This document sets out the Council’s requirements, quality standards and key performance indicators with respect to the proposed contract. Please ensure that you read this carefully and ensure these requirements are incorporated into your pricing submission and the quality of services provided.

1. **Council’s Requirements**
2. Design and deliver a Business Continuity Improvement Programme by conducting a phase 1 discovery exercise and executing a phase 2 implementation plan using the findings from a recent audit report, ISO 22301 guidance, and the Business Continuity Institute (BCI) Good Practice Guidelines
3. Experience optimising Clearview Business Continuity Management (BCM) software
4. Requirements of phase 1 discovery will include at least the following activity:
5. Review existing BC documentation, planning arrangements, and methodology
6. Review a sample of existing entities within Clearview
7. Conduct a benchmarking exercise to understand what other UK Local Governments Business Continuity Operations look like
8. Requirements of phase 2 implementation will include at least the following activity:
9. Define a new business continuity operating model that aligns with ISO/BCI guidelines
10. Rewrite existing BCM Strategy to align with existing risk processes, and ISO/BCI guidelines
11. Rewrite existing BCM Policy to align with existing risk processes, and ISO/BCI guidelines
12. Produce a BCM specific criticality matrix utilising corporate risk management guidelines
13. Create a strategic Business Impact Analysis (BIA) as a corporate guide
14. Create a corporate Business Continuity Plan (BCP)
15. Provide a recommendation as to who the BCM Sponsor and Operational BCM lead should be
16. Develop a user guide to support completion of entities in Clearview
17. Suppliers are invited to submit a proposal which demonstrates their capability (subject matter expertise, resource depth, experience), how they will approach service delivery (specific systems and tools, performance, and contract management) and how quickly they are able to mobilise the contract as part of their method statement responses.
18. Suppliers are expected to provide a quote with a clear breakdown of costs that covers the entirety of the requirements set out in the specification, including the number of days required to cover each activity. It would be preferable if these costs could be split into totals for phase 1 and phase 2, and for the overall engagement.
19. **Insurance Requirements**

The successfully appointed supplier should meet all insurance requirements as per Appendix E – Contract terms and conditions:

* Employers’ liability
* Public liability
* Professional indemnity cover

1. **Quality Standards**

The successfully appointed supplier must meet all requisite quality standards such as ISO 22301 certification. A copy of the certification must be submitted by the provider as part of this process.

1. **Experience**

The successful bidder will have demonstrable expertise of Business Continuity evidence by the relevant certification. References should be made available on request.

1. **Key Performance Indicators**

The key performance indicators of this contract are:

* Number of existing business continuity plans (INPUT)
* Number of essential documents to be reviewed (e.g., current Business Continuity strategy/policy, and key process documentation) (INPUT)
* Number of documents reviewed (OUTPUT)
* Number of other organisations benchmarked (OUTPUT)
* Number of meetings held with key stakeholders (OUTPUT)
* Weekly project progress reporting against agreed delivery timelines (PROCESS)
* Delivery of a new business continuity strategy and operating model that has been signed off by Lambeth’s Chief Executive (OUTCOME)
* Delivery of a criticality matrix and strategic Business Impact Analysis that has been signed off by Lambeth’s Chief Executive (OUTCOME)
* Delivery of a corporate Business Continuity Plan that has been signed off and owned by Lambeth’s Chief Executive (OUTCOME)
* Recommendation for BCM Sponsor and Operational Lead received (OUTCOME)
* Delivery of simple user guide to help staff complete their BCPs (OUTCOME)

1. **Frequency of Contract Meetings**

* The supplier will report to Gerry Cast [gcast@lambeth.gov.uk](mailto:gcast@lambeth.gov.uk)
* As per Appendix D - Delivery milestones, a briefing meeting will occur between the successful supplier and the Council prior to contract commencement.
* The supplier will meet with Gerry Cast [gcast@lambeth.gov.uk](mailto:gcast@lambeth.gov.uk) on a weekly basis throughout the duration of the engagement
* Meetings will be held online – on Microsoft Teams or Skype – unless agreed by both parties in writing. Dates and timings will be agreed by both parties at the start of the contract.

We anticipate discussing the following agenda at each meeting:

* Review of the performance of the contract to date against agreed KPIs
* Project progress updates against agreed milestones
* Any issues, risks, or dependencies impacting progress
* Any other business

1. **Contract Management Arrangements**

* The supplier must produce weekly project progress highlight reports using the Council’s project management software
* A single project report will be created to manage the phase 1 discovery
* Multiple project reports will be created to manage each strategic deliverable of the phase 2 implementation (e.g., corporate strategy, strategic BIA, corporate BCP…etc.) as agreed between the Council and the supplier
* The reports must cover the following items:
* Management summary
* Key achievements
* Key activities
* Issues
* Risks
* Reports must be updated by the end of each working week so that the latest updates are available for the start of the next working week
* Monthly meetings between the supplier’s engagement manager and Gerry Cast will be arranged to assess performance against these arrangements