



“Let each of us look not only to our own interests, but also to the interests of others”

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Invitation to Tender

Complementary Therapy Tender

April 2017

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**Introduction**

The Ely Centre is inviting tender applications from practitioners to deliver complementary therapies to clients referred to our Health and Well Being Service. The successful tenderer must be capable of providing dedicated qualified practitioner with professional membership accreditation, required practical experience and insurance for the delivery of therapies to members of the Ely Centre The successful tenderer must demonstrate that it has the technical and other facilities sufficient to ensure it can provide an efficient and effective service for members of The Ely Centre

**Overview**

The Ely Centre is a Registered Charity formed by relatives of the bereaved and injured of 1987 Enniskillen Poppy Day Bomb. A Recognized UK Armed Forces Charity and Member of the Confederation of Service Charities (Cobseo), we specialise in the provision of multi-disciplinary support services for civilians, security force personnel and their families, who have experienced bereavement and injury as a result of the “Troubles” Our focus is primarily on providing Specialist Mental Health Support, Family Support and Welfare & Benefit Support Services.

In the recent 2016-2017 period we provide support to approximately1300 veterans and victims from across Fermanagh, Tyrone and Armagh. We have recently secured funding through the Victims and Survivors Service and Peace 4 which will continue the development and expansion of these services for the next 4 years.

The Ely Centre is a proven Centre of Excellence in the community in bridge building. Its aim is to build upon its past experiences of engaging minds, experiences and aspirations for a peaceful community. (SEUPB,2013)

The Ely Centre’s mission statement is

“To support bereaved and injured victims, survivors of terrorism and their families through the provision of evidenced based treatment, prevention and support services that address issues of declining psychological, physical health, social and financial difficulties which have arisen as a result of the “troubles”.

**Role description**

* **Deliver** Complementary Therapies in a confidential setting(s) providing therapeutic holistic support for a minimum of 110 clients (approx. 4 sessions each) Per year who have experienced trauma as a result of the ‘Troubles’

To ensure maximum service delivery therapies must be available for members from Tuesday–Saturday preferably in our therapy suite.

Approximate days/times Tuesday – Thursday 10:00 – 16:00 pm at our offices

Tuesday-Saturday Provider(s) therapy establishment. This can be negotiated with the successful practitioner.

* **Consult:** Practitioner must conduct a full consultation is carried out, by the practitioner providing the treatment, in a manner that is relevant to the client. A full written consultation must be carried out for all service users prior to treatment, in line with guidance from the Relevant Professional Body Practitioners should use the MYMOP assessment tool for monitoring and

evaluation as outlined in the VSS & Ely Centre operational manual.

* **Administer** Complementary Therapies monitoring and evaluation tools (MYMOP, WEMWBS, WSAS, TAKE 5) to service clients ensuring effective monitoring and evaluation of this service. (If not already obtained templates/ training will be provided by the Ely Centre).
* **Inform:** Practitioners must inform allService users about the therapy, what it entails potential risks/benefits and its purpose.
* **Consent:** Practitioners should follow the correct procedures to obtain informed consent. ( Ely Centre Operational Guidance) This is to ensure that service users have received and understood the information provided to them about the therapy and have agreed to the therapy.
* **Risk:** Practitioners are aware of risk factors relating to client groups and are competent in responding to risks should they be identified. At times client risk may escalate, therefore it is essential that all relevant personnel involved in client care have the skills, knowledge and competency to identify and respond appropriately to any risks that arise and can effectively in line with organisations risk management protocols and to make referrals to a relevant professional.
* **Health and Safety:** Practitioners ensure that equipment and materials meet current Health and Safety requirements to protect themselves, clients and other practitioners adhere to both legislation and manufacturing instructions and guidelines. This will include, but not limited to, the use, maintenance, safety testing, storage and disposal of any equipment used in service provision:
* **Working Together** Undertake in partnership with Ely Centre staff thorough client assessments to risks are identified and the most effective care package is provided. Onward referral/signposting of clients to other services within the organization through line manager .To interact with individuals on a one to one basis. To provide one to one therapeutic support To act as a therapeutic liaison for other Ely Centre staff To inform individuals about the range of support services offered by the Ely Centre to encourage a holistic approach.

To work closely with identified Ely Centre staff to ensure that all appropriate procedures and processes are followed.

**Management**

* Attend regular meetings with the Chief Executive and/or other relevant staff at the outset of the work and liaise in relation to the timetabling of service delivery.

Liaise with the Chief Executive /HWB Case Officer immediately should a problem arise, relating to the well-being of Victims and Survivors and/or if identified that an individual requires any other support or referral pathway.

Ensure all relevant paperwork is fully and accurately completed and returned to the Director of Services on time.

Be prepared to deliver a flexible service for the Ely Centre to enable us to meet the needs of our client base.

**Essential Criteria**

**In adherence with The Standards for Services Provided to Victims and Survivors published by the Commission for Victims and Survivors (CVSNI) November 2016, Applicants must demonstrate the following essential criteria.**

**1:** **Registration:** Practitioners must be registered with a relevant professional body. All therapists must practice and adhere to the standards set out within their relevant professional bodies most recent Code of Conduct and Professional Practice and ethics. For example, the Complementary and Natural Healthcare Council (CNHC)/ Federation of Holistic Therapists (FHT) or a European or International Equivalent

**2:** **Qualifications:** Practitioners are suitably qualified and appropriately trained in at least 4 of the following 6 treatments

1. Full Body Massage

2. Back Massage

3. Reflexology

4. Indian Head Massage

5. Hopi Ear Therapy

6. Hot Stone Massage

**This is not an exhaustive list please list additional therapies if available.**

Practitioners only carry out treatment/therapies for which they have received proper training and are duly qualified to perform

**Please provide:** evidence of appropriately trained personnel, evidence of relevant qualifications and/or Evidence of attendance and successful completion of relevant training. Qualifications should be in line with their relevant professional body and National Occupational Standards (https://skillsforhealth.org.uk)

**3:** **Experience:** Practitioners have a minimum of 1 years’ experience in providing complementary therapies to Physically/Psychologically Injured or bereaved victims/veterans of the Troubles. Practitioner must demonstrate competency and experience in providing full client written consultations carried prior to treatment, in line with guidance from their relevant Professional Body

4: **Insurance:** Practitioner must possess valid Public Liability Insurance to a minimum of £5 million, evidence to be provided.

5: **Evaluation & Monitoring:** Practitioners must have successfully completed or be committed to attending within 3 months of the tender deadline (a)Introduction to MYMOP Training (Measure Yourself Medical Outcome Profile) & (b) WEMWBS Training

**6: Value for Money:** Practitioners must be able to demonstrate a service which meets the essential criteria and displays value for money and be economically advantageous

**7: IT & Computing:** Practitioners must be experienced and competent in the use of Microsoft Office packages.

8: **Availability:** Practitioners must be able to commit to the delivery requirements of the service, please indicate the hours per week you can commit to delivery of CT.

**Desirable Criteria**

* Have completed or be committed to completing within 6 months of the tender deadline the Mental Health First Aid Certificate.
* Have completed or be committed to completing within 6 months of the tender deadline Emergency First Aid at Work Training.
* Have completed or be committed to completing Keeping Adults Safe Training within 6 months of the tender deadline.
* Have a minimum of 2 years’ experience working with:-

Individuals affected by the Troubles

Individuals affected by suicide and self-harm

Individuals affected by poor mental health.

**The tender format is as follows:**

Applicants must demonstrate how they meet all elements of the essential criteria. Please note it is important to address each criteria listed above in your application.

Applicants must be able to demonstrate value for money. A cost per hour inclusive of travel, subsistence and VAT should be provided up to a maximum of £25 per session.

Prices quoted should be expressed in Sterling and inclusive of VAT, and should remain valid for 120 days from receipt of tender. The VAT rate(s) applicable should be indicated separately.

Prices quoted in the tender cannot be subject to increase during the lifetime of the contract.

The Ely Centre expects a minimum of 440 service hours to be delivered per annum to an estimated 114 clients P/A (each receiving approx. 4 sessions each)

The tender period is for 2 years (2017-2019)

**Please provide**

* Your tender quote for the delivery of total service hours
* Your Hourly rate explaining total costings
* Applicants must be able to demonstrate a flexible approach to service delivery.
* Applicants must include a full and up to date company profile and/or CV with their application including 2 referees.
* Applicants must include a copy of all relevant certificates.
* Applicants must include evidence of membership to professional regulatory bodies or commitment to demonstrating this membership prior to commencement of sub-contracting.
* Applicants must include evidence of insurance/qualification/training
* Applicants must demonstrate a commitment to receiving regular supervision in the context of which continuing professional development should be addressed. If the applicant has a current supervisor then the details of this supervisor should be included in the tender.

Applicants must outline what days and times they would be available to deliver services on behalf of the Ely Centre. Please be aware the Ely Centre seek to deliver sessions during the day and evenings.

Tender applications must include a completed Declaration of Employment Status form

2 Copies of tender proposals should be forwarded in a plain envelope clearly marked “Complementary Therapy Tender” to:-

Mr. Lee McDowell

Chief Executive

The Ely Centre

52 Forthill Street

Enniskillen

Co Fermanagh

BT746AJ

Any tender applications not including all information above will be discounted as incomplete and will not move to scoring. All tenders must be received no later than **Friday 28th April 2017 at 1:00pm**

**No late tenders, faxed tenders or e-mails will be accepted.**

The Ely Centre will use the information supplied to score all tender applications. Please take note of the scoring criteria as this will be used to total scores .Please note any successful tender will only be valid for a period of 24 months from 1st April 2017 to 31st March 2019

**Scoring Criteria**

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| Award Criteria | Scoring Pts Available |
| Registration | 15 |
| Qualifications | 15 |
| Experience | 10 |
| Insurance | 5 |
| Monitoring and Evaluation | 12.5 |
| Value for Money | 25 |
| IT & Computing | 5 |
| Delivery & Availability | 12.5 |
| Total | 100 |

**Contact Details**

If you require further information or wish to clarify any points of doubt or difficulty relating to the tender documentation before submission of your proposal, the contact point is Lee McDowell

Email: [lee@elycentre.co.uk](mailto:lee@elycentre.co.uk)

Tel: 028 66320977

**START AND COMPLETION DATES:**

It is anticipated that funding for this service delivery will be May 2017 to March 2019

**Additional Tender Information**

**Non-Disclosure**

The Ely Centre requires that all information provided pursuant to this invitation to tender will be treated in strict confidence by suppliers. All information provided by suppliers will be treated in confidence by The Ely Centre, except for disclosures that may be required under prevailing Public Procurement regulations or policies.

**Termination of Contract**

The Ely Centre reserves the right to terminate the contract at any time following one month’s notice to do so. However, any breaches of contract may result in immediate termination. The contract may be cancelled by the successful tenderer provided 3 months’ notice in writing has been given.

**Contractually binding information**

All information supplied by tenderers will be treated as contractually binding. However, The Ely Centre reserves the right to seek clarification or verification of any such information.

**Conflicts of Interest**

Any conflicts of interest involving a tenderer must be fully disclosed to The Ely Centre, particularly where there is a conflict of interest in relation to any recommendations or proposals put forward by the tenderer.

**Insurance Requirements**

Tenderers **must** produce all Insurance for Employers and Public Liability and Professional Indemnity and any other required therapist insurances The successful tenderer will be required to produce valid certificates for the duration of the contract.

**Commencement of Contract**

The successful tenderer will be required to certify that they are in a position to commence the contract within **four (4) weeks** from date of award.

**Funding Authority**

This post is funded under the Victims Support Programme for Groups

Working with Victims and Survivors, which is administered by the Victims

and Survivors Service on behalf of the Executive Office

