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**1. PURPOSE**

- 1.1 The Disclosure and Barring Service (DBS) wished to improve the level of professionalism and innovation associated with its Human Resource (HR) processes and seeks to identify a supplier to provide support via an on line portal for key areas of HR.
- 1.2 The Disclosure and Barring Service require HR support for the following areas;
  - 1.2.1 Resourcing Best Practice.
  - 1.2.2 Up-to-Date Employment Law Cases.
  - 1.2.3 Line Manager Guidance.
  - 1.2.4 Benchmarking Data Across all HR Work Streams.
- 1.3 DBS may be referred to as the Authority hereafter.

**2. BACKGROUND TO THE CONTRACTING AUTHORITY**

- 2.1 The Authority was formed on the 1st December 2012 following the merger of the functions previously carried out by the Criminal Records Bureau and the Independent Safeguarding Authority and operates from sites located in Liverpool and Darlington.
- 2.2 The Authority enables organisations in the public, private and voluntary sectors to make safer recruitment decisions by identifying candidates who may be unsuitable for certain work, particularly work that involves children or vulnerable adults.
- 2.3 The Authority also assists in preventing unsuitable people from working with children and vulnerable adults in Regulated Activity.

**3. BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT**

- 3.1 The Disclosure and Barring Service employs approximately 1,000 staff at sites in Liverpool and Darlington.
- 3.2 There is insufficient HR resource to undertake external research for all policy development and templates required to run an organisation through a period of change.

**4. DEFINITIONS**

Expression or Acronym	Definition
DBS	Disclosure and Barring Service

**5. THE REQUIREMENT**

- 5.1 The Disclosure and Barring Service has an existing subscription to an off the shelf online HR database. .
- 5.2 The subscription expires soon and the service is being re-tendered accordingly. The subscription needs to provide:
  - 5.2.1 A suite of template policies, letter and guidance document to support the DBS development of specific policies, letter and guidance.



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- 5.2.2 Resourcing Best Practice.
  - 5.2.3 Up-to-Date Employment Law Cases.
    - 5.2.3.1 The supplier will be required to provide up-to-date employment law information to ensure the Disclosure and Barring Service is fully compliant.
  - 5.2.4 Line Manager Guidance.
  - 5.2.5 Benchmarking Data Across all HR Work Streams.
    - 5.2.5.1 During a period of significant organisational change, the Disclosure and Barring Service HR team require to balance the people needs of the business against HR metrics to measure and improve the health of the business. The supplier will be required to provide an accurate source of data which will speed up the Disclosure and Barring Service HR delivery.
    - 5.2.5.2 For our in-house recruitment team, whose remit includes forecasting resourcing needs and knowledge of labour market trends, as well as understanding the law and good practice in relation to recruitment and selection, the supplier will be required to provide a varied source of data to support the process.
  - 5.2.6 As well as HR data analytics, supporting information to ensure development of HR team to identify where they can add value to their organisation, would be desirable.
  - 5.3 The contract will be in place for a period of 2 years with an option to extend by a further 1 year.
  - 5.4 The above areas will be accessed via an online portal.
  - 5.5 22 users will be required to access the online portal.
  - 5.6 The contract will offer support throughout the entire contract duration.
    - 5.6.1 Support during the entire contract term must include a minimum of;
      - 5.6.1.1 Telephone Support
        - (a) 9am to 5pm, Monday to Fridays, excluding public holidays.
        - (b) Any query/issue to be resolved within 24 hours of being logged.
      - 5.6.1.2 Internet Support (Via Email)



- (a) 9am to 5pm, Monday to Fridays, excluding public holidays.
- (b) Any query/issue to be resolved within 24 hours of being logged.

**6. KEY MILESTONES**

6.1 The Potential Provider should note the following project milestones that the Authority will measure the quality of delivery against:

Milestone	Description	Timeframe
1	Access to the online portal for all users	On 15/08/2017

**7. AUTHORITY’S RESPONSIBILITIES**

7.1 Not Applicable

**8. REPORTING**

8.1 Not Applicable

**9. VOLUMES**

9.1 Not Applicable

**10. CONTINUOUS IMPROVEMENT**

10.1 The Supplier will be expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration.

10.2 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.

**11. SUSTAINABILITY**

11.1 Not Applicable

**12. QUALITY**

12.1 Not Applicable

**13. PRICE**

13.1 Prices are to be submitted via the e-Sourcing Suite, Appendix E excluding VAT.

**14. STAFF AND CUSTOMER SERVICE**

14.1 The Authority requires the Potential Provider to provide a sufficient level of resource throughout the duration of the Provision of Online Employment Law and HR information Contract in order to consistently deliver a quality service to all Parties.

14.2 Potential Provider’s staff assigned to the Provision of Online Employment Law and HR information Contract shall have the relevant qualifications and experience to deliver the Contract.



14.3 The Potential Provider 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.

**15. SERVICE LEVELS AND PERFORMANCE**

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

KPI/SLA	Service Area	KPI/SLA description	Target
1	Support SLA’s	All agreed support service levels to be adhered to.	100%

**16. SECURITY REQUIREMENTS**

16.1 Not Applicable

**17. INTELLECTUAL PROPERTY RIGHTS (IPR)**

17.1 Not Applicable

**18. PAYMENT**

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

18.2 Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.

18.3 Payments will be made via a purchase order, which MUST be detailed on any submitted invoices before payment will be made.

18.4 The Supplier should ensure all invoices are sent to:

18.4.1 Accounts Payable  
Home Office Shared Service Centre  
HO Box 5015  
Newport, Gwent NP20 9BB

18.5 Email: [post-room-rescan@homeoffice.gsi.gov.uk](mailto:post-room-rescan@homeoffice.gsi.gov.uk)  
VAT Number GB: 888818055

18.6 Payment will be made within 30 days of receipt of a correct and valid invoice.

**19. ADDITIONAL INFORMATION**

19.1 Not Applicable

**20. LOCATION**

20.1 The location of the Services will be carried out at;

20.1.1 Shannon Court,  
10 Princes Parade,  
Liverpool,  
L3 1QY.



20.1.2 Stephenson House,  
Morton Palms Business Park,  
Alderman Best Way,  
Darlington,  
DL1 4WD.