**Early Engagement Notice**

# **Project Details:**

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| **Project Name** | PS23265 Product Review’ and ‘Technical Specifications and Processes |
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| **Response required by** | 8th September 2023 at 14:00 |
| **Response required to** | professionalservices@uksbs.co.uk |

# **Description of the Project**

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| **Summary** UK Shared Business Services Ltd (UK SBS) on behalf of Advisory Conciliation and Arbitration Service (ACAS), are looking to engage with the market to identify suppliers that would provide a deep dive ‘Product Review’ and establish ‘Technical Product Development Specifications and Processes specific to the organisation and its products’. This Early Engagement Notice is being issued in order to undertake a market consultation exercise with regard to the current view of requirements contained within this notice. At this stage it is undecided if the route to market will be via Crown Commercial ServicesRM6187 Management Consultancy Framework Three (MCF3) or via Contracts Finder.If you believe that this will be of interest to you and/or your organisation, please register your interest by sending an email to professionalservices@uksbs.co.uk providing details of the services you would be able to offer. By providing your information you will be engaging in non-competitive dialogue which will enable the ACAS to develop and assess the market’s appetite, concerns, and views on formulation of its requirements both for the short term and potential longer term. ACAS may consider the information and responses received as part of the preliminary market consultation to help inform future appointments. The forecasted spend for the services as outlined below is estimated between £70,000.00 and £100,000.00 excluding VAT per annum. **Brief:**We are looking for a provider who can conduct a deep dive ‘**Product Review**’ and establish **‘Technical Product Development Specifications and Processes specific to the organisation and its products’** andshould be approachedundertwo components:  **Product Based** * Strategically align our current product portfolio against our strategic objectives and market need,
* Establish knowledge of our growth potential based on market competition/latent demand,
* Analysis of existing products on a granular level to determine successes and failures, so opportunities for improvement are identified,
* Review the product taxonomy i.e., topics, categories, titles, and durations,
* Build on the current mapping central product repository work, to consider gaps, trends and patterns,
* Assess commercial/financial viability of our products,
* Critique existing product development processes, to establish robust technical specification and processes.

**Market Based** * Consolidate recommendations from existing research, current data, and available insights, specifically: Acas GPS Latent Demand, Acas Open Access Training Events Evaluation, Service Mapping, specifically to identify our target audience by sector, highest volume of employment tribunals and geography demand,
* Determine which products appeal to the target markets,
* Undertake a comprehensive competitor analysis, to identify who are competitors are,
* Understand trends, patterns and the growing market and technologies.

**Background**Acas has recently gone through significant organisation change where we now operate as a national operating model opposed to 11 geographically located hubs. Prior to the new operating model, products were developed in silo’s within each of the 11 geographical hubs, which has resulted in many issues such as limited strategic and systematic growth across our current product portfolio and significant inconsistencies with how we generate, maintain, review, and update our products. Without this product strategic and systematic growth, the ability to make informed choices, and effectively compete in the market to maximise our impact, reach and revenue are being significantly hindered. A recent mapping exercise of Acas’s ‘product portfolio’ identified:* **149** totalproducts, (where products are classified as: ‘training’, ‘webinars’, and ‘e-learning), which equates to
	+ **24** Webinars
	+ **100** Face to face or digital training products (of the 100 training products there are 74 different titles across the portfolio)
	+ **25** e-learning modules.
* The taxonomy used to market our products is
* Topics - 6
* Categories - 8
* Two delivery methods are used digital and face to face,
* The range of durations are from 1, 2, 3, and 6 hours, 5 days and a self-paced no time limit e-learning option.
* All products target the same audience.
* The income plan for 2023/24 is to offer a wide-ranging selection of products, **79** in total (6 face to face, 48 digitally and 25 e-learning modules) throughout the financial year, using **73** different product titles.
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*This form is an expression of interest only; the full details of the project and the desired outcomes will be provided in the Further Competition.*

# **Procurement Plan / Dates and Budget**

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| **Project budget** – The budget available for these services is between £70,000.00 -£100,000.00 excluding VAT**Indicative advertising timescales for a further competition** – It is intended that this procurement will go live by week commencing 18th September 2023. We are proposing a 2 week bid period for suppliers to provide responses.**Indicative Contract start date** – End October.**Contract end date** – 3 months form contract start date. |

# **Validation Questions**

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| To ensure that this procurement maximises appropriate bidder responses we have the following questions that we would like to pose to interested suppliers:1. **Supplier Capability** – Please can you confirm if this project is something that your organisation would have the capability to undertake?
2. **Procurement Timescales** – Based on the indicative timescales for advertising this procurement, would your organisation have capacity to provide a tender response? If your response would be ‘No’, we would be grateful for any further relevant details on why you would not have capacity to respond based on the timescales advised.
3. **Project Budget** – Please can you advise if you believe the available budget detailed above would be suitable for the scope of Services we require?
4. **Project Scope** – Based on the procurement scope provided, please can you advise if there is any further information that you would require to be able to support a bid response?
5. **Suggested Approach / Methodology** – As part of the response to the formal tender for this requirement, we will be asking bidders to advise on their chosen Methodology / Approach to undertaking these Services. Please can you advise if at this stage you believe you would recommend an alternative approach, or if the approach detailed is likely to be the most suitable?
6. **Viability of Scope and Contract Terms** – Please can you advise if the timescales detailed in the scope appear viable, in line with the proposed Contract term?
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# **Response from Supplier:**

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| *Based on the project detail provided, is it your intention to respond to the Further Competition documentation once issued?* Yes / No*Response to validation Questions*1. **Supplier Capability** –
2. **Procurement Timescales** –
3. **Project Budget** –
4. **Project Scope** –
5. **Suggested Approach / Methodology** –
6. **Viability of Scope and Contract Term** –

*Any further comments* |

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| Name: |  |
| Email: |  |
| Organisation: |  |