b

**Request for quotes for an**

**Apprenticeship Training Provider**

**Deadline for submissions is**

**12:00 noon, 27 November 2017**

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# SCHEDULE OF ACTIVITY

Please be aware that these are indicative timescales and may be subject to change.

|  |  |
| --- | --- |
| Activity | Date |
| Issue Invitation to submit proposal | 8 November 2017 |
| Deadline for receiving questions | 15 November 2017 |
| Deadline for receiving proposals | 27 November 2017 |
| Evaluation period | 27 November – 8 December 2017 |
| Contract Award | 11 December 2017 |

The selection process comprises of the evaluation of your submitted proposals in respect to both Quality (70%) and Price (30%).

We invite suppliers to submit their Proposals and Pricing for ALL of the Roles/Standards listed (Appendix A, *Part 3 – Pricing)*.

The following must returned by the supplier in order to be considered for this opportunity, a completed:

* Minimum Requirements Questionnaire (*Appendix A, Part 1)*
* Method Statement Response (*Appendix A, Part 2)*
* Pricing Document (*Appendix A, Part 3)*

# INTRODUCTION

The London Borough of Lambeth invites all Providers for Apprenticeship Qualifications Delivery to participate in the attached quotation exercise, which will be used to select a preferred provider.

## The Lambeth context

The London Borough of Lambeth is a diverse, vibrant and dynamic borough and also one of a ring of thirteen local authorities which constitute Inner London. It measures seven miles north to south and about two and a half miles east to west. Lambeth is the largest inner London borough with a population of around 260,000. 34% of the population are from ethnic minorities - the seventh highest figure for London. Approximately 132 languages are spoken in the borough and after English, the main languages are Yoruba and Portuguese.

Lambeth council has a workforce of over 2,500 employees who work in four directorates; Children’s services, Adults & Health, Corporate Resources and Neighbourhoods & Growth. The council is responsible for delivering services across the borough with a focus on three key priorities which are set out in its Borough Plan:

* Reducing Inequality
* Inclusive Growth
* Building Strong and Sustainable Communities

The council is currently in a transformation phase with a number programmes being developed to transform its workspaces, work styles and digital approach. The council has branded this as Future Lambeth. Future Lambeth has four streams of activity:

**Investing in your skills**

Lambeth council is keen to develop the skills and capability of its workforce

**Investing in your customers**

This is about streamlining our processes to create a more efficient customer experience; and where possible digitalisation our services

**Investing in your technology**

The council recognises that adoption of new technologies and further digitalisation of services represents a great opportunity to deliver services more effectively whilst reducing costs and improving efficiency

**Investing in your workplace**

All council staff will move into two core buildings including a refurbished Town Hall and a new purpose built civic centre where most of our staff will be based. This is an opportunity to adopt a more flexible and agile working culture

The Lambeth Equality Commission further challenges the organisation to ensure the benefitsofgrowth within the borough reach all communities. The Equality Commission focuses on four areas:

* Education and Learning
* Income and Employment
* Participation, decision-making and leadership
* Crime and Justice

## The commission has identified four community groups that we are committed to improving outcomes for; Black Caribbean, Portuguese, Somali and those with disabilities. We are seeking to create opportunities for the groups identified and reduce inequality through providing quality apprenticeships, work experience and careers advice.

## The Council’s apprenticeships

The council currently recruits apprentices through three entry routes:

* Directly through the council’s job portal; marketing the opportunities through the relevant community channels to make the opportunities known to suitable candidates
* Through using training agencies to source suitable candidates where a need for an apprentice has been identified. This method is predominantly utilised by the councils community schools
* Through work experience schemes such as the Industrial Cadets, which provides us with a pipeline of apprentices who are work ready

The apprenticeship levy and public sector targets have now prompted a change in the council’s approach to workforce development. The council now plans to utilise the apprenticeship levy to support workforce planning by up skilling our workforce and growing our talent so that they are able to fill the council’s hard to fill positions.

Through the Organisational Development Plan, we are further bringing new talent into the workforce whilst closely aligning this to the council’s strategic objectives. The Organisational Development team defines, develops and implements the Council’s apprenticeship offer working with managers across the organisation by:

1. Offering apprenticeships with qualifications that are relevant to respective service areas in the council (cross-cutting subjects)
2. Surveys and skills audits to identify specific needs of the services
3. Responding to ad-hoc requests from managers who have identified qualifications that they wish to offer to their staff as part of CPD or career grade schemes

##  Objectives

The council is looking for a training provider to deliver a range of vocational learning programmes to new apprentices and existing staff who have been converted to apprentices across various directorates and services.

# SPECIFICATION

## 2.1 Service Level

The council is looking for a suitable training provider able to provide the following services over the duration of the service.

* Sourcing candidates
* Screening and Preparation
* Enrolment and Induction
* Dedicated on-programme support to apprentices
* A learning model that is fit for the programme, the learner and the workplace
* Management Information provided regularly relating to learner progression
* Provision of financial information

The Council requires these services for the next cohort of Apprentices who commence in January 2018. The council projects demand of 20 apprenticeship starts during this period for inclusion in this request for quotation. The estimated number of apprenticeship starts is for projection purposes only, the council cannot guarantee the demand projected, however the figure is in line with the council’s targets over this period. Proposals submitted should not be subject to a minimum number of apprentice’s / or a minimum number of apprentices being assigned to a particular Role/Standard.

## 2.2 Qualifications

Lambeth is looking for a provider to deliver the qualifications listed below under the new Apprenticeship standards.

**January 2018 Apprenticeship Starts (approx. 20 starts)**

* Business Administration
* Customer Service
* Facilities
* Leadership and Management
* Education
* ICT
* Housing

Please refer to the Method Statements in Appendix A in writing your proposal.

The standard terms and conditions in Appendix B is attached for information purposes.

## 2.3 Scope and value

It is the council’s policy not to pay more than the maximum funding band as set by the Employment and Skills Funding Agency for apprenticeship training. It is anticipated that suppliers will, however, offer economies of scale. As End-Point Assessments are the responsibility of the training provider to administrate, we expect these to be included in all agreements and costs. There is also an expectation that a reasonable amount of exam/assessment re-takes are included in the agreement and costs. Where a student membership is required, it is an expectation that the price should also be included in the costs. We would also like to hear considerations of how an apprentice’s manager can be supported and coached in their role of guiding the apprentice.

## 2.4 The Selection Process

Interested organisations are required to submit their proposals covering the following:

* Minimum Requirements Questionnaire (*Appendix A, Part 1)*
* Method Statement Response (*Appendix A, Part 2)*
* Pricing Document (*Appendix A, Part 3)*

Tender quotation submissions will be evaluated on the basis of Quality (70%) and Price (30%).

Qualitatively we will be seeking that you meet all of the ‘Required Response’ requirements in the Minimum Requirement Questionnaire and demonstrable evidence in your Method Statement Responses in the following areas:

|  |  |  |  |
| --- | --- | --- | --- |
| **Question Number** | **Method Statement** | **Marks****Available** | **Weighting (%).** |
| 1 | Enrolment and Induction (Max 1000 words) | 0-5 | 20 |
| 2 | Dedicated Support(Max 1000 words) | 0-5 | 20 |
| 3 | The Learning Programme(Max 1000 words) | 0-5 | 20 |
| 4 | Equality and Diversity(Max 1000 words) | 0-5 | 10 |
| **Total Quality Score** |  |  | **70** |

**Evaluation of price:**

For price, each submission will be assessed on the total cost of delivering the Roles/Standards training programme, using the following equation:

Price Score = (100% -(A-B)/B)\*30

where A= Tendered price and B= lowest price

* The components which are indicated with the appropriate weightings will be evaluated by the panel and the appropriate score will be agreed and added to form the total Quality Evaluation Mark. The score achieved for this section, Total Quality Evaluation Mark, will be weighted at 70% to give the final score for quality (Quality Score).
* The Quality Score will be added to the Price Score to determine the Final score. The Council will select a supplier on a most economically advantageous tender (MEAT) basis.
* The council reserves the right to challenge any information provided in response to the RFQ and request further information in support of any statements made therein.
* Potential Providers’ responses must clearly demonstrate how they propose to meet the requirements set out in the question and address each element in the order they are asked.
* Potential Providers’ responses should be limited to, and focused on each of the component parts of the question posed. They should refrain from making generalised statements and providing information not relevant to the topic.
* Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these areas including identifying key sections within responses.

|  |  |  |
| --- | --- | --- |
| Score | Rating | Description |
| 0 | No Response | No proposal has been receivedNote: The response is deemed unacceptable. |
| 1 | Unacceptable | A proposal at this rating:* Builds very little or no confidence that the Tenderer can deliver the requirements due to insufficient evidence of relevant ability, understanding, skills, resources and quality measures;
* Builds very little or no confidence that the Tenderer’s approach/solution will deliver the requirements due to insufficient evidence or an inappropriate approach/solution.

Note: The response is deemed unacceptable. |
| 2 | Poor | A proposal at this rating:* Raises reservations that the Tenderer can deliver the requirements due to insufficient evidence of relevant ability, understanding, skills, resources and quality measures;
* Raises reservations that the Tenderer’s approach/solution will deliver the requirements due to insufficient evidence or an inappropriate approach/solution.

Note: a response at this rating includes reservations which cannot be easily resolved with the Tenderer pre-contract award (i.e. changes which would distort the competition) or during the contract term without impacting time, quality or cost. The response is unacceptable. |
| 3 | Acceptable | A proposal at this rating:* Confirms that the Tenderer can deliver the requirements through evidence of relevant ability, understanding, skills, resources and quality measures;
* Provides an acceptable approach/solution to delivering the requirements utilising standard strategies, plans, tools, methods or technologies.

Note: an acceptable response may include minor reservations that can easily be resolved with the Tenderer pre-contract award (i.e. changes which would not distort the competition) or during the contract term without impacting time, quality or cost. |
| 4 | Good | A proposal at this rating:* Builds confidence that the Tenderer can deliver the requirements through evidence of relevant ability, understanding, skills, resources and quality measures;
* Provides a good approach/solution to delivering the requirements utilising appropriately tailored strategies, plans, tools, methods or technologies.

Note: a good response may include a small number of minor reservations that can easily be resolved with the Tenderer pre-contract award (i.e. changes which would not distort the competition) or during the contract term without impacting time, quality or cost. |
| 5 | Excellent | A proposal at this rating:* Builds a high level of confidence that the Tenderer can deliver the requirements through evidence of relevant ability, understanding, skills, resources and quality measures;
* Provides an exceptional approach/solution to delivering the requirements utilising appropriately tailored and at times innovative strategies, plans, tools, methods or technologies.

Note: an excellent response should not include any reservations. |

Proposals must be submitted by 12:00 noon 27 November 2017

### APPENDIX A: The Evaluation Process

Please construct your responses so that they are aligned to the questions in the Specification. Failure to do this may result in points not being clearly drawn from your submission during the assessment.

## Part 1: Minimum Requirements Questionnaire

Please confirm the following

|  |  |  |
| --- | --- | --- |
|  |  | Required Response |
| 1) Please confirm that you are on the RoATP by providing your UKPRN  | UKPRN: | Your organisations UKPRN |
| 2) When was your last Ofsted inspection?a) What was your grade? | Date:Grade: | Good/Outstanding |
| 3) You will manage claims for all additional payments for e.g. those relating to care leavers, LDDs, social circumstances.  | Yes / No | Yes |
| 4) You will collate, store and provide evidence of all compliance checks and necessary documentation in line with ESFA requirements | Yes / No | Yes |
| 5) Please confirm you will be able to deliver the training requirements within London.  | Yes / No | Yes |
| 6) Please confirm that you can be flexible in training delivery to meet the council’s timelines for recruitment of apprentices. | Yes / No | Yes |

Organisations must meet the ‘Required Response’ in the above table to be considered for this opportunity. If your organisation does not meet the ‘Required Response’, your submission will not be considered.

**Part 2: Method Statements**

The statements below reflect the elements of the partnership that the Training Provider will be required to manage and deliver. Your proposals should include how you will successfully deliver each element. Please limit your submissions to a 1,000 words per method statement question.

The weightings for each question are indicated in brackets

|  |
| --- |
| **Q1. Enrolment and Induction (20%)** |
| Please include the frequency of intakes and the programme roll-on / roll-off. Please detail how manager and learner expectations are managed, when and how the training schedules and learner journeys are issued. Please also describe your processes for taking on new learners, including:a) How you will conduct all eligibility checks early on in the application process including DBS and residency checks where you are sourcing candidates for the council.b) Initial assessment, the use of testing resources and methods to assess vocational skills levels.c) Induction process, including duration, over what period of time and expected outcomes. |
| **Q2. Dedicated on-programme support (20%)** |
| The council expects that you will work with the council and the apprentice’s manager to keep both parties updated on exams, assessments and general academic progress. Please detail what routine and responsive activity you deploy in order to support apprentices and their managers throughout the duration of the apprenticeship? Please include details of supporting: 1. Additional learning needs
2. Attendance management
3. Timely submission of work
4. Those who are progressing too slowly
5. The manager to provide a successful experience for the apprentice.
6. Whether you deliver your apprenticeships using an e-portfolio system and if so, detail what the key features are, how it benefits the employer and the apprentice. Does the e-portfolio system allow the employer to track the students’ progress
7. How you will provide regular performance reports to the employer.
 |
| **Q3. The Learning Programme (20%)** |
| Please detail where you will add value, what additional services are provided which are above the basic requirement of an apprenticeship provider. What measures are taken to keep learners on their programme and to keep managers and the council involved and informed on progress? Please detail as part of your response details on the throughput, success rate, and satisfaction rate for each qualification you are providing a proposal for.  |
| **Q4. Equality and Diversity (10%)**How will you ensure equality of access to all applicants including:- Equality commission criteria- London Living Wage- Training and increasing local employment  |

Please attach a copy of your Commitment Statement and list all of your standard documentation that you issue in compliance with ESFA requirements.

**Part 3: Pricing**

**January 2018 Apprenticeship Starts (approx. 20 starts)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Training** | **Framework**  | **Standard** | **Duration** | **Anticipated Number of Apprentices** | **Cost Per Apprentice (£)** | **Total Anticipated Cost for the Council** |
| **Business Admin** |
| Business Administrator |   | Level 3 | 18 months | 6 |   |  |
| **Customer Service**  |
| Public service operational delivery officer |   | Level 3 | 12 months | 2 |   |   |
|
| **Facilities** |
| Facilities Management Supervisor |   | Level 3 | 12 months | 1 |   |   |
| **Leadership & Management** |
| Team leader / supervisor |   | Level 3 | 12 months | 2 |   |   |
| **Education** |
| Supporting Teaching and Learning in Schools | Level 3 |   | 12 months | 6 |   |   |
| **IT** |
| Infrastructure technician  |   | Level 3 | 12 months | 1 |   |   |
| **Housing** |
| Housing / property management  |  | Level 3 | 18 months | 2 |   |   |
| **Total Price For Evaluation** |  |