

**Leonard Cheshire Disability**

66 South Lambeth Road

London

United Kingdom

SW8 1RL

**Tel:** 0203 242 0200

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**www.leonardcheshire.org**

request for proposal (RFP)

FOR the provision of:

***Get on Board* research project**

**PROPOSAL REF: 1702**

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**PART 1**

Leonard Cheshire Disability

66 South Lambeth Road

London

United Kingdom

SW8 1RL

7th February 2020

Dear Sir / Madam,

request for proposal: Get on board research project

You are invited to submit a proposal to Leonard Cheshire (LC) for the provision of a research project related to the *Get on Board* campaign.

LC are seeking an external research provider, who will provide the Charity with research findings to support the next stage of its transport campaign, *Get on Board*.

LC exists to improve life choices of people with disabilities and to play our part in building a fair and inclusive society. LC’s vision for 2017 - 2022 is to support individuals to live, learn andwork independently whatever their ability. Our ambition is to significantly increase the number of individuals we reach and extend our impact by influencing positive societal change for people with disabilities worldwide. Our transport campaign implements our objective to promote national policies and programmes that enable disabled people to live independently in their local communities as they choose.

The primary objective of the *Get on Board* campaign is to put into legislation a legally binding guarantee that all rail journeys in Britain will be fully accessible by 2030. Our secondary objectives are to ensure adequate funds are put in place to deliver the legal guarantee; and a detailed implementation plan with binding goals to achieve the 2030 target.

LC seeks proposals from providers who can support the above objectives and have experience of working in the Charity sector.

If you intend to submit a proposal, please confirm acknowledgement of this document to: Sharlene.mcgee@leonardcheshire.org

The deadline for receipt of proposals is 5pm on Monday 17th February 2020. Requests for clarifications must be submitted no later than 12 noon on 14th February 2020. Any clarifications requested after this date will not be considered/responded to. Clarifications will be anonymised and issued to all shortlisted providers. Written proposals or requests for clarification should be emailed to: [Sharlene.mcgee@leonardcheshire.org](mailto:Sharlene.mcgee@leonardcheshire.org)

**Part 2 - Acknowledgement**

request for proposal: 1702

**Provision of *Get on Board* research project**

Please delete as appropriate:

* We intend to participate and submit a proposal
* We do not intend to submit a proposal and we will securely destroy your document and associated appendices

Our reasons for not taking part are set out below:

Company: ………………………………………………………….

Signed: ………………………………………………………….

Name (please print): ………………………………………………………….

Email: ………………………………………………………….

Contact Tel No: ………………………………………………………….

Date: ………………………………………………………….

**Please return to:** sharlene.mcgee@leonardcheshire.org

**Part 3 - Instructions to Proposers**

## **3.1 Point of Contact**

The following individual is the nominated LC contact for this RFP:

|  |  |
| --- | --- |
| **Name** | Sharlene McGee |
| **Title/Position** | Policy Manager |
| **Telephone** | 020 3242 0237 |
| **Email address** | [Sharlene.mcgee@leonardcheshire.org](mailto:Sharlene.mcgee@leonardcheshire.org) |

**3.2 RFP Key Dates**

The following key dates apply to this RFP:

|  |  |
| --- | --- |
| **RFP Issue Date** | 07.02.19 |
| **Date for Proposal Acknowledgement** | Within 3 working days from receipt of RFP |
| **Last Date for Clarifications** | 14.02.19, 12pm |
| **RFP Closing Date and Time** | 17.02.19, 5pm |
| **Estimated Contract Award Date** | 24.02.19 |

**3.3 Proposal submission requirements**

Proposers must submit their Proposal to LC in the following methods:

One hard copy by post to: Sharlene McGee, Policy Manager, Leonard Cheshire, 66 South Lambeth Road, London SW8 1RL

and;

One electronic version by email to: [Sharlene.mcgee@leonardcheshire.org](mailto:Sharlene.mcgee@leonardcheshire.org) The subject heading of the email shall be RFPXXX – Proposal - [Proposer Name]]. Electronic copies are to be submitted in PDF and native (eg MS Word) format and proposers may submit multiple emails (suitably annotated – e.g. Email 1 of 3) if attached files are deemed too large to suit a single email transmission.

**3.4 Proposal Validity**

Proposals submitted in response to this RFP are to remain valid for a period of 90 days from the RFP closing date.

**3.5 Late Proposals**

Proposers are responsible for submitting their Proposals prior to the RFP closing date and time. There will be no allowance made by LC for any delays in transmission of the Proposal from Proposer to LC. Any Proposal received by LC later than the stipulated RFP closing date and time may be removed from further consideration by LC.

### 3.6 RFP Evaluation criteria

The minimum selection criteria to be used in the evaluation of Proposals include, but are not limited to, the following:

| **Criteria** | **Description** | **Weighting %** |
| --- | --- | --- |
| Track Record | Relevant knowledge, understanding and experience. | 5 |
| Personnel | Quality and experience of personnel who will deliver the research project. | 5 |
| Value/Cost | Does the supplier meet LC expectations in terms of cost? | 15 |
| Technical Capability | Has the supplier clearly demonstrated the technical capability: research methodology including planning, data capture and analysis? | 35 |
| Delivering against Requirements | Has the supplier clearly demonstrated the capabilities to deliver against LC expectations through the proposed 2-month project duration? | 35 |
| Added Value Opportunities | Has the supplier clearly demonstrated insight in their areas of expertise and utilised this knowledge to provide innovative opportunities relevant to LC? | 5 |

LC may request additional information from Proposers to assist further evaluation of submissions.

You are reminded that throughout the process LC will continually assess the Proposer’s compliance to the process.LC reserves the right at its sole discretion to disqualify without further consideration any submission that does not satisfy this basic requirement.

**3.7 Proposed Contract**

Attached is the proposed Contract for *Get on Board* - Research Project. Proposers acknowledge that this is a draft contract and, as such, may be changed prior to a final Contract that is signed with LC. (Refer to Appendix A)

The Contract will be for a two-month period, subject to satisfactory performance and agreement of fees. Contract performance will be measured against an agreed set of Key Performance Indicators (KPIs).

**3.8 Proposers to inform themselves**

LC has taken all reasonable care to ensure that the RFP is accurate, however LC gives no representation or warranty as to the accuracy or sufficiency of the contained information and that all Proposers will receive the same information. Proposers are required to inform themselves fully of all conditions, risks and other circumstances relating to the proposed Contract prior to submitting a Proposal.

Proposed prices shall be deemed to cover the cost of complying with all the conditions of the RFP and of all things necessary for the due and proper performance and completion of the requirement.

**3.9 Costs of preparing Proposals**

All costs relating to the preparation and submission of a Proposal are the sole responsibility of the Proposer. LC shall not pay any Proposer, wholly or in part, for its Proposal.

**3.10 Confidentiality**

Except as required for the preparation of a Proposal, Proposers must not, without LC’s prior written consent, disclose to any third party any of the contents of the RFP documents. Proposers must ensure that their employees, consultants and agents also are bound and comply with this condition of confidentiality.

### Part 4 – Introduction to Leonard Cheshire

**4.1 Our Mission**

We are Leonard Cheshire – supporting individuals to live, learn and work as independently as they choose, whatever their ability. Led by people with experience of disability, we are at the heart of local life – opening doors to opportunity, choice and support in communities around the globe.

Like our founder, we believe that diversity creates a world of possibility. Through pioneering research and innovation, we are building a fairer, more inclusive society. One that recognises the positive contributions we all make, and where we are all proud to play our part.

Leading by example, we do everything humanly possible to empower people to live their lives as freely and as fully as they choose.

**4.2 Our Brand**

Our brand identity defines us as an organisation and how we do what we do:

POSITIVE Warm and empathetic – we always look to progress and improve

PROUD Strong willed and spirited – we’re firm in our beliefs

PIONEERING Confident and imaginative – we’re creative change-makers

**4.3 Our Delivery**

Our principal UK activity is the provision of residential care services in support of disabled people in the widest context regardless of age, circumstance or level of need. We employ over 5,500 members of staff, have over 9,000 active volunteers and operate at more than 150 locations.

In addition to residential care, we offer the following support; domiciliary, supported living, acquired brain injury transition, day support, respite care and the provision of holidays. We also focus on helping young people with disabilities by supporting them into employment, education and by providing skills development, business support and leisure programmes.

We work with disabled people to champion disabled people’s rights at local, national and international levels. We campaign on the issues that matter to disabled people like access to services and policy issues such as benefits and social care.

Our international arm delivers programmes in 14 countries in Africa and Asia. Our global programmes focus on Inclusive Education and creating Livelihoods through self and waged employment. We are part of an international network of over 200 Leonard Cheshire Global Alliance members in 54 countries. Leonard Cheshire and members deliver inclusive support to people with disabilities through programming delivered by local partners, advocacy initiatives and a world-renowned research facility. We are also one of the largest pan-disability civil society organisations, giving us a strong voice with which to foster and influence profound change.

An increasingly important proportion of our UK and international work is funded by donations and we raise money from individuals, businesses and trusts through direct fundraising, online donations, legacies, sponsored activities and fundraising events.

Read more about our work at [www.leonardcheshire.org](http://www.leonardcheshire.org).

A key goal for Leonard Cheshire is to minimise its overhead and operating expenses so that the maximum amount of funding can be allocated to the provision of services to disabled people. We are therefore very interested in working with those suppliers that are willing to share in this goal, through providing the charity with exceptional and innovative commercial terms, whilst also meeting our expectations in terms of quality and service.

Leonard Cheshire requires that all suppliers to the charity support our core values. It is important that your organisation demonstrates commitment through best practice in your organisation and your supply chain.

We ask you to consider Leonard Cheshire and how you might structure your proposal to support us in delivering the best possible services and support to disabled people.

**Part 5 – Overview of Requirements**

* 1. **Scope**

Currently 38% of stations in Britain have no step free access and by the current rate of progress it will take another 50 years for rail travel to become fully step free.[[1]](#footnote-1) Leonard Cheshire plans to develop economic analysis in the next stage of the *Get on Board* accessible transport campaign. The first stage of the campaign identified that, across Britain, 38% of train stations do not have step-free access. This compares with 40% in November 2018 when Leonard Cheshire undertook a similar review of accessible stations.[[2]](#footnote-2)

* 38.5% of stations in England do not have step-free access.
* 47% of stations in Scotland do not have step-free access.
* 21% of stations in Wales do not have step-free access.

Leonard Cheshire will work in partnership with an external research provider, through a discrete research study, to develop the next stage of the campaign and develop costed asks with a view to influencing the UK government’s Comprehensive Spending Review. This quantitative analysis will be accompanied by qualitative analysis, generated by a series of focus groups in a range of geographical contexts. The prospective provider is invited to include optional sub-proposals involving the delivery of focus groups in partnership with Leonard Cheshire. We are seeking a partner to work with us and to fund this research project – cost of £20,000 – for a 2-month long project. The research provider will present their final analysis at the end of the two-month period in an outcome report. Together with the findings from the focus group evidence, this research will then be consolidated in a policy report authored by Leonard Cheshire with reference to the research project and the successful research provider.

The research will capture the financial commitment required from the government in order to fully implement the Inclusive Transport Strategy and to fulfil the government’s target that “By 2030 we envisage equal access for disabled people using the transport system, with assistance if physical infrastructure remains a barrier.”[[3]](#footnote-3) The Strategy refers to the government’s aspiration that, by 2030, all major transport hubs and terminals on both public and private transport networks will meet the needs of disabled people, including changing facilities, straightforward signage, audio and visual messaging and sufficient space to navigate.

The research project’s costed asks will include consideration, as appropriate, of necessary funding commitments in Scotland and Wales contexts where the government’s Inclusive Transport Strategy and Access for All has application.

This research project will enable Leonard Cheshire to further develop policy recommendations on how this particular policy arena can be improved and enhanced. The research will also identify the economic impact on disabled people of inaccessible transport. The research will consider the economic impact of:

* Not being able to access employment;
* Not being able to attend job interviews;
* Increased reliance on taxis to final destination or nearby accessible train stations;
* Being socially isolated due to inaccessible public transport – (e.g. 21% of respondents to a survey ComRes conducted for Leonard Cheshire reported experiencing poor mental health as a result of not being able to access rail travel).[[4]](#footnote-4)

We will then use the evidence generated to influence the government’s National Infrastructure Plan, National Economic Plan and Devolution White Paper, demonstrating how in various parts of the country disabled people are losing out by through the obstacles they face in living independently. We will use the evidence generated to call on the government to include the needs of disabled people when developing its “levelling up” of opportunity and to support our recommendation for a new legal duty to make all rail journeys in Britain fully accessible by 2030.

As a result of the research undertaken in the previous stage of the campaign, we have identified the changes required to achieve a faster rate of progress that will ensure that the 2030 target is met:

* Adequate funds must be identified and allocated to ensure that all train stations are made step-free. The next Comprehensive Spending Review must include a sufficient funding package as well as a commitment for future spending until 2030.
* A comprehensive implementation plan and timeline must be established within one year of the new law being passed that sets out how the 2030 target will be achieved with biding provisions by the end of the new parliament so that meaningful progress is made and the government is made accountable to its commitments.
* The implementation plan should identify the responsibilities held by each main component of the rail system to deliver the target and with a clear timeline. The plan should ensure that other related government strategies are aligned with it eg. National Infrastructure Strategy.

**5.2 Responsibilities**

5.2.1 The research consultancy will undertake a programme of work, based on an agreed process at the outset of the Contract. This will be based on the undernoted processes and central research questions which are not necessarily exhaustive:

* + - 1. *What are the wider economic benefits to making public transport fully accessible across Britain?*
      2. *How much would it cost to make rail travel fully accessible in Great Britain, including how much it would cost to make it step free?*
      3. *What are the obstacles real and perceived obstacles that Train Operating Companies perceive in making required changes so that train travel is accessible to disabled people?*
      4. *How effective has the Access for All funding framework been in delivering on its commitments to update stations?*
      5. *What quantifiable impact would be delivered by achieving fully accessible transport in securing employment and closing the disability employment gap?*

5.2.2 In order to address this overarching hypothesis, this research will undertake the following activities:

* + - 1. To assess the economic impact on the wider economy and productivity levels due to the lack of fully accessible public transport across Britain.
      2. To assess the economic impact on the individual due to the lack of fully accessible public transport across Britain.
      3. To collect and analyse evidence to strengthen the rationale of new legal duty to make all rail journeys in Britain fully accessible by 2030 and for adequate funds to be allocated to ensure that all train stations are made step-free with a sufficient funding package included in the next Comprehensive Spending Review as well as a commitment for future spending until 2030.
      4. To consider the utilisation of the evidence gained to influence the current funding framework, Access to for All;
      5. Write a comprehensive report of the findings, inferences and policy recommendations emanating from this research.

**5.3 Standards and Approach**

5.3.1 The Provider’s work will be performed in accordance with appropriate professional research practice.

5.3.2 The Provider will implement measures to monitor the effectiveness of the research and analysis practice.

**5.4 Access & Confidentiality**

5.4.1 **Access**

The Provider has rights of access to LC’s *Get on Board* campaign’s data and analysis to date on inaccessible transport as necessary to meet the terms of the Contract.

**5.4.2 Confidentiality**

The successful provider shall have in place procedures for ensuring confidentiality of files and information relating to the audits undertaken.

**5.3 Reporting**

We estimate that it will take 2 months to complete the research. It is anticipated that this research will commence in February and be completed by April 2020. During the inception phase of this research, a detailed workplan will be designed that will stipulate all the activities required to conduct this research, and by which date these will be completed.

**5.4 Staffing and Management System**

The successful provider will be required to provide suitably qualified and experienced staff and to ensure that they receive appropriate training. They must also ensure that appropriate arrangements are in place to provide continuity of staffing.

### Part 6 - Information to be Submitted

In submitting your proposal, please provide sufficient detail for us to understand specifically how you would deliver the Contract and achieve the requirements stated within this document. Submitted information will be used in the evaluation of Proposals.

**6.1 Previous Experience & References**

Please provide details of previous experience of providing research services to the charity sector.

Please provide a list of your top 3 comparable customers for us to select who we would like to use as a reference. We will contact tenderers to advise which clients we shall be contacting and obtain contact points from you.

**6.2 Staffing**

Please provide an organisation structure chart and high-level CVs of staff who will deliver the research project.

Please illustrate what skills, expertise and added value your proposed research project team will bring to LC.

**6.3 Research Methodology**

6.3.1 Research Planning

Please provide details of your approach to research methodology and analysis.

Please provide example methodologies, your approach to research fieldwork, reports and project plans to illustrate your approach, including your proposed research team’s approach to working with LC staff, your expectations and how you will best manage their time.

6.3.2 Please provide suggested Key Performance Indicators.

6.3.3 Please provide any added value opportunities your organisation is able to provide.

### 6.4 Supplier Pricing

6.4.1 The contract involves an indicative budget of £20,000. We are also interested in receiving budgetary proposals that will successfully deliver the research project’s objectives and outcomes in the above. Please also provide an estimated cost based on the number of days/half days that you expect the research project will involve as well as an anticipated day rate.

6.4.2 Proposer shall confirm the hourly/day rates (inclusive of expenses, excluding VAT) which your firm will levy.

* Note that the Charity expects these rates to remain constant for the duration of the contract.
* The rates quoted should take into account the full requirements of the specification including consumables, travel and all other expenses in delivering the service as specified.
* Unless otherwise indicated, all rates and prices submitted by Proposers shall be in GBP.

6.4.3 This document outlines the required commitment to complete the research project according to a two-month time period. However, we are also interested in receiving proposals that involve an ability to deliver key sub-elements of the research project sooner within that time period. Please indicate where this would be possible in the research proposal.

6.4.4 Budget

The table below has two columns for activity and amount:

|  |  |
| --- | --- |
| **Activity** | **£** |
| Commissioned research and analysis report. | 20,000 |
| **Total** | **20,000** |

1. For more information on the first stage of Leonard Cheshire’s “Get On Board” campaign please see: <https://www.leonardcheshire.org/sites/default/files/2019-12/Get-On-board-policy-briefing.docx> [↑](#footnote-ref-1)
2. Leonard Cheshire has undertaken data analysis of the provision of step-free access in train stations in Great Britain. This data was compiled using information on the National Rail website as of October 2019. The stations were mapped by region using the ONS National Statistics Postcode Lookup database which can be accessed at <https://www.ons.gov.uk/methodology/geography/geographicalproducts/postcodeproducts> In 2018 Leonard Cheshire released research analysing stations’ step-free access in Great Britain showed that over 40 per cent of all railway stations in Great Britain do not have step-free access available for disabled people. [↑](#footnote-ref-2)
3. UK Government, Inclusive Transport Strategy (July, 2018). <https://www.gov.uk/government/publications/inclusive-transport-strategy> [↑](#footnote-ref-3)
4. Findings from Leonard Cheshire’s research conducted with ComRes in 2018. For more information: <https://www.comresglobal.com/polls/leonard-cheshire-disability-uk-disabled-adults-survey-hate-crime-section/> [↑](#footnote-ref-4)