

INFO for Request for Quotations/ Contract Brief

Project Title: Volunteer Development Programme 2021

Role title: Volunteer Programme Facilitator

Background: This project has arisen due to the dual challenges of a longer-term shifting volunteering workforce in the heritage sector, and the particular strains of the last 12 months due to the pandemic. Through the Museum Development (MD) [Annual Museums Survey](#) results and, localised surveying through [regional teams](#), and the results of the Spotlight survey in Wales, a clear need has emerged to support organisations to review their operating models to ensure volunteering is sustainable and responsive to the museums needs and the communities they serve. This challenge is particularly acute in smaller museums, those without a dedicated volunteer management post and those with no paid staff.

These issues are not localised to a certain nation or region but are replicated across all areas as shown by national trends. Therefore, for the first time several museum development areas in England and also Wales have come together to form a programme consortium to collaborate on a development programme to ensure maximum reach, but also to support museums across areas and bring them together to find creative solutions and a way forward at this critical time.

Programme Consortium: This programme is being run by a consortium of MD areas. These are Wales, North West, North East, East Midlands, and West Midlands. The North West will be managing the contract and the programme consortium will each have a lead contact responsible for their national or regional specific activity.

Programme Aim: To support participating museums to review their volunteering strategy and explore new ways to embed sustainable volunteer development practice tailored to individual organisational needs.

Programme Outcomes:

Participating museums will:

- have reviewed their operating model and business/ forward plan through the lens of volunteer resourcing
- understand the volunteer skills needed to deliver their operating model
- have a plan to develop their volunteer workforce through appropriate recruitment, training and resources to meet defined organisational needs
- have developed appropriate volunteer policies and procedures
- have identified volunteer management roles and responsibilities within the workforce
- have embedded inclusive practice into volunteer development
- have an organisation-specific action plan for volunteer development

Audience: This programme is for museums that do not have a paid volunteer manager post. It is envisaged that museums will either have a small staff or be entirely volunteer-run. It is anticipated that 20 museums from across 4 English regions (North West, North East, East Midlands, West Midlands) and Wales, would be recruited by MD ahead of the start of the programme.

Methodology: This will be an intensive support programme facilitated by a contracted programme facilitator. The format will be as follows:

An initial programme wide meeting, bringing together all participating museums, will be facilitated by MD teams. The programme will then follow a cohort led approach, with a blend of facilitated cohort meetings, and bespoke mentoring and support. The 20 museums may be split into cohorts by museum type.

This will be complemented by regionally or nationally specific activity, such as programme related small grants and peer mentoring.

Running alongside the programme will be a cross-regional / cross-national volunteer development-themed training programme, that programme participants would have access to, but which will be available to other museums not on the programme, to access. We would envisage the programme facilitator would coordinate the three training events, which would have a capacity of up to 100 delegates. Themes to cover would include:

- Developing volunteering practice, including plans, policies and procedures
- Developing a volunteering strategy
- Inclusive recruitment of volunteers

This training does not need to be delivered by the programme facilitator, although the training coordination and delivery needs to come within the total programme budget.

There will be a wider national training offer, which will follow a webinar format. This will be managed separately by MD but will coincide with the programme timings with spaces available to programme participants to attend where there are relevant topics.

At the end of the programme there will be a final sharing event (yet to be agreed if can be face-to face) for all participating museums to attend and present actions taken to date and share best practice while cementing networks and partnerships.

Contract – key tasks:

- To organise and facilitate cohort meetings – anticipated three per cohort
- To shape programme content based on a modular format, specific to cohort needs.
- To communicate with all programme participants in between meetings to monitor progress/ issues
- To identify mentoring needs for all museums involved (with support from MD where appropriate)
- To provide action planning template for museums to complete
- To coordinate content for three training sessions as described above (should additional trainers/ speakers be required at extra cost, MD will be prepared to negotiate additional costs where deemed relevant)
- Attend and contribute to the initial event (half day) and final sharing day (full day), which will be facilitated by MD.

Reporting:

- To communicate with participating MD teams about specific museum needs and how to support these
- To summarise progress and outcomes for all museums at the end of the programme in a written report which will inform the overall evaluation of the programme
- Provide 5 case studies of contrasting museums achievement and progress

Contract Support: The MD Consortium responsible for this programme will provide the following support:

- To recruit and brief the Programme Facilitator
- To recruit museums to the programme
- To organise introductory and final sharing events
- Provide technical support (such as access to Zoom accounts) where appropriate

- To provide a regionally or nationally specific offer to complement the programme e.g. small grants where applicable
- To support identification of mentoring opportunities as part of the programme
- To support the delivery of the programme training where appropriate

Budget: A maximum budget of £13,000 is available and is to include all associated expenses. Costs should be broken down by individual element. Prices quoted should be exclusive of VAT, but where VAT is applicable it should be indicated and separately identified.

Consultants should indicate a fixed price for the delivery of the above described services, and this should be itemised as follows:

- Professional time
- Administration costs
- Cost of additional professional input – such as to support the training element

Timetable:

Activity	Draft Date
Advertise contract	14 th May 2021
Deadline for submissions	11 th June 2021
Contract awarded	By 25 th June 2021
Museums recruited	July 2021
Initial programme introduction meeting	July (date TBC)
Cohort meetings, 3 x training events and mentoring	July – December
Final sharing event	January 2022

Hours and location: This is a contract for services. Working hours will be the consultant’s responsibility. The number of hours should be determined based on the time necessary to devise and deliver the contract to the highest standard

Contract Period: July 2021 – January 31st 2022

Proposal to tender: Proposals should be no longer than six sides of A4 and should include:

- An introduction to and credentials of your organisation
- Details of the relevant experience and competency possessed by the consultant and any other personnel who will work on the project. In particular we are interested in experience and understanding of working with small and volunteer led museums.
- Details on how you propose to satisfy the requirements of the brief with a proposed methodology
- A breakdown of full costs and delivery timetable
- A current CV of the person(s) who will carry out the work
- Name and contact details of two recent referees

Evaluation criteria: Proposals will be evaluated against the criteria listed below. Please note that the list is not in priority order, but instead will be judged on the extent to which they meet all of the criteria:

- Approach to the brief
- Understanding of the aims and objectives of volunteer development programme
- Relevant experience

- Ability to deliver/manage sub-contractor delivery of all the varied aspects of the brief
- Deliverability within proposed resources/timeframe
- Value for money

For further details contact: Alex Bird, Museum Development Officer, MDNW
alexander.bird@manchester.ac.uk

Proposals should be sent to Alex Bird, Museum Development Officer MDNW by email only
alexander.bird@manchester.ac.uk, by 5pm Friday 11th June

[Terms and Conditions of contract with the University of Manchester](#)

Information on the process

1. **Enquiries**

Enquiries regarding the Request for Quote must be directed to the person and address indicated on the front of the Request.

2. **Content of Bids**

Quotations should include a full description of the goods or services offered, with prices, together with such other information as is requested on the front of the Request or any attached Specification.

In addition, bids may include alternative proposals that will provide better value for money for the University.

3. **Opening of Bids**

Quotations clearly identified as such in the manner described on the front of the Request will not be opened until after the closing date for the submission of bids. Late quotations will not be accepted unless there are exceptional circumstances.

4. **Assessment of Bids**

Bids will be assessed on the basis of value for money to the University. This will include an assessment of quality, fitness for purpose and whole-life costs, as well as initial purchase price.

5. **Confidentiality**

All information supplied by either the University or the Bidder in connection with this Request for Quote must be regarded as confidential by the recipient, except insofar as either party is required to divulge information under the Freedom of Information Act 2000 or other statutory or legal authority.

6. **Cost of bids**

The University will not be responsible for any costs or expenses incurred by the Bidder in connection with the preparation or delivery of the bid, including the cost of any samples provided by the Bidder.

7. **Independent bid**

By submitting a quotation, the Bidder warrants the following.

- (a) It is a *bona fide* bid intended to be competitive.
- (b) The prices in the bid have been arrived at independently, without consultation, communication, agreement or understanding for the purpose of restricting competition, as to any matter relating to such prices, with any other bidder or with any competitor.

- (c) Unless otherwise required by law, the prices which have been quoted in the bid have not knowingly been disclosed by the Bidder, directly or indirectly, to any other bidder or competitor, nor will they be so disclosed.
- (d) No attempt has been made nor will be made by the Bidder to induce any other person or firm to submit, not to submit or to withdraw a tender for the purpose of restricting competition.

8. Treatment of Quotation

The University expressly reserves the rights:

- a. not to award any contract as a result of the procurement process;
- b. to accept any part, or all, of any quotation unless the tenderer expressly stipulates in the quotation that this is not acceptable;
- c. not undertake to accept the lowest quotation, or part, or all of any quotation, and the acknowledgement of receipt of any submitted quotation shall not constitute any actual or implied agreement between the University and the tenderer;
- d. to make whatever changes it may see fit to the content and structure of the tendering competition;
- e. to award (a) contract(s) in respect of any part(s) of the goods, services or works covered by the notice relating to this contract; and
- f. to award contract(s) in stages.

9. Terms and Conditions

Any contract arising from the quotation will be subject to the University's terms and conditions for provision of services, included within the RFQ documentation.



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