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**Bid Pack**

**Attachment 3 – Statement of Requirements**

**Contract Reference:CCZP20A05**

**The Provision of an Autism Internship Programme**

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# PURPOSE

## The Fast Stream and Early Talent (FSET) team (henceforth to be referred to as the Authority) are seeking to commission a supplier to support in delivery of an Autism Internship Programme. This is an offer of a paid, three-week placement within a Government department for 18-25 year olds on the Autism spectrum. The potential supplier must be a specialist recruiter in this area and will provide the Civil Service with access to the chosen network of candidates as well as programme management, training and support. Through this Internship Programme, the Authority hopes to encourage candidates with varying levels of Autism to apply for the Civil Service Fast Stream programmes and wider Civil service opportunities.

# BACKGROUND TO THE CONTRACTING AUTHORITY

## The FSET team are part of Civil Service Human Resources (CSHR) which sits within the Cabinet Office (CO). The FSET team contributes to one of the main CO purposes, namely “to ensure the delivery of the finest public services by attracting and developing the best public servants and improving the efficiency of Government”.

## FSET provides an attraction, recruitment and talent management pipeline that ultimately aims to supply a significant proportion of the Civil Service leaders of the future. To achieve this, the Authority offers three closely related recruitment streams that sit alongside ‘bulk’ and specialist recruitment conducted by other parts of the wider CSHR organisation.

## Fast Stream (FS) is the award winning and high profile graduate recruitment pipeline that offers up to four years of accelerated development for high potential graduates and in-service recruits.

## Early Diversity and Summer Diversity Internship Programmes (EDIP and SDIP) are two diversity-focused internships that are offered for first and second/final year undergraduate students respectively. These are key pipelines to increasing how representative and diverse our future leaders will be.

## More detailed information on all these schemes can be found at: [www.faststream.gov.uk](http://www.faststream.gov.uk/)

# BACKGROUNT TO THE REQUIREMENT / OVERVIEW OF THE REQUIREMENT

* 1. Diversity is key for the Cabinet Office and CSHR and it is vitally important that the Fast Stream and Early Talent programmes reflect the society it serves.
	2. According to the National Autistic Society only 16% of adults with autism are in full time paid employment. The wider strategy of the Authority is to identify, attract and recruit diverse talent throughout the various programmes and to develop a robust and diverse talent pipeline for future leaders. There are many talented individuals that the Authority hopes to attract and recruit that have the relevant skills required, that fall into this target market.
	3. Through various studies, it has been discovered that people with autism often have qualities such as careful attention to detail, an intense commitment to tasks and strong intelligence coupled with out of the box thinking that makes them a desirable hire. Organisations such as Microsoft, GCHQ, Hewlett Packard and Vodafone have started to implement initiatives to recruit and attract people with autism.

# DEFINITIONS

|  |  |
| --- | --- |
| Expression or Acronym | Definition |
| CS | Civil Service |
| CSHR | Civil Services Human Resources |
| FSET | Fast Stream and Early Talent |
| FS | Fast Stream |
| D&I | Diversity and Inclusion |
| SDIP | Summer Diversity Internship Programme |
| EDIP | Early Diversity Internship Programme |
| NCSC | National Cyber Security Centre |

# SCOPE OF REQUIREMENT

* 1. The Autism Internship Programme has three main elements - work experience, coaching and support, and awareness sessions. The interns are to be provided with a tailored development plan and placement. Line managers and departmental single ‘point of contacts’ will also be provided with training and workshops with an overview of how autism can be supported in a practical environment.
	2. CSHR will provide the main liaison point with the departments and determine the overall structure of the programme and outcomes within the Civil Service and externally. CSHR will also support all attraction activities and lead central events.

# THE REQUIREMENT

* 1. The potential supplier will be required to:
		1. If necessary, work with the existing supplier to maintain continuity of service and work in partnership on setting programme objectives.
		2. Provide Internship management and pre-programme arrangement and development.
		3. Promotion of the internship amongst their networks and sourcing eligible candidates.
		4. Outreach amongst their networks and providing advice and guidance to prospective clients.
		5. Matching interns to roles.
		6. Training to departments and managers of autism as well as how autism can be supported in the workplace, including both IT and non-IT accessibility requirements.
		7. Due to the Covid-19 pandemic, circumstances may dictate that training may need to be undertaken via virtual technology. Face to face engagement can resume once restrictions allow.
		8. A full evaluation of the programme. The supplier will update the Authority (either remotely or face to face) to update on progress and to plan and prepare for the following week.
		9. The supplier will report any issues that arise immediately and bring them to the attention of the Authority with proposals to address the issues.

## Provision of learning/toolkit regarding assisting CSHR to support people with autism in terms of success in the workplace beyond the Internship programme itself.

## Regularly offer support to interns as and when required.

## To demonstrate some flexibility regarding internship location towards regional areas such as Manchester and Birmingham areas.

##

# KEY MILESTONES / DELIVERABLES

## The following Contract milestones/deliverables must apply:

|  |  |  |
| --- | --- | --- |
| Milestone/Deliverable | Description | Timeframe or Delivery Date |
| 1 | Review approach required to maximise programme success and develop a new project plan. Also agreeing/developing with business lead and existing supplier. | Within week 2 of the Contract Award.  |
| 2 | Support promotion of the programme to interns through digital activity and external events. | Within week 4 of the Contract Award.  |
|  3 | Provide a list of potential candidates that will be supported to make a successful application to the internship.  | Within week 20 of the Contract Award |
|  4 | Provision of learning/toolkit regarding assisting CSHR to support people with autism in terms of success in the workplace beyond the Internship programme itself. | Within week 20 of the Contract Award |
|  5 | Support the sifting of applications and assignment to the CS departments. | Within week 24 of the Contract Award |
|  6 | Provide work-based autism training to CS departments involved in the programme. | Within week 32 of the Contract Award |
|  7 | Provide support to interns throughout the internship as well as support any interns that make applications to the CS and FSET.  | Within week 36 of the Contract Award |
|  8 | Provide advice to support CS during the internship.  | Duration of Contract |
|  9 | Provide a full evaluation report and findings.  | Within week 44 of the Contract Award |

#

# MANAGEMENT INFORMATION / REPORTING

## Evaluation will capture intern and manager feedback around the programme in respect to areas that were successful, areas that were less successful and improvements for future programmes. The supplier will update the Authority on progress, and to plan and prepare for the following week.

# VOLUMES

## No guarantee is given by the Contracting Authority in respect of either volumes, the levels or aggregate value of the services, which the Contracting Authority shall require the potential supplier to provide during the contract. Any levels or aggregate values of services referred to in the contract or schedules are indicative only and shall not be binding on the Contracting Authority.

* 1. We anticipate training approximately 120 line managers from 20 CS departments, and up to approximately 60 interns per year undertaking the programme.

# CONTINUOUS IMPROVEMENT

* 1. The supplier will be expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration.
	2. Changes to the way in which the Services are to be delivered must be brought to the Authority’s attention and agreed prior to any changes being implemented.

# SUSTAINABILITY

## The supplier acknowledges that the Authority must at all times be seen to be actively promoting Sustainable Development through its environmental, social and economic responsibilities.

## The Authority suggests that suppliers provide departments with soft copies of all paperwork, including any supporting statements. If agreed, it would then be the responsibility of the department and selection panel to print their own paperwork.

# QUALITY

## The supplier must adhere to and meet the eligibility requirements for this Open Market Competition.

# PRICE

## Prices are to be submitted via the e-Sourcing Suite Attachment 4 – Price Schedule, excluding VAT and including all other expenses relating to Contract delivery.

## Prices shall remain firm for the duration of the Contract, including the extension option.

# STAFF AND CUSTOMER SERVICE

## The Supplier shall provide a sufficient level of resource throughout the duration of the Contract to consistently deliver a quality service.

## The Supplier’s staff assigned to the Contract shall have the relevant qualifications and experience to deliver the Contract to the required standard.

## The Supplier shall ensure that staff understand the Authority’s vision and objectives and will provide excellent customer service to the Authority throughout the duration of the Contract.

# SERVICE LEVELS AND PERFORMANCE

## The Authority will measure the quality of the Supplier’s delivery by:

|  |  |  |  |
| --- | --- | --- | --- |
|  KPI/SLA | Service Area | KPI/SLA description | Target |
| 1 | Planning | The potential supplier will meet with the Authority and if required, the existing supplier will provide an implementation plan within 2 weeks of the contract being awarded. | Within 2 weeks of Contract award |
| 2 | Reporting  | The supplier will update the Authority (either remotely or face to face) to update on progress and to plan and prepare for the following week.  | Weekly |
| 3 | Reporting | The supplier will report any issues that arise immediately and bring them to the attention of the Authority with proposals to address the issues. | Ongoing throughout contract duration |
| 4 | Core  | The supplier will provide data on their outreach work, candidate engagement and progression of applications. | Weekly |
| 5 | Core | The supplier will provide the Authority with an agreed number of candidates for the internship.  | Prior to application sifting phase |
| 6 | Core | The supplier will provide the CS departments involved in the internship with training on how to manage candidates with Autism.  | Prior to commencement of internship |
| 7 | Core  | The supplier will provide support and assistance to the candidates on the internship as well as within their network, to apply for Fast Stream and Early Talent (FSET) programmes and for wider Civil Service recruitment. The supplier will be required to report on how many of the candidates they have supported through this process, along with success rates.  | Ongoing throughout contract duration  |
| 8 | Reporting | The supplier will provide the Authority with reports and data, including recommendations for the following year (in year 1 and 2) one week before the agreed deadline in order for the client to feedback before a final report (with any necessary amendments) is produced.  | At one month of completion of internship minus one week  |
| 9 | Reporting  | The supplier will provide a full report of all findings and recommendations as per FSET quality standards - a standard to where FSET can employ the research conducted as part of the internal strategy and external partner procurement. This is to be done by the agreed deadline. | At one month of completion of internship |

* 1. In the event of receiving any complaints regarding the service or how the programme is conducted, the supplier must ensure they maintain a complaints log and the Contract Manager shall take all reasonable steps to ascertain whether the complaint is valid and will take steps to resolve the complaint where necessary.
	2. In the event that the Authority is of the opinion that there has been a breach of this Contract by the supplier, or the supplier’s performance of its duties under the Contract has failed to meet the requirements, then the Authority may do the following:
		1. Make such deduction from the payment to be made to the supplier as the Authority shall reasonably determine to reflect sums paid or sums which would otherwise be payable in respect of such of the Services as the supplier shall have either failed to provide or have provided inadequately.

# SECURITY AND CONFIDENTIALITY REQUIREMENTS

## It is important that the supplier employs the appropriate organisational, operational and technological processes and procedures to keep CSHR data safe from unauthorised use or access, loss, destruction, theft or disclosure. The supplier shall share an up to date ISO 27001 certificate with the Authority. They will also ensure that this is kept up to date for the life of the contract.

## The Supplier shall ensure that any and all subcontractors they use are compliant with these security requirements.

## The Supplier will use technologies and tooling that are consistent with the Cabinet Office and National Cyber Security Centre (NCSC) best practices and ensure that all technologies hold data in the UK. The Supplier will need the approval of Cabinet Office before off-shoring any Cabinet Office data.

## The Supplier shall implement appropriate technical and organisational measures in an effective way in order to meet the requirements of:

## The Data Protection Act (2018) and the General Data Protection Regulation (GDPR).

## The Freedom of Information Act (2000).

## The Privacy and Electronic Communications Regulations (2004).

## The Re-Use of Public Sector Information Regulations (2015)

## The Supplier will provide contact details for a Data Protection Officer who is a full-time member of staff reporting directly to senior management who will act as a main point of contact for any data-related queries.

## The supplier shall complete the Risk Management Documentation to the satisfaction of the Authority within 30 working days of contract award. For information, a template document is [here](https://docs.google.com/document/d/1BKquvO5mufwQl7ErsAnggmIV7_yYQL5X8oHFB67If_4/edit?usp=sharing).

## The supplier is also required to have quarterly security working group meetings with the Contracting Authority to ensure that any potential issues are raised and discussed.

# PAYMENT AND INVOICING

## The Supplier will issue electronic invoices monthly in arrears. The Buyer will pay the Supplier within 30 days of receipt of a valid invoice.

## Payment can only be made following satisfactory delivery of pre-agreed certified products and deliverables.

## Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs. The invoice must also contain a valid purchase order number.

## Invoices should be submitted to a chosen contact at the Contracting Authority, which shall be confirmed upon Contract award.

# CONTRACT MANAGEMENT

## The Supplier will be required to assess and evaluate the quality of their performance ahead of monthly and quarterly reviews, and maintain a log of any process issues that occur to ensure the process is continuously improved. This will be discussed at monthly performance reviews.

## The Supplier will be required to produce a tailored risk management plan and manage appropriately all associated Contract risks in alignment to the plan throughout the Contract duration.

## Attendance at Contract Review meetings shall be at the Supplier’s own expense.

# LOCATION

* 1. The location of the Services will mostly be carried out in 100 Parliament Street, Westminster, London, SW1A 2BQ, however, some flexibility will need to be demonstrated regarding internship locations towards regional areas such as Manchester and Birmingham. Also, due to Covid-19 remote working will be required until Government and Departmental policy states otherwise.