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AI-generated content may be incorrect.**

**Invitation To Quote**

**Partner to support the delivery of concerned other support.**

**Tender Specification and Selection Questionnaire**

**Clinical Partner to support the delivery of relationally informed care**

**Tender Specification and Selection Questionnaire**

**Clinical Partner to support the delivery of relationally informed care**

# Introduction

YMCA Together, in partnership with New Start provides a range of recovery services for people in Liverpool. As part of this service we operate an 8 bed female harm reduction service, a 33 bed, CQC registered rehab service, a 22 bed step down service and abstinence based move on accommodation. You can find out more about the work we do at www.ymcatogether.org.uk

We are looking for a partner organisation to provide support to concerned others of people in our services. We are inviting invitations to quote to provide the provision from third sector organisations or sole traders.

Invitation to quote (ITQ) responses must be valid for a minimum of 6 months from the ITQ Response Date and YMCA Together reserves the right to:

1. Not select a Respondent at any stage of the ITQ process and for any reason;
2. Vary, suspend or abandon the ITQ process at any time;
3. Change the timing of the ITQ process; and
4. Respond to any questions submitted by any Respondent, in writing, in relation to the ITQ process, and disclose the contents of YMCA Together response to any such question to other Respondents
5. Neither YMCA Together nor their agents shall be held responsible for any damage or loss resulting from the use of any ITQ or associated documentation issued in any format.

**Contact Information**

Ellie McNeil

Chief Executive

YMCA Together

E-Mail: ellie.mcneil@YMCATogether.org.uk

* 1. **Timescales**

**STAGE 1 – ITQ**

* ITQ Issue Date: 8th August 2025
* ITQ Response Date: 15th September 2025
* ITQ Review by YMCA Together 17th September 2025

**STAGE 2 –SELECTION & DUE DILIGENCE**

* ITQ Presentation at Together location: 3rd October 2025
* Award in-principle 10th October 2025

# Service Specification: Family Support for Loved Ones of People Who Use Drugs and Alcohol

## 1. Service Overview

The service will provide emotional, practical, and educational support to families and loved ones affected by someone else's drug or alcohol use. It will offer both one-to-one and group-based interventions, delivered in a flexible and responsive manner to meet the diverse needs of individuals.

## 2. Objectives

- To reduce isolation and improve wellbeing among family members and loved ones.  
- To increase understanding of substance use and its impacts.  
- To empower families to develop coping strategies and access wider support.  
- To contribute to improved outcomes for individuals in treatment through strengthened family support networks.

## 3. Target Population

Adults (18+) who are affected by a loved one’s drug or alcohol use. The service is inclusive of all family structures, including partners, parents, siblings, children (18+), and close friends.

## 4. Service Delivery Requirements

### One-to-One Support

- Minimum of 4 sessions to be provided per week which can be delivered remotely (e.g., via phone or video call).  
- Sessions to be pre-booked, with flexibility to accommodate urgent needs where possible.  
- Each session to last approximately 45–60 minutes.  
- Support may include emotional support, psychoeducation, signposting, and advocacy.

### Group Support

- Weekly group session focused on family support.  
- Delivered in person from our rehab service.  
- Group content to include:  
 • Understanding addiction and recovery  
 • Communication strategies  
 • Boundary setting  
 • Self-care and resilience  
 • Peer support and shared experiences

## 5. Accessibility and Flexibility

The provider must demonstrate a person-centred approach, adapting delivery to suit individual circumstances. Materials and sessions should be culturally sensitive and inclusive.

## 6. Staffing and Competencies

Staff providing the service must have experience in substance use, family support, and trauma-informed practice. All staff must receive regular supervision and ongoing training in safeguarding, confidentiality, and mental health awareness. Staff must have a minimum of a Level 3 Counselling qualification or equivalent.

## 7. Monitoring and Evaluation

The provider will collect anonymised data on:  
- Number of individuals supported  
- Number of sessions delivered  
- Participant feedback and satisfaction  
- Outcomes such as improved wellbeing, knowledge, and coping strategies  
Quarterly reports to be submitted.

## 8. Safeguarding and Confidentiality

The provider must adhere to all relevant safeguarding policies and procedures. Confidentiality must be maintained, with clear protocols for information sharing where risk is identified.

## 9. Key Performance Indicators (KPIs)

- Minimum of 4 one-to-one support sessions delivered per week.  
- Weekly group support session delivered consistently.  
- 90% of participants report improved understanding of substance use.  
- 85% of participants report increased emotional wellbeing.  
- 80% of participants report improved coping strategies.  
- 100% of staff receive safeguarding and mental health training annually.  
- Quarterly submission of monitoring reports with complete data.

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| **Potential Supplier Information** | |
| Full name of the potential supplier submitting the information |  |
| Registered office address (if applicable) |  |
| Registered website address (if applicable) |  |
| Trading status   1. public limited company 2. limited company 3. limited liability partnership 4. other partnership 5. sole trader 6. third sector 7. other (please specify your trading status) |  |
| Date of registration in country of origin |  |
| Company registration number (if applicable) |  |
| Charity registration number (if applicable) |  |
| Head office DUNS number (if applicable) |  |
| Registered VAT number |  |
| If applicable, is your organisation registered with the appropriate professional or trade register(s) in the country where it is established? | Yes ☐  No ☐  N/A ☐ |
| If you responded yes to the above question- (i), please provide the relevant details, including the registration number(s). |  |
| Is it a legal requirement in the country where you are established for you to possess a particular authorisation, or be a member of a particular organisation in order to provide the services specified in this procurement? | Yes ☐  No ☐ |
| Trading name(s) that will be used if successful in this procurement |  |
| Relevant classifications (state whether you fall within one of these, and if so which one)   1. Voluntary Community Social Enterprise (VCSE) 2. Sheltered Workshop 3. Public service mutual |  |
| Are you a Small, Medium or Micro Enterprise (SME)? | Yes ☐  No ☐ |
| Details of Persons of Significant Control (PSC), where appropriate:  - Name;  - Date of birth;  - Nationality;  - Country, state or part of the UK where the PSC usually lives;  - Service address;  - The date he or she became a PSC in relation to the company (for existing companies the 6 April 2016 should be used);  - Which conditions for being a PSC are met;  - Over 25% up to (and including) 50%,  - More than 50% and less than 75%,  - 75% or more.  (Please enter N/A if not applicable) |  |
| Details of immediate parent company:    - Full name of the immediate parent company  - Registered office address (if applicable)  - Registration number (if applicable)  - Head office DUNS number (if applicable)  - Head office VAT number (if applicable)  (Please enter N/A if not applicable) |  |
| Details of ultimate parent company:  - Full name of the ultimate parent company  - Registered office address (if applicable)  - Registration number (if applicable)  - Head office DUNS number (if applicable)  - Head office VAT number (if applicable)  (Please enter N/A if not applicable) |  |
| Number of employees (UK): |  |
| Year established in the (UK): |  |
| Number of current active customers (UK): |  |
| Please detail any major organisational structural changes within the last 3 years (no more than 60 words) |  |
| Please list published turnovers and net profits (in £) for each of the last 3 years (if relevant) |  |
| 2024/2025 |  |
| 2023/2024 |  |
| 2022/2023 |  |
| Please confirm the insurance values in place in respect of the following; |  |
| Public Liability |  |
| Employers Liability |  |
| Professional Indemnity |  |
| Please detail any relevant accreditations/industry awards achieved by yourself or your company: |  |
| Please provide 3 current and relevant customer references including contact information |  |
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| --- | --- |
| **Charges** | |
| Hourly Rate |  |
| Day Rate |  |
| Rate charged during periods of development per day |  |

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| --- |
| **Please provide evidence on how you meet the specification? (1000 words)** |
|  |

**Key Commercial Principles**

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| --- | --- | --- | --- | --- |
| **Ref** | **Key Commercial Principle** | **Detail** | **Agreement - Yes or No** | **Your Response of Comments** |
| 1 | Exclusivity | YMCA Together will not give the successful Respondent exclusivity. |  |  |
| 2 | Minimum Volumes / Spend / Policy Penetration | YMCA Together will not commit to any minimum volumes or spend or policy penetration levels |  |  |
| 3 | Confidentiality | Both parties agree to protect each other’s confidential information (including relating to their respective groups) at least to the extent that they each protect their own. For a period of at least 5 years, or as otherwise agreed |  |  |
| 4 | Data Protection & Integrity | **The wording below is a minimum requirement:** |  |  |
| Respondent shall comply with its obligations under clause 1.10 of this ItQ its legal and regulatory obligations legislation to those regulations highlighted in 1.10; its legal and regulatory obligations generally; and indemnify YMCA Together against all losses suffered as a result of any breach or alleged breach of this obligation. |
| 5 | Warranties and Representations | The Respondent warrants and represents: |  |  |
| - having the requisite power, authority and licences to enter into the contract and deliver the services and other obligations; |
| - being able to execute the contract without being in violation of any judgement, order or decree or any other of the Respondent’s existing agreements; |
| - not acting in violation of any applicable laws or YMCA Together policies; |
| - having the required rights and licences to grant YMCA Together licences in any relevant third party materials included in any deliverables and that the use of the deliverables and services by YMCA Together will not put YMCA Together, in breach of any third party intellectual property rights; |
| - having all necessary licences to provide any third party deliverables including but not limited to software. |
| - that indemnities will be provided to YMCA Together in respect of all warranties and representations. |
| 6 | TUPE | The Supplier will provide the customer with an indemnity upon entry and exit of this agreement. |  |  |
|
| 7 | Assignment / Sub-contracting/ Novation | The supplier will still be held responsible for the contract and liable for all sub-contractors. |  |  |
| 8 | Intellectual Property Rights (“IPR”) | YMCA Together shall obtain title to all IPR over any and all bespoke deliverables produced for YMCA Together under the terms of the contract or in respect of this ITQ. |  |  |
| Note that the Respondent may retain title over its own pre-existing IPR and will provide YMCA Together a licence. Pre-existing third party IPR must be licenced to Respondent who must provide YMCA Together with a sub-licence on the same terms. |
| 9 | Limitation of Liability for both parties | YMCA Together shall have the right to claim for certain heads of loss including (I) loss and/or corruption of data by the Respondent and consequent recovery/rework required; (ii) the cost of procuring replacement services from an alternative source as a result of the Respondent failing to perform its obligations. |  |  |
| YMCA Together shall be fully protected (with unlimited liability) from any cost arising from negligent performance; or breach of terms; or failure of performance by the successful Respondent; or breach of any regulatory requirements. |
| 10 | Policies | Supplier must warrant compliance with YMCA Together’s relevant policies. YMCA Together may terminate the contract for non-compliance and/or if YMCA Together believes that continued association with the Respondent is likely to damage the reputation of either YMCA Together or any member of YMCA Together. |  |  |
| Relevant policies include (but not limited to): |
| Health & Safety |
| Confidentiality |
| Data Protection |
| 11 | Termination for convenience | Without prejudice to any ancillary product policy between a customer and a chosen provider, any future contract between a Respondent (acting in the capacity as a supplier) and YMCA Together may be terminated by YMCA Together without cause on a minimum of 3 months’ notice and without penalty. |  |  |
| 12 | Termination for change of control | YMCA Together has the right to terminate the contract in the event of a change of control of the successful Respondent in the absence of YMCA Together’s prior written consent. |  |  |
| 13 | Governance | Contract is under the law of England and Wales and under the exclusive jurisdiction of the courts in England and Wales. |  |  |
| 14 | Audit rights | YMCA Together shall have the ability on giving the Respondent reasonable notice to audit the Respondent at least annually to check compliance with the contract. In certain cases, e.g. where YMCA Together reasonably believes that breach of law/regulation, fraud or data corruption/loss has taken place, YMCA Together should have the ability to undertake an emergency audit. Where appropriate relevant regulatory bodies will have the right to audit without notice. |  |  |
| 15 | Exit and Termination Assistance | Respondent must provide a smooth handover at the end of the contract either to YMCA Together or a new supplier i.e. an exit plan may be required. |  |  |
| 16 | Force Majeure | Strikes, industrial disputes and fuel shortages will not be accepted as Force Majeure events. |  |  |
| Fire and flood are also not included as a resilient supplier would be expected to overcome these events and the Respondent will always have to use their own disaster recovery plan before they can rely on force majeure. |
| This will be linked to SLA's and disaster recovery which are to be agreed. |
| 17 | VAT/Tax | Pricing will Exclude VAT (value added tax) and IPT (insurance premium tax), but all other charges shall be included in the net premium and be the responsibility of the Respondent unless previously agreed with YMCA Together. |  |  |
| 18 | Publicity | The Respondent may not publicise any contractual arrangement or the fact they are a supplier to the customer, unless previously agreed. |  |  |
| 19 | Ownership | All training and service material developed as part of this contract will be the intellectual property of YMCA Liverpool |  |  |