

ROS Tender Brief:

Volunteer Strategy development support 2026

Summary

The Royal Osteoporosis Society (ROS) invites proposals from experienced external organisations to deliver a structured evaluation and engagement programme that will inform the development of our new Volunteering Strategy for 2027–2030. The programme comprises three interconnected components—benchmarking, stakeholder consultation, and sentiment analysis—designed to ensure that the strategy is evidence based, inclusive, and shaped by independent insight. The total budget available is £10,000 across all activities.

Background and Context

Overview of The Royal Osteoporosis Society

The Royal Osteoporosis Society (ROS) is the UK's only national charity dedicated to improving the bone health of the nation and supporting people living with osteoporosis. We work with volunteers, clinicians, policymakers, researchers, and people affected by osteoporosis to improve diagnosis, treatment, and quality of life.

Overview of the Tender: Volunteer Strategy development Projects

We are embarking on a comprehensive development of our new volunteering strategy (2027–2030). To ensure this strategy is robust, future facing, and shaped by the needs of our communities, ROS seeks an external partner to deliver three evaluation components that will feed directly into strategic development.

theros.org.uk

St James House, Lower Bristol Road, Bath BA2 3BH

Email: info@theros.org.uk • **Telephone:** 01761 471771 • **Nurse Helpline:** 0800 800 0035 • **President:** Her Majesty The Queen

Royal Osteoporosis Society is a registered charity no. 1102712 in England and Wales, no. SC039755 in Scotland, and no. 1284 in Isle of Man. Registered as a company limited by guarantee in England and Wales no. 04995013, and no. 006188F in Isle of Man. Registered address: St James House, Lower Bristol Road, Bath BA2 3BH.

Invitation for Proposals – 2026

We welcome proposals from organisations with expertise in evaluation, stakeholder engagement, insight generation, and/or health charity volunteer models. Proposals should demonstrate methodological rigour, a strong commitment to independence, and experience of working with diverse stakeholder groups.

The overall budget for this programme is **£10,000**, allocated across the following components:

1. External Benchmarking / Landscaping Report (circa £2,500)

This workstream involves the production of a concise benchmarking report analysing volunteering strategies, resource models, practices, and sector wide trends across comparable UK health charities and related organisations. The report should highlight key patterns, emerging trends, challenges, and promising practices, with recommendations relevant to ROS's context.

Timeline: Completion by **May**.

2. Main Consultation and Engagement Activity (circa £5,000)

This component focuses on designing and delivering an inclusive engagement process involving ROS staff, volunteers, partners, and beneficiaries. Proposed methods may include surveys, facilitated workshops, interviews, or focus groups (primarily online).

The purpose is to gather a broad range of perspectives that will directly inform the development of the volunteering strategy.

Timeline:

- April - May: ROS staff engagement
- April–July: Volunteer engagement and completion of main outputs

3. Sentiment Gathering (circa £2,500)

This component aims to capture stakeholder attitudes, perceptions, and expectations related to volunteering at ROS. Methods may include quantitative or qualitative sentiment analysis, interviews, surveys or mapping processes. Findings will be used to test strategic hypotheses and shape final direction.

Timeline: To be confirmed, but anticipated completion by **August/September**.

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Overall Objectives

By the end of this development, ROS expects to be able to answer a series of key questions about the future of volunteering at the charity, informed by independent insight and rigorous analysis. A core outcome will be a set of reports to inform the development of a clear vision and strategy for volunteering so that our work with volunteers delivers maximum impact now and in the future.

We are also very keen to have a better understanding of costs to benefit ratio across our current volunteering offering to inform our long-term planning and resourcing.

Contract

Contract Term and Value

The contract will run across the period required to complete all three workstreams within the timelines set out above, with a total value of **£10,000 (inclusive of VAT)**.

Project and Contract Management

Throughout the project, the supplier will be expected to be in regular contact with the Royal Osteoporosis Society's Head of Volunteering and Public Engagement to ensure that the project is progressing as expected.

Please allow for a minimum of fortnightly 30-minute online updates, after which the supplier will follow-up with an email summary of actions and decisions agreed. Frequency to be agreed at the inception meeting and reviewed periodically.

The successful supplier will be expected to attend an inception meeting in April 2026 to discuss and agree the work in detail and outline the activities to be undertaken, deliverables and timetable. Please also allow resources for meetings with the steering group at appropriate points during delivery, to be agreed at the kick-off meeting.

Tender Response and Assessment Criteria

Procurement Timetable

- **Deadline for bids:** *Friday 20 March 2026 at 5pm*

Bid Structure

Proposals must be submitted as a Word document (maximum 6 pages, excluding appendices such as CVs and example reports).

Section Descriptions & Weighting

<p>1. Understanding of project context and objectives (10%)</p> <p>Demonstrate your understanding of the project environment, relevant sector issues, and data or research that underpin your approach.</p>
<p>2. Your approach (10%)</p> <p>Provide a clear outline of your approach, including rationale, alignment to objectives, methodology, deliverables, and expected outputs.</p>
<p>3. Project plan (40%)</p> <p>Set out a detailed project plan and timeline (e.g., Gantt chart), including risk management, key milestones, and coordination with the ROS Steering Group.</p>
<p>4. Previous experience (10%)</p> <p>Provide up to three examples of similar work. Examples in the health or older person's wellbeing sectors are particularly welcome. Reports may be included as appendices or links.</p>
<p>5. Staff resourcing and experience (10%)</p> <p>Outline the skills and expertise of your proposed team and include CVs as appendices.</p>
<p>6. Data governance and ethics (10%)</p> <p>Describe your quality assurance processes, data collection and management methods, and ethical considerations throughout the project lifecycle.</p>
<p>7. Costs (10%)</p> <p>Provide a detailed budget breakdown. Value for money will be assessed using a price-quality ratio.</p>

Scoring Criteria

All sections (except “Costs”) will be scored using the following ratings:

- **1 – Poor:** Does not meet the required standard; significant weaknesses
- **2 – Fair:** Partially meets standards; substantial weaknesses
- **3 – Good:** Mostly meets standards; some gaps
- **4 – Very good:** Strong response with minimal shortcomings
- **5 – Excellent:** Fully meets and exceeds requirements; provides added value

Submission

Submissions should be emailed with the subject line **“Volunteer Strategy Development”**

To: **Helen Richards, Head of Volunteering and Public Engagement.**

Email: helen.richards@theros.org.uk

If you have clarification questions, please submit them in advance to the same email address.

Deadline for submissions:

Please submit your proposal as instructed above by **5pm on Friday 20th March.**

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