



# Herefordshire Veterans Support Centre

Registered Charity No.1192644



## Consultancy specification

### Introduction

The Herefordshire Veteran Support Centre (HVSC) was developed from a successful pilot grant through Herefordshire Council which completed 31<sup>st</sup> December 2020. It provides a one stop shop for advice and support, working collaboratively with other charities and organisations who operate out of the Centre but also liaising and referring to other support services and charities to ensure the best and appropriate support. It does not only support veterans but the whole of the armed forces community which includes serving service personnel, family members of both veterans and service personnel, carers of and even employers of veterans.

The HVSC became a registered charity in December 2020 and since then has successfully recruited and stabilised a full set of trustees with the key skills required to oversee and drive the HVSC forward along with a full suite of governance guidelines in place. As mentioned above, the charity works in partnership with a number of key organisations and stakeholders, not least Herefordshire Council who, through successful grant applications, provides direct line management and employment of the Veteran Centre Manager. Current funding expires March 2023 but further funding is being sought to continue and expand his employment.

Like all other charities and organisations HVSC was impacted by Covid and it was imperative to work in partnership, particularly with the Herefordshire Council, in order to ensure that the centre could open safely and provide the services it wishes to our county's armed forces community.

For further information on the HVSC please visit:- <https://herefordshire-vsc.org/>

### Background information

Herefordshire's Armed Forces community represents a significant figure in the overall population of the county, particularly when factoring in spouses, family members and carers. Many residents, estimated at around 25% of the whole population of Herefordshire, have a strong and proud connection to the military. Numbers suggest that as a population it is rising, particularly the veteran community, as returning service leavers are choosing to relocate and retire to Herefordshire at the end of their service.

Further details are available here: <https://www.herefordshire.gov.uk/downloads/file/21795/the-armed-forces-community-in-herefordshire-executive-summary>

People from an armed forces background can find it extremely hard to ask for support, they are normally too proud and it is deemed a sign of weakness to ask for help. This means that some cases are quite severe as they have not asked for support soon enough. However, as the Covid restrictions have been relaxing the HVSC has seen a significant increase in footfall, particularly in the last 6 months with support required for a wide ranging area of topics such as the following:-

- Homelessness;
- Mental health;
- Pension advice;
- Loss of medals;
- Financial and debt advice;
- Food vouchers;
- Addiction issues;
- Dementia.



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The most dominant issues appear to be presenting around poverty particularly around the ability to purchase food. This is closely followed by mental health and dementia/accommodation issues. As the cost of living increases and as we come into the winter months, there is a strong likelihood that some of our veterans may have to choose between food or fuel. Unfortunately, the impact of that could then mean additional pressures on our already stretched health system. The Herefordshire Armed Forces Covenant Partnership will be looking at this over the coming few months and working with the HVSC to address this issue.

**Objective**

HVSC, together with representatives from the Herefordshire Council, are looking at succession planning for both the running costs of the centre and for the continued and additional employment of the Centre Manager which will also need to include relevant support staff.

HVSC has been successful in securing funding to allow consultancy support to be provided specifically around the following two areas:-

<b>Strategy and Business Planning</b>	Review of the current business plan and service evaluation.
<b>Fundraising</b>	Fundraising consultancy advice to develop a robust and realistic income generation strategy.

**Outcome**

HVSC has both a Business Plan and a draft fundraising plan however, the trustees feel that both documents would benefit from a review and update with the development of an action plan to address any weaknesses/opportunities within these documents.

The deliverables would therefore be:-

- A robust but realistic and flexible business plan and associated action plan to deliver that updated business plan;
- A fundraising strategy with action plan/timescales to deliver.

To date, HVSC has taken a blended approach to securing funding which has been through:-

- Grant applications – singularly and jointly;
- Proposals to organisations wishing to support for specific activities;
- Donations through Just Giving;
- Fund raising events – most notably a silent auction of donated gifts, boxing event, afternoon tea and a golfathon. There are other planned events in November 2022 and December of this year and January 2023.

It has additionally looked at a subscription approach to get businesses to donate on a regular basis; to be the charity of choice and also securing a Patron to help raise the profile.

The trustees’ objective is to have at least 2 years funding in the bank at any one time to cover running costs and salary costs. HVSC is also looking to develop ‘off the shelf’ projects that will support the identified needs of the armed forces community which will undoubtedly change depending on the various external factors. HVSC is open to any ideas and advice as to how best



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approach this area of work. The Herefordshire Armed Forces Covenant Partnership encourages a joint approach to funding applications where possible in order to demonstrate the connectiveness of organisations in Herefordshire but also to complement not compete where resources are limited.

Ultimately the trustees are committed to taking the charity and the Centre forward and ensuring both flourish for years to come.

**Fee**

We are therefore inviting fee proposals to support this piece of work with a maximum budget of **£5,000**. This is the total funding enveloped secured through grant funding and the charity cannot consider submissions above this budget. Payment will not take place until the service has been completed.

*Appendix 1* attached outlines how submissions will be scored please can you ensure that your proposal covers-

- What approach/methodology you will take to meeting the outcomes;
- How many days support will be offered;
- The timescales and dates for delivery if appointed;
- Experience in this area of work - please provide CV/successes and references;
- Point of contact

*Appendix 2* attached outlines your submission questions to be answered.

**Timescales** –

Stage	Date
Deadline for clarification questions to the charity: Please submit clarification questions via email to <b><i>Trustee@herefordshire-vsc.org</i></b>	<b>17<sup>th</sup> October 2022</b>
Deadline for return of the quote: You must submit your response via email to <b><i>Trustee@herefordshire-vsc.org</i></b>	<b>12 noon - 19<sup>th</sup> October 2022</b>
Planned notification of the result to bidders	<b>31<sup>st</sup> October 2022</b>
Contract start date	<b>to be agreed</b>

**Submission**

Please forward your proposal to: ***Trustee@herefordshire-vsc.org***



## Appendix 1 – Evaluation and Scoring

### Evaluation methodology

The following evaluation scheme will be adopted:

Responses will be evaluated in line with the following scoring systems. The scores generated for each question will be combined to provide an overall score for each organisation.

There will be different marks awarded to different categories of questions. The table below shows the marks allocation.

Criteria	Weighting (%)
<b>Questions for information purposes only</b>	
Potential supplier information	<b>Info only</b>
Insurance	<b>Info only</b>
<b>Scored questions</b> See below for sub-weightings	<b>50%</b>
Q1- Service delivery	<b>30%</b>
Q2- Innovative approach	<b>10%</b>
Q3- Relative Experience	<b>10%</b>
<b>Cost element</b>	<b>50%</b>

### Scoring

The following example illustrates how cost and quality elements in the 'scored criteria' table will be scored.

#### Cost element

Cost will be scored as a comparison of your bid to that of the lowest compliant bid received as follows:  $\% \text{ scored} = (\text{lowest bid} / \text{your bid}) * \text{cost weighting}$

**Quality element** – Questions asked within the questionnaire will be scored out of 10 using the marking system below.

The score will be calculated to reflect the percentage weighting applied to that question (as shown below) and will contribute to the overall quality weighting:

**$\% \text{ score for each question} = \text{your score} / \text{maximum score available} \times \text{question weighting.}$**

The cost score and the quality score for each question will be added together to provide a total score. The highest scoring tender will be recommended for acceptance.

Evaluators will allocate scores based on the following model:-

#### Requirements evaluation criteria

SCORE	CATEGORY	CONTRACT OBJECTIVES / REQUIREMENTS
0	Unsatisfactory	Not addressed.



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<b>1</b>	<b>Poor</b>	Major deficiencies and only minimally addresses the requirement.
<b>2</b>	<b>Partial</b>	Partial satisfaction of some aspects / deficiencies apparent. Insufficient linkage to requirements.
<b>4</b>	<b>Satisfactory</b>	Objectives / requirements are addressed and whilst fully linked to the requirements only basic detail is provided.
<b>7</b>	<b>Good</b>	Response fully addresses and is linked with a good level of clarity to the requirement. Response adds value.
<b>10</b>	<b>Excellent</b>	Response fully addresses and is linked with outstanding clarity to the requirement. Response enhances / adds substantial value / may contain innovation.



**XHVSC**

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## **Appendix 2 – Submission document**



Appendix 2 -  
submission docume