**Appendix B - Method Statement Template**

**Guidance for Providers**

These method statement questions are designed to evaluate the service provider’s proposals with respect to meeting the requirements as set out in the specification (Appendix A). Please enter the provider’s name in the header.

Bidders are expected to use the Council’s template as the basis for their response. If using this form, please ensure it is clear who the supplier is.

If using your own template, you must ensure the question is included against the response. This does not count towards your word count.

Each section has a percentage allocated which includes the respective weighting. Within each section each question has equal weighting.

Your responses will be scored between 0-5 as set out in the table below.

The minimum aggregate score should be 15 for questions A-E. Not meeting this threshold may result in elimination from the competition.

Following assessment of the written responses by the panel, we reserve the right to invite the top two bidders to an interview with the panel for further clarification questions.

Table 1 below sets out the scoring methodology which be used to evaluate responses.

**Table 1**

|  |  |
| --- | --- |
| 0 | Failure. Failed to address the question/issue. |
| 1 | Unfavourable. An unfavourable response/answer/proposal. There is limited or poor evidence of skill/experience sought; a high risk that relevant skills will not be available. |
| 2 | Less Than Acceptable. The response/answer/proposal lacks convincing evidence of skill/experience sought; lack of real understanding of requirement or evidence of ability to deliver; medium risk that relevant skills or requirement will not be available. |
| 3 | Acceptable. Acceptable response/answer/proposal to the particular aspect of the requirement; evidence has been given of skill/experience sought. |
| 4 | Above Acceptable. Response/answer/proposal demonstrates real understanding of the requirement and evidence of ability to meet it (based on good experience of the specific provision required or relevant experience of comparable service or supply). |
| 5 | Excellent. The response/answer/proposal provides real confidence based on experience of the service or supply provision required. Response indicates that the Service Provider will add real value to the organisation with excellent skills and a deep understanding of the service or supply requested. |

1. **Delivery of service. Weighting 30%**

|  |  |
| --- | --- |
| **A1** | **Please set out your approach to providing the Employee Assistance Programme as set out in Section 4.0 of Appendix A – Service Specification citing examples and how these could apply to Lambeth. Include**   * Qualifications and experience of counselling and other teams * Accessing different services * Approach to matching counselling and coaching services * Escalation process for persons identified at risk * Approach to trauma support / critical incidents   **We are particularly interested in how we can promote the service to provide better overall employee wellbeing.**  **Please include as appendices**   * Process map for accessing the service * Manager or HR referrals process map * Process map for “at risk” callers   **These do not form part of the word count limit.**  *(Maximum length of response: 2500 words)* |
|  | **Response:** |

1. **Online portal, apps 20%**

|  |  |
| --- | --- |
| **B1** | **Please describe the functionality of your online services, including your web app, addressing the requirements set out in sections four.**  **Simple process flow charts or screen shots can be provided to supplement this response highlighting common processes as a separate attachment.**  **Please ensure you address 4.1.4 – 4.1.5, 41.17 -4.1.19 of Appendix A Specification.**  *(Maximum length of response: 1500 words excluding sample sites, diagrams etc)* |
|  | **Response:** |

1. **Mobilisation and transition weighting 10%**

|  |  |
| --- | --- |
| **C1** | **Please detail your mobilisation procedures and timescales for both on-boarding and off-boarding to ensure service continuity. This includes approach to project and communications plan.**  *(Maximum length of response: 1000 words)*  **Flow diagrams may be submitted to assist (please provide on a separate attachment). Please also provide examples and details of these activities where you have undertaken this for your clients, which do not form part of the word count limit.** |
|  | **Response:** |

1. **Accessibility for Employees weighting 10%**

|  |  |
| --- | --- |
| **D1** | **Explain how your service is accessible for a range of users including**   * How it meets WCAG 2.1 AA standard or if there is a plan of action for doing so * How the service will be relevant to a diverse workforce such as Lambeth Council (noting the [council’s workforce profile](https://beta.lambeth.gov.uk/sites/default/files/2021-11/Annual_Workforce_and_Equality_Report_2020-21.pdf))   *(Maximum length of response: 1000 words)*  **Past campaigns using targeted communications or materials can be included as appendices which do not form part of the word count limit.** |
|  | **Response:** |

1. **Operational and Contract Management weighting 10%**

|  |  |
| --- | --- |
| **E1** | **Please describe your proposed approach to contract management, including quality control, KPIs met, details for contract management structure, allocated resources, specific roles, communication methodology, business continuity and client centred management.**  *(Maximum length of response: 1500 words)* |
|  | **Response:** |

1. **Innovation & Added Value weighting 10%**

|  |  |
| --- | --- |
| **F1** | **We welcome innovative ideas in the delivery of this contract. Whilst Appendix A service specification represents our minimum requirements, we are keen to hear what you can bring to this contract that is over and above these requirements.**  *(Maximum length of response: 1500 words)* |
|  | **Response:** |

1. **Social Value weighting 10%**

|  |  |
| --- | --- |
| **G1** | 1. **Please indicate if you have a Corporate Responsibility Policy and how this policy might be applied in this contract? (4%)** 2. **Please confirm if you are accredited with the Living Wage Foundation and all your employees are paid at least the Living Wage? (4%)** 3. **Please confirm the steps you are taking to reduce emissions in line with a net zero target. (2%)**   *(Maximum length of response: 1500 words)* |
|  | **Response:** |