Workplace Coaching and Support ITT
Response to clarification questions

1. **May an applicant tender for one or more of the listed service lines rather than every service?**

Yes

2. **Are practitioner qualifications, recognised methodologies and relevant quality standards alternative ways of evidencing the service-standard requirement, assessed proportionately to the services being offered?**

Yes

3. **Must the pricing proposal include a firm donation, referral percentage or reduced-price arrangement at tender stage, or can those commercial mechanics be agreed with shortlisted providers?**

We are open to discuss a range of different models for working together through the tender process, but the scoring of tender responses will include contribution to the BDA's charitable mission and joint working approach – see below.

Criteria	**Weighting**
Experience	25%
Coaching methodology	15%
Dyslexia expertise	25%
Accessibility	10%
Outcomes	10%
Contribution to the BDA's charitable mission	10%
Joint working approach	5%

4. **At what stage of the process would references be contacted?**

References will be contacted as part of our due diligence process, which will inform our decision-making as we assess bids. If you would prefer us not to contact your references, please let us know.

5. **Do you have financial guidance and price parameters to bear in mind?**

No.

6. **For individuals submissions, are you expecting the same level of governance as defined in the list or are these specific to organisations?**

We expect all submissions to be able to demonstrate that they have the structures and processes in place to maintain a high standard of service delivery.

7. **Under the submission requirements, reference is made to a "completed tender response". However, we have been unable to locate a response template or response form within the documentation provided. Could you please confirm whether providers are expected to prepare and submit their own proposal document addressing the requirements set out within the invitation? In addition, could you advise whether there is a page limit or any preferred formatting requirements for the submission?**

Yes, providers are expected to prepare and submit their own proposal; there is not a template or form. There is not a page limit or preferred formatting requirements.

8. **Is there a preferred format or length for the tender response?**

No.

9. **Is there a preferred format or template for the tender response, or should bidders provide their own structured submission addressing the evaluation criteria?**

Providers are expected to prepare and submit their own proposal; there is not a template or form. There is not a page limit or preferred formatting requirements.

10. **Is there a maximum page limit or word count for the tender response and supporting documentation?**

Providers are asked to submit a response in their own format; there is not a template or form. There is not a page limit or preferred formatting requirements.

11. **We also note the requirement to complete an online Supplier Due Diligence Form. Could you please confirm whether this form can be completed and submitted at any point up to the proposal submission deadline, or whether it is expected to be completed before the proposal is submitted?**

It is expected to be submitted with the tender response.

12. **Could you clarify what the BDA considers an “appropriate accreditation” for an individual practitioner under this tender?**

The BDA is looking for practitioners who hold a reputable, recognised and evidence-based coaching qualification or accreditation, appropriate to providing workplace support and coaching to dyslexic adults.

We are not prescribing a specific accreditation. Relevant examples could include recognised qualifications or accreditations through established professional bodies such as the International Coaching Federation (ICF) or Institute of Leadership and Management (ILM), or equivalent qualifications from other reputable providers.

In assessing bids, we will consider the accreditation, the level and content of training, the practitioner's experience, and their specific experience of supporting dyslexic adults in the workplace.

13. **I would also appreciate clarification on the expected supervision arrangements for individual providers. For example, does the BDA expect applicants to have an established external coaching supervisor in place at the time of submission?**

The BDA expects providers to have processes in place to ensure that all coaches receive appropriate supervision to maintain standards of provision. This could be through an external coaching supervisor or for larger organisations, it could be in house supervision.

14. **Do you have an estimate of how many referrals you expect to make to each provider per month or per year?**

No, this is a new area of work for us, so we are unsure about volumes.

15. **How do you expect referrals to work in practice? For example, will the BDA pass on contact details, or will individuals be directed to contact providers themselves through the BDA website?**

While we are open to discuss a range of approaches, the model we are currently using for dyslexia screeners for children provides a useful guide for the model we expect to set up. We provide a link on our website to the organisations we are signposting to: Dyslexia screening - British Dyslexia Association

16. **Do you have a preference between reduced prices for BDA-referred customers and regular donations, or would you welcome a combination of both?**

We are open to discuss a range of models that work for both parties.

17. **How long do you expect the partnership to run initially, and will there be a formal agreement setting out the terms?**

We expect to set on initial term of one year with the expectation of an extension beyond this. We will make a formal agreement if the nature of the partnership demands it.

18. **Could you please advise whether there is a minimum number of references required?**

There is not a minimum number of references.

19. **The ITT refers to arrangements that may include donations to the BDA and/or discounted pricing for customers referred by the BDA. Is there any guidance on the level or structure of these arrangements that the BDA would consider most appropriate?**

We are open to discuss a range of different models. We conducted a tender process for dyslexia screeners for children and you can see the model adopted following that on our website: Dyslexia screening - British Dyslexia Association

Questions received after 7 Oct

Process and eligibility

1. **Will the BDA be directly referring individuals to providers, or will the BDA simply signpost individuals who then contact providers independently?**

We expect that we will signpost to organisation(s), but are open to discussing other models.

2. **Does the BDA intend to appoint a single provider or a panel of providers, and if a panel, how will referrals be allocated?**

We want to ensure that we signpost to enough organisations to meet likely demand for services. The number of organisations will depend on the capacity of the highest scoring organisations.

3. **The ITT sets out seven weighted evaluation criteria, while the FAQ also refers to quality assurance and value for money. Could you clarify where quality assurance and value for money sit within the published scoring methodology, and whether either carries a separate weighting?**

Quality assurance and value for money will be included within specified evaluation criteria.

4. **Will providers be assessed and appointed against the specific services they propose to deliver, or will all successful providers sit within a single general referral pool?**

They will be assessed and appointed against the specific services they propose to deliver.

5. **Where more than one approved provider offers the same or similar service, how does BDA anticipate referrals being allocated or signposted between providers?**

We expect to list providers on our website providing clear information about the services they provide.

6. **Is there a preferred format or template for the tender response, or should bidders provide their own structured submission addressing the evaluation criteria?**

Providers are expected to prepare and submit their own proposal; there is not a template or form. There is not a page limit or preferred formatting requirements.

7. **Is there a maximum page limit or word count for the tender response and supporting documentation?**

Providers are expected to prepare and submit their own proposal; there is not a template or form. There is not a page limit or preferred formatting requirements.

8. **Could you please advise whether there is a minimum number of references required?**

There is not a minimum number of references.

9. **How do you expect referrals to work in practice? For example, will the BDA pass on contact details, or will individuals be directed to contact providers themselves through the BDA website?**

We expect that we will signpost to organisation(s), but open to discuss other models.

10. **How long do you expect the partnership to run initially, and will there be a formal agreement setting out the terms?**

We expect to set on initial term of one year with the expectation of an extension beyond this.

11. **What is the estimated date for contract start?**

We expect to have arrangements in place early in the new year.

12. **Should you want us to align our policies (Safeguarding, EDI, GDPR, etc.) to BDA's, please provide a copy for each. Alternatively, we will outline our existing standard processes with suggestions for policy integration where relevant.**

We do not expect providers to align their policies with ours.

13. **Insurance and policies: I am arranging professional indemnity insurance and formal safeguarding, complaints and data protection policies. Must these be in place at submission, or can they be finalised before appointment? What minimum insurance cover and specific policies are required?**

Insurance and policies do not need to be in place at the time of submission but we expect providers to give details of what they will put in place to cover the scope of the work that they carry out.

14. **Case studies and outcomes: Will anonymised case studies using qualitative client feedback and documented progress towards individual goals be acceptable where standardised outcome measures were not collected?**

Yes.

15. **References: Are professional colleagues who can verify relevant work acceptable referees alongside clients or commissioning organisations? What information should references cover?**

Yes. We would expect references to provide evidence for the outcomes that providers' services achieve.

16. **Reporting: What reporting frequency and level of detail do you anticipate? Would routine reporting use anonymised or aggregated information?**

We anticipate quarterly reporting on volumes of activity along with qualitative and quantitative information that demonstrate the impact of the service. We would agree a level of detail that was felt proportionate for both parties and that could be used to demonstrate and promote the impact of services externally.

17. **Agreement term: The FAQ refers to an initial two-year agreement, while the clarification document refers to one year. Please confirm which term applicants should use in their proposals.**

We expect to set on initial term of one year with the expectation of an extension beyond this.

Users and channels

18. Is it possible to provide an indication of the anticipated referral volumes?

This is a new area of work so we are not able to accurately anticipate the number of people who will take up services.

19. Are there any historical figures available relating to requests for workplace coaching and support that may help providers forecast capacity requirements?

This is a new area of work so we are not able to accurately anticipate the number of people who will take up services.

20. Do you have an estimate of how many referrals you expect to make to each provider per month or per year?

This is a new area of work so we are not able to accurately anticipate the number of people who will take up services.

21. Could we have a breakdown of the expected/estimated requirements (in hours or sessions) for each service:

- **workplace coaching**
- **assistive technology coaching**
- **manager guidance**
- **return-to-work support**
- **career coaching**

This is a new area of work so we are not able to accurately anticipate the number of people who will take up services.

Service specification

22. Will individuals undergo any form of assessment or triage before being referred for coaching?

No.

23. If so, will the outcomes of these assessments be made available to providers? or will providers be expected to undertake this as part of the service?

Not applicable.

24. Can you provide any further detail regarding the expected funding routes for clients (e.g. employer funded, Access to Work, self-funded)?

We expect clients will be funded through all the routes listed above – self funding, employer funded and Access to Work.

25. **What are you looking for in terms of accessibility criteria, as coaching is quite an accessible format anyway I was wondering if you could provide a bit more clarity on what information you are looking for in this area.**

We expect the coaching model to consider the particular needs of the dyslexic community, including for those with common co-occurring conditions.

26. **The FAQ indicates that providers may propose additional services where there is a clear benefit. Would BDA welcome models such as co-coaching involving the individual and their manager, where appropriate, alongside individual workplace coaching?**

Yes, we would welcome models that worked with both individuals and their managers.

27. **Where coaching or workplace support is funded through Access to Work, does BDA expect providers to work within any particular pricing framework or maximum rate?**

No.

28. **Could you clarify what the BDA considers an "appropriate accreditation" for an individual practitioner under this tender?**

The BDA is looking for practitioners who hold a reputable, recognised and evidence-based coaching qualification or accreditation, appropriate to providing workplace support and coaching to dyslexic adults.

We are not prescribing a specific accreditation. Relevant examples could include recognised qualifications or accreditations through established professional bodies such as the International Coaching Federation (ICF) or Institute of Leadership and Management (ILM), or equivalent qualifications from other reputable providers.

In assessing bids, we will consider the accreditation, the level and content of training, the practitioner's experience, and their specific experience of supporting dyslexic adults in the workplace.

29. **Do you require any specific coaching accreditation of qualification for our coaches?**

The BDA is looking for practitioners who hold a reputable, recognised and evidence-based coaching qualification or accreditation, appropriate to providing workplace support and coaching to dyslexic adults.

We are not prescribing a specific accreditation. Relevant examples could include recognised qualifications or accreditations through established professional bodies such as the International Coaching Federation (ICF) or Institute of Leadership and Management (ILM), or equivalent qualifications from other reputable providers.

In assessing bids, we will consider the accreditation, the level and content of training, the practitioner's experience, and their specific experience of supporting dyslexic adults in the workplace.

30. **Would it be beneficial to the support offer to include the option to supply AT solutions and set up?**

This process focuses on person to person support rather than assistive technology.

31. **Do you have a referral pathway in mind that you know would suit your existing processes? Or would you like us to propose one based on our experience elsewhere?**

We expect that we will signpost to organisation(s), but open to discuss other models.

32. **Are there any specific metrics you would like us to measure for the following?**
    - **referral data, including referral source,**
    - **uptake, completion rates and any barriers to engagement**
    - **client feedback**
    - **outcome measures demonstrating the impact of the service (e.g. measures of confidence, progress towards goals etc)**
    - **complaints/safeguarding concerns and actions taken**

No, there are not specific metrics that we are putting forward. We expect to agree reporting arrangements that are proportionate and capture volume of activity as well as impact achieved.

33. **Having read your published clarification on supervision, could you confirm whether supervision requirements apply equally across all service areas, including reasonable adjustment advice and guidance for leadership and management?**

We expect to see robust supervision arrangements for professionals who are working directly with clients.

34. **Where supervision is required for an individual practitioner, would structured peer supervision be acceptable? If an external supervisor is**

required, are there particular qualifications or professional accreditations they should hold?

The BDA expects providers to have processes in place to ensure that all coaches receive appropriate supervision to maintain standards of provision. This could be through a peer support model.

35. **Supervision: What evidence should I provide about my supervision arrangement, including the supervisor's qualifications and frequency of supervision?**

We expect providers to give details of the supervision arrangements that they have in place to maintain standards of provision. We do not specify the evidence that we need for this.

36. **Qualifications and eligibility: Would this combination of qualifications, memberships and experience meet your practitioner requirements for dyslexia workplace coaching, strategy coaching and assistive technology support? What supporting certificates or course information would you require?**

The BDA is looking for practitioners who hold a reputable, recognised and evidence-based coaching qualification or accreditation, appropriate to providing workplace support and coaching to dyslexic adults.

We are not prescribing a specific accreditation. Relevant examples could include recognised qualifications or accreditations through established professional bodies such as the International Coaching Federation (ICF) or Institute of Leadership and Management (ILM), or equivalent qualifications from other reputable providers.

In assessing bids, we will consider the accreditation, the level and content of training, the practitioner's experience, and their specific experience of supporting dyslexic adults in the workplace.

37. **Preparation and reporting costs: How should providers account for preparation, session notes, progress reviews, employer liaison and reporting to the BDA within their pricing proposals?**

We expect providers to give details of their pricing proposals based on how they currently account for preparation, session notes, progress reviews and employer liaison. We do not have a set format for how we expect this information to be provided.

Commercial

38. Could you also clarify any expectations regarding provider contributions, referral fees, donations, or discounted services linked to the partnership?

We are open to discuss a range of different models. We conducted a tender process for dyslexia screeners for children and you can see the model adopted following that on our website: Dyslexia screening - British Dyslexia Association

39. The ITT refers to options including reduced customer pricing and/or regular donations reflecting the value of the relationship. Is BDA looking for providers to propose their preferred commercial arrangement, or is there an expected model or minimum contribution that bidders should work to?

We expect providers to propose their preferred commercial arrangement. We do not have an expected model or minimum contribution. We conducted a tender process for dyslexia screeners for children and you can see the model adopted following that on our website: Dyslexia screening - British Dyslexia Association

40. Do you have a preference between reduced prices for BDA-referred customers and regular donations, or would you welcome a combination of both?

We expect providers to propose their preferred commercial arrangement. We do not have an expected model or minimum contribution. We conducted a tender process for dyslexia screeners for children and you can see the model adopted following that on our website: Dyslexia screening - British Dyslexia Association

41. Pricing and charitable contribution: Would a proposal offering BDA-referred clients a 10% discount be acceptable? Would a separate donation to the BDA also be expected?

We expect providers to propose their preferred commercial arrangement. We do not have an expected model or minimum contribution. We conducted a tender process for dyslexia screeners for children and you can see the model adopted following that on our website: Dyslexia screening - British Dyslexia Association

42. Could you share whether the British Dyslexia Association has an established budget or target price range for these services?

We do not have an established budget or target price range.

43. You mention in the target clients 'universities' is that university students? As they have quite a different range of needs to adults in the workplace. Just want to make sure I provide relevant examples of all the target clients.

We do consider university students as one of the target groups, but we do not expect all providers to be able to meet the needs of all target groups.

44. The ITT refers to arrangements that may include donations to the BDA and/or discounted pricing for customers referred by the BDA. Is there any guidance on the level or structure of these arrangements that the BDA would consider most appropriate?

We expect providers to propose their preferred commercial arrangement. We do not have an expected model or minimum contribution. We conducted a tender process for dyslexia screeners for children and you can see the model adopted following that on our website: Dyslexia screening - British Dyslexia Association

45. Could you confirm BDA's rates for training and workplace needs assessments so that we can integrate cross-referrals into our proposal?

Workplace Needs Assessments: £450+VAT
E-learning course: £120
Bespoke training: £400 - £1500

46. Contracting and payment: Would BDA-referred clients contract with and pay the provider directly, including through employer or Access to Work funding, or might the BDA commission sessions itself?

We expect clients to contract and pay the provider directly.

47. Access to Work: Is any particular supplier registration required? How would you expect providers to manage referrals where an individual's approved funding is below the proposed session rate?

We would expect providers to continue to work with clients receiving Access to Work funding in the same way that they are currently working with them, including managing discrepancies between session rates and approved funding rates.