ESSEX COUNTY COUNCIL

0483 External Coaching services

SPECIFICATION

Issued 21st November 2016

Procurement Project 0483

1. **Essex County Council**
   1. Essex County Council is dedicated to improving Essex and the lives of our residents. Our ambition is to deliver the best quality of life in Britain. We will achieve this by providing high-quality, targeted services that deliver real value for money.
2. **Introduction** 
   1. Essex County Council (ECC) has undergone significant transformations in recent years, responding to austerity and dramatic changes to public policy. Over the next five years the pace of change will accelerate even further and the organisation needs to be in the best possible position to thrive, in what we know will be challenging circumstances.
3. **Background**
   1. In order to meet these challenges ECC needs to shift the culture of the organisation. We need to consider the way we behave and operate ensuring we will be agile, entrepreneurial, digitally enabled, commercially minded and collaborative with both internal and external stakeholders.
   2. This programme of change has commenced with re-organisation of senior leadership (the top two layers, of ECC). We would like to work with a coaching provider who can support our Senior Leaders through a period of culture change and restructure.
4. **Scope**
   1. ECC is currently in a period of Organisational Design which will include a revised Corporate Management Board (CMB) with further levels being restructured throughout the next year.
   2. ECC intends to shift the way we behave and operate enabling us to become the kind of organisation which is agile, entrepreneurial, digitally enabled, commercially minded and collaborative with both internal and external stakeholders. Our leadership behaviours are being reviewed and streamlined to assist with this and we will require our Leaders to act as one, driving the culture change through the organisation.
   3. To support our ambition we need to become an exemplary Learning Organisation where coaching is an everyday activity. We are currently reviewing all coaching provision in ECC which includes external coaching provision as well as our internal coaching pool. At present employees are encouraged to ask for coaching when they believe this will lead to improved performance, some examples of where this will be used are:

* Support development of soft skills such as collaboration and influencing
* Increase confidence in areas such as taking calculated risks
* Career coaching
* Spot coaching e.g. holding difficult conversations
  1. Learning & Development are looking for an external coaching organisation with a substantial pool of qualified coaches to provide coaching to Senior Leaders (in particular Directors and Heads of Service) across the organisation.

1. **Key Dates**
   1. Bidder Presentations- Following evaluation of the bidders’ responses the Authority may invite the top three rated bidders to present to the Authority based on their submissions. These presentations will take place during the week commencing 9th January 2017.
   2. Commencement date – week commencing 6th February 2017.
   3. Completion date – 5th February 2018
2. **Statement of Technical Requirements**
   1. Key Deliverables

* Portfolio of experienced / qualified coaches who are able to support Senior Leaders across the organisation.
* A Coaching Framework/ process that is clear and easily understood.
* Evaluation of contract and coaching sessions against pre-agreed objectives.
* Assessment of longer term impact of coaching sessions.
  1. Minimum Requirements

ECC’s criteria for selection will be based on the following minimum requirements:

* Demonstration of skills/ability/expertise in coaching, across a variety of topic areas and outcomes achieved.
* Evidence of coaching at different levels within an organisation particularly Senior Leaders / Board members / CEO.
* Verifiable track record of coaching within both private and public sector organisations to include clear evidence using examples of areas/topics that have been coached and outcomes achieved.
* An example of an expected coaching framework used with other organisations and that you propose to use within ECC.
* Demonstration of how you will quality assure your service and evaluate successfully achieving the outcomes and impact of the contract and each coaching situation.
* An example of a reporting process you could implement, including details of coaching relationships and progress.
* Evidence of how you will work with ECC, and your expectations/ requirements.
* Positive feedback through references gathered to confirm previous experience and outcomes.
* Evidence of resilience in the event of a key organisational contact or coach becoming unavailable.
  1. A schedule for notification periods in the event of rescheduled/ cancelled sessions shall be agreed between both parties.

1. **Authorities policies**
   1. ECC’s Information Handling Schedule for Contracts - <http://www.essex.gov.uk/Business-Partners/Supplying-Council/Documents/Information_handling_schedule.docx>
   2. ECC's [Information Policy Requirements for Suppliers](http://www.essex.gov.uk/Business-Partners/Supplying-Council/Documents/Information-Policy-Requirements%20-Suppliers.pdf) - <http://www.essex.gov.uk/Business-Partners/Supplying-Council/Documents/Information-Policy-Requirements%20-Suppliers.pdf>.
   3. Supplier Charter - <http://www.essex.gov.uk/Business-Partners/Supplying-Council/Documents/Appendix_D_Supplier_Charter.pdf>
2. **Insurance and warranties**
   1. Employer’s liability insurance - Five (£5) million pounds (£5,000,000).
   2. Public liability insurance - Five (£5) million pounds (£5,000,000).
   3. Professional indemnity insurance - Two (£2) million pounds (£2,000,000).
3. **E-Procurement Requirements**
   1. Overview
      * 1. Essex County Council has implemented a fully automated Purchase to Pay system called Marketplace. For further information, please [click here](http://www.essex.gov.uk/Business-Partners/Supplying-Council/Pages/IDeA-Marketplace.aspx).
        2. A record on Marketplace will be created for the successful bidder and a user ID and password will be issued via e-mail.
        3. The user ID and password will allow the successful bidder to:

* View their orders online;
* Update their status;
* Notify delivery; and
* Submit and monitor the status of electronic invoices, once they have been submitted.
  + - 1. Orders will be sent electronically to the successful bidder’s central e-mail address from the contract start date.
  1. Electronic Invoicing
     + 1. The successful bidder will be expected to submit electronic invoices from the contract start date. The successful bidder will achieve this through turning any outstanding Purchase Orders into electronic invoices by utilising the PO Flip method on Marketplace. On approval of the electronic invoice an automatic payment will be made via BACS, direct to the successful bidder’s bank account supported by an e-mailed remittance advice, in line with Essex County Council’s contracted payment terms. In addition to the above, the successful bidder will be able to view the status of their invoices, via the Marketplace system.
       2. There is no charge for the PO Flip method.

1. **Agreement term**
   1. The Agreement term for this agreement with be 1 year with an option to extend for a further two periods of 12 months. The decision to extend the Agreement with is at the sole discretion of Essex County Council.
2. **Payment** 
   1. The Authority will pay any invoice issued by the Supplier within 30 days of receipt of a valid invoice following the delivery of the Good(s) and/or service(s). On the thirtieth day the payment will leave the account of the Authority
   2. The rates/prices stated on the invoice must be those specified under this Agreement.
3. **Commercial Response**
   1. The Tenderer is to complete the commercial response detailed within the E-sourcing portal