



FINANCE SUPPORT SERVICES TENDER

Age UK Gloucestershire Ltd is a company limited by guarantee in England and Wales with charitable status

Registered Office: Henley House, Barnett Way, Barnwood, Gloucester GL4 3RT

Registered charity number 1111773. Company number 05586735

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Disclaimer: This is an Invitation to Tender (ITT) only. Age UK Gloucestershire is not obliged to proceed further.

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Introduction

Who we are

Our vision is for Gloucestershire to be the best county in which to grow older.

Age UK Gloucestershire is an independent, local charity that benefits from being part of the national Age UK network. **Our vision is for Gloucestershire to be the best county in which to grow older.** We want this to be the case for all older people, regardless of their background or circumstance.

We want everyone to approach ageing with confidence, and embrace the opportunities it presents. We recognise that we cannot do this alone. It is the responsibility of the whole county to respond positively to ageing. Achieving our vision will need all elements of our community to contribute.

We see it as our **mission** that by 2040, with a significant shift in the demographic profile of the county forecast, Gloucestershire will be ready, engaged and recognised as a place where everyone can age well.

The number of older people in the county is forecast to grow significantly by 2040. Our mission is to ensure that Gloucestershire will be ready for this change. Our communities will be engaged and recognised as places where everyone can age well.

Our role is to support older people who are experiencing difficulties in later life. We will embrace innovative and impactful new approaches through various projects and services. We will improve the experience of getting older for many more people by focusing on preventative activity. We will work to reduce inequality of experience and inequity of access. To do this we will support our wider community to be positive about later life and respond to the needs of older people.

Our strategic priorities

Age UK Gloucestershire's Strategy focuses on achieving our vision through five strategic priorities:



Our values

Here at Age UK Gloucestershire we ensure our REACH values are lived each day:

Relationships – Social connections are powerful. We help people and organisations make meaningful connections.

Every minute matters – We value other people's time and share our own.

Age-friendly – We celebrate older people and encourage Gloucestershire to be responsive and positive about ageing.

Curiosity – We seek to understand everyone's unique experiences and investigate new ways of working.

Hopeful – We want the best outcomes for everyone. We encourage positivity, purpose and action.

Business Plan for 2025-26

This financial year is critical to Age UK Gloucestershire in transforming how we work.

Age UK Gloucestershire have recently restructured to reduce the proportion of support staff compared with those on the front line.

As part of this process we are looking to outsource our finance support for accounting and payroll on a permanent basis. The aim of this is to

- reduce risk of single person dependencies,
- enable all staff involved in finance to have the skills and the tools to understand our finances,
- be able to see clearly how we are performing
- for Age UK Gloucestershire Board of Trustees to have a good oversight of our financial situation
- most importantly, for the finance support to feel like part of the team

Our focus for the next year, is that by March 2026 we will have...



**People at the heart of everything we do,
and every decision we make.**



**A more accessible Information, Advice,
and Guidance service.
Supporting a more diverse group of people.**



**Transformed the way we work.
Simplified and transparent.
Where everyone has the right access, are
trained and supported.**



**Developed a sustainable business model.
Ensuring we can support the older people of
Gloucestershire for years to come.**



**Become more vocal in promoting the
positive message of ageing well.**

Objectives and requirements of tender

Following a recent restructure, Age UK Gloucestershire is temporarily outsourcing its finance support to two providers: Pitt Godden & Taylor LLP provides payroll support and Abaqus Accountancy provide accounting support on a rolling basis.

Finance is overseen internally by the CEO, and our Treasurer Trustee. We also have a part time finance assistant who deals with the day to day tasks. We are looking to enter into a contract for a minimum of 3 years.

Age UK Gloucestershire expects the successful tender applicant to assume and retain responsibility for the following areas:

Scope of services

- **Accounting Services:** Including bookkeeping, financial reporting, and compliance.
- **Payroll Management:** Processing payroll, managing employee benefits, and ensuring regulatory compliance.
- **Financial Planning and Analysis:** Support Age UK Gloucestershire with budgeting, forecasting, and strategic financial advice.
- **Further Services:** Such as preparation and filing of tax returns, support with annual audit, and advisory support for VAT.

Looking to the future

- Providing Age UK Gloucestershire with proactive support and guidance on developing our financial strategy
- Informing Age UK Gloucestershire of new legislation and new technology that may support and enhance the way we work and how or whether we implement these.
- Support Age UK Gloucestershire in understanding what other charities or organisations of similar size are doing, to share learning.

Age UK Gloucestershire Overview

Age UK Gloucestershire operates from one main office in Gloucester - Henley House, Barnett Way, Barnwood, Gloucester GL4 3RT. Our turnover is in the region of £1.3m through a mix of contracts, grants and donations. You can find more detail within our annual reports

<https://www.ageuk.org.uk/gloucestershire/about-us/about-us-at-age-uk-gloucestershire/annualaccountsandimpactreports/>, Charity Commission <https://register-of-charities.charitycommission.gov.uk/en/charity-search/-/charity-details/4019203/charity-overview> and Companies House <https://find-and-update.company-information.service.gov.uk/company/05586735>

We currently have 23 members of staff, currently recruiting for 2 additional roles. These are a mix of full time (7) and part time staff (16). An FTE of 17.

We currently use Sage software for finance, Sage Accounting 50 and Sage Payroll. Alongside this we have a suite of spreadsheets held within our SharePoint system and Breathe HR for expense claims.

Whilst most of our systems have been moved to the cloud, our server continues to service our finance software Sage Accounts and Sage Payroll. We are looking to transfer this away from the server before the commencement of this contract. We are open to changing finance system if it supports an improved experience for staff and greater oversight of our finances.

Current setup

Accounts

We can provide details on accounts, income and transactions privately on request.

We currently carry out the following payment activities:

- supplier payment runs twice per month,
- staff and volunteer expenses twice per month,
- salary payments once per month,

We report as follows:

- Monthly standard reports from finance system once per month for leadership team and budget holders
- Board reports every two months

We currently are not registered for VAT, we do submit gift aid and GASDS quarterly,

Expenses are currently submitted and approved through Breathe HR, our HR software

Tender Deadlines

Our existing IT support contract expires on 14th September 2025. We would expect the new IT managing service provider (should we decide to change) to liaise with our existing service provider to ensure a seamless transition, ahead of the contract commencement date of **14th September 2025**.

Date of issue:	25 th April 2025
Tender submission deadline:	20 th May 2025
Notification of shortlist:	23 rd May 2025
Meet shortlisted managing service providers:	2 nd June 2025
Notification of award of contract subject to contract:	6 th June 2025

All tenders are to be submitted electronically to Alan Inman-Ward, ainman-ward@ageukgloucestershire.org.uk with the subject 'Age UK Gloucestershire - IT Tender Submission'.

Enquiries

Questions regarding the procurement or any elements of this tender process are to be submitted via email to Alan Inman-Ward, ainman-ward@ageukgloucestershire.org.uk, with the subject 'Age UK Gloucestershire - Finance Tender Questions'. Questions will not be accepted by telephone.

Cost of Submission

All costs associated with the preparation of a proposal or contract in response to this tender will be borne solely by the respondent.

Evaluation Criteria

Age UK Gloucestershire will choose their preferred finance support provider based on the following criteria:

- The respondent's ability to meet the requirements of the scope of work and the respondent's ability to deliver the requirements when and where required
- The respondent's financial offer including but not limited to price, and value-added services.
- The respondent's proven experience in delivering a similar scope of work
- The respondent's business and technical reputation and capabilities, as well the sustainability of the company, experience and where applicable, the experience of its personnel, financial stability, references of current and former customers
- The quality of submission of the respondent's tender document

- The respondent's social value objectives and alignment to the values and goals of Age UK Gloucestershire.
- The respondent's support capabilities
- The respondent's ability to be proactive in supporting Age UK Gloucestershire's compliance with new legislation and specifically informing us of the steps we as an organisation can take to ensure this compliance
- The respondent's ability to support Age UK Gloucestershire with the development of our strategy, business plans and policies to achieve our mission

Reference Checks

Age UK Gloucestershire would like to be provided with two references from organisations with a similar size setup. We reserve the right to contact the respondent's customer(s), to make appropriate checks. Please provide these references with your tender documents.

Shortlisting

Those managing service providers that are shortlisted should be available for a meeting on **Monday 2nd June 2025**, at Age UK Gloucestershire's office, (time to be confirmed). The managing service provider should be prepared to present their tender proposal and be ready to answer questions from a small panel.