this particular requirement.

## **2. Research design specification**

The requirements for this specification are set out below. Please read the document in full before completing your quotation.

### **2.1 Title**

Designing systemic support for perpetrators, victims, and survivors of domestic abuse.

### **2.2 Summary**

The Southend, Essex and Thurrock Domestic Abuse Board (SETDAB) brings together relevant partners from across the local authority's health, social care, education, public health, criminal justice and police system with the purpose of preventing, reducing and responding to domestic abuse.

Descriptors and indicators of domestic abuse are inclusive of if the behaviour consists of a single incident or a course of conduct, and applies to any person 16+

- Physical or sexual abuse
- Violent or threatening behaviour
- Controlling or coercive behaviour
- Economic abuse
- Psychological, emotional or other abuse
- Intimate Partner Violence
- Abuse by Family Members
- Teenage Relationship Abuse
- Adolescent to Parent Violence and Abuse

The support that is currently available has developed piecemeal over several years across with funding made available from a range of partners to support the reduction of and response to domestic abuse.

The advent of the [2021 Domestic Abuse Duties](#) and the grant funding commitments from DLUC and the Home Office, this presents an opportunity to re-think the design and delivery of pathways to support and for perpetrators and victims of domestic abuse.

In addition to the work of [SETDAB](#) itself, there are links with a range of other partnership boards, strategies and plans across the partnerships which are inextricably linked to domestic abuse and these are:

- 1 [SET wide Essex Violence and Vulnerability Board](#)
- 2 Safer Essex and 13x local Community Safety Partnership
3. [Southend, Essex and Thurrock Sexual Violence and Abuse Strategy](#)
4. [Thurrock Violence Against Women and Girls Strategy](#)

The partnership has an ambition to ensure early help is designed into the heart of our response to domestic abuse, and where direct support and intervention is needed, that it is designed in a systemic way that offers holistic support to those who need it across the three local authority areas of Southend, Essex and Thurrock (SET).

Each commissioning partner has aligned their perpetrator and victims support contracts to end March 2024 so that we can maximise this opportunity for systemic change through integrated design and commissioning.

The work will commence in June and be delivered by October 2022 giving sufficient time for system change to occur by March 2024

### **2.3 Background to the issue**

Essex County Council is acting as lead commissioner to secure a research and design partner for this work and is acting on behalf of Thurrock and Southend Unitary Authorities, the Police and Crime Commissioner and the Essex Police. The work itself will benefit all partners across the SET area working to prevent and reduce the impacts of domestic abuse.

The combined population of the set area SET is 1,787,100 and there are diverse needs and issues across boundaries. Whilst Southend and Thurrock are unitary authorities with responsibility for all council-based services, including housing, Essex County is a two-tier authority and as such works closely with the 12 local district/borough councils over a large and diverse geography.

There is a high prevalence of domestic abuse in Essex (see each local authority needs assessments) and this design work is intended to support some on the long-term ambitions of the SETDAB Partnership and each local authority area as set out in existing strategies, but specifically the improvement the support to perpetrators, victims and Survivors

- [SETDAB Strategy](#)
- [Essex CC Strategy](#)
- [Thurrock Strategy](#)
- [Southend Strategy](#)

### **2.4 Research objectives**

The purpose of this work is to complete a design exercise that focuses specifically on understanding better how, as a complex system across the SET area we can identify collectively

- a) What we doing well and what should we stop doing?
- b) What are the pathways to support and are they fit for purpose?
- c) What processes are in place to identify and support perpetrators/victims/survivors?\*
- d) What support is available to victims and survivors and how effective is it?

- c) What support is available for perpetrators and how effective is it?
- e) How might we identify perpetrators and victims earlier in our work?
- f) What are the opportunities to work together to design our offer together and differently?

\*Includes those with protected characteristics and children who are now defined as victims.

## 2.5 Target participant group

The outputs of the work will be to the benefit of perpetrators, victims and survivors of domestic abuse; to improve outcomes but also to reduce the increasingly high-risk incidents of domestic abuse across the 3 local authority areas.

The partners to be included in this work include

- Police Fire and Crime Commissioner,
- Southend, Essex and Thurrock Commissioners,
- Public Health,
- Police,
- Probation,
- Housing Authorities
- Service providers e.g., health, adult and children social care, voluntary sector
- Perpetrators
- Providers of domestic abuse services and training
- Victims and survivors of domestic abuse\*

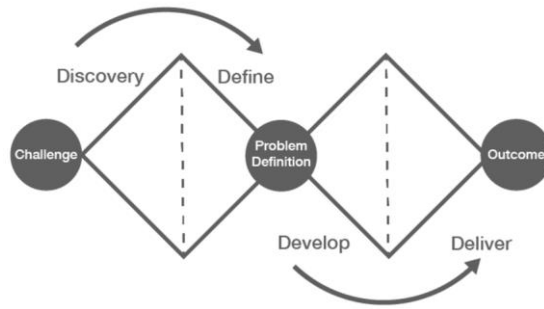
There is commitment from all partners to this work to ensure there is the level of engagement from the respective organisations to participate in and contribute to it and we will all use our extensive networks and contacts to support any engagement requirements.

\*Extensive research has recently been concluded and is publicly available here available <https://data.essex.gov.uk/dataset/e1qqj/experts-by-experience-research-with-survivors-of-domestic-abuse>

We anticipate there will need to be engagement with between 250-350 stakeholders across the three local authority areas which you are expected to outline in your proposals a range of methods for doing so.

## 2.6 Suggested approach and analysis

The partnership is familiar with the “double diamond” methodology and is looking for the same or similar approach that enables us to reach a good design solution by challenging what we know, understand what more we need to know, iterate new approaches (or confirm current ones) and ultimately to have a joined up, potentially integrated approach to pathways to support and a system support offer for victims of domestic abuse.



There is already available an extensive library of recent qualitative, quantitative and research data that will be available and this would form the foundation of the discovery.

## 2.7 Outputs

The design steering group require regular reports aligned to timelines aligned to the work and as set out by the design partner. Information should be presented in easily accessible formats that inform partners and our “Victims Voices fora”

- Current status of the work
- Findings to date
- Challenges
- Risks
- Financial update

## 2.8 Liaison arrangements

The successful organisation will be expected to liaise with the Essex County Council Lead Commissioner for domestic abuse and be part of and report to the project steering group of which will be made up of multiagency representatives. This should be factored into your delivery plan timelines as to how frequently you would determine is needed.

Reporting by way of updates and recommendations at key stages of the work will be to the 3 Local Domestic Abuse Partnership Boards and the SETDAB and this will be a total of 8 meetings with 30-minute slots over the period of the project.

Any reports, proposals and recommendations can be presented in mixed media which should be factored into your financial proposals

## 2.9 Timings

Invitation to quote	XX April 2022
Clarifying questions	XX May 2022
Closing date	XX May 2022
Confirmation to participating organisations	XX May 2022
Commence work	XX June 2023
Reviews	XX Monthly
Final report/recommendations	XX December 2023

## 2.9.1 Budget

We are inviting quotes up to £100,000.

Please table your costs in detail which should include management costs, staffing, field work, research and design methodologies, reporting methods and any other relevant costs such as financial incentives, workshop venues etc. Please model a payment schedule against a milestone timeline.

## 2.9.2 Form of proposal

You should submit your written proposals on A4 paper in 12 font Aerial and please use diagrams and tables where requested.

## 3 Evaluation criteria

All proposals will be evaluated using an **80% quality / 20% cost** weighting criteria.

### Quality Evaluation Criteria

Providers are to note the quality evaluation table below. If you score a 0 or 1 on any question you will fail. ECC will not consider your response any further.

0	Non-compliant, fails to satisfy specified requirements.
1	Marginally adequate, does not satisfy all requirements, successful completion uncertain, concerns regarding competence or capacity and ability to successfully fulfil the contract requirements.
2	Acceptable and mainly compliant, generally meets the requirements except for minor aspects and shortcomings, successful completion likely.
3	Satisfies all requirements, average, acceptable and compliant; successful completion highly probable, no shortcomings apparent.
4	Very good, negligible risk of failure; satisfies the selection criteria in all respects. Highly competent and above average.
5	Superior, beyond expectations; offers an excellent level of performance which exceeds notional requirements; represents industry best practice.

### Requirement Specific Questions

#### 3.1 Your organisation

- About your organisation
- Your experience relevant to public service design (including customers)
- Relevant experience (if any) to the subject matter
- Why this work interests you and what value your organisation brings to the work

- A brief bio of the project team who would be involved in the work and their skills/experience/knowledge – include any proposed sub-contractors

**Weighting 20% of the quality total**

Evaluation criteria

Pass: Minimum score of 2 against the ECC Quality Scoring Mechanism

Fail: A score of 0 or 1 against the ECC Quality Scoring Mechanism

Page limit

Maximum 4 x A4 page in minimum size 12 font Aerial response – diagrams permitted

### **3.2 Design methodology**

- Description of your proposed design methodology
- Why this approach will lend itself well to this work and perceived benefits
- Research you may need or need to undertake and how you will do that
- Who you think are the key stakeholders and how you propose to engage with them
- The support you expect from the commissioners to undertake the work
- A visual summary of the design journey
- A proposed delivery structure

**Weighting 30% of the quality total**

Evaluation criteria

Pass: Minimum score of 2 against the ECC Quality Scoring Mechanism

Fail: A score of 0 or 1 against the ECC Quality Scoring Mechanism

Page limit:

Maximum 6 x A4 page in minimum size 12 Aerial font

### **3.3 Risk Management and Ethics**

- Key risks for this project and what strategies you will put in place to mitigate these.
- Describe how you will ensure the work is conducted to the highest ethical standards
- Note any key considerations related to the participants taking part.

**Weighting 10% of the quality total**

Evaluation criteria

Pass: Minimum score of 2 against the ECC Quality Scoring Mechanism

Fail: A score of 0 or 1 against the ECC Quality Scoring Mechanism

Page limit

Maximum 3 x A4 page in minimum size 12 Aerial font.



### **3.4 Working with vulnerable groups**

- Outline any considerations around working with vulnerable participants, including details of different approaches you may need to take to recruit and engage with relevant participants.
- Outline how you will manage any risks and ethical considerations relating to working with vulnerable participants including your safeguarding procedures.

#### **Weighting 10% of the quality total**

##### Evaluation criteria

Pass: Minimum score of 2 against the ECC Quality Scoring Mechanism

Fail: A score of 0 or 1 against the ECC Quality Scoring Mechanism

### **3.5 Timetable and Project Management**

- Provide a project timeline, including discussion of how you will meet key deadlines throughout the project, plus any support required from the ECC project team.
- Describe how and when you will meet with the ECC project team, how progress will be communicated and how any issues will be handled and resolved between both parties.
- Provide details of expectations around roles and responsibilities of the commissioning steering group throughout the duration of the project. This should include details of information or support that may be required from the ECC project team, in order to ensure smooth delivery of the project.

#### **Weighting 30% of the quality total**

##### Evaluation criteria

Pass: Minimum score of 2 against the ECC Quality Scoring Mechanism

Fail: A score of 0 or 1 against the ECC Quality Scoring Mechanism

##### Page limit

Maximum 4 x A4 page in minimum size 12 Aerial font.

## **4. Pricing**

Please include a pricing matrix for your proposal. All prices should be exempt of VAT and include any expenses