**Request for Quotations**

**Contract for the development** **of resource planning costs for new service delivery models.**

**Contract Period: 21 May 2024 to 28 May 2024**

# Summary:

1. The London Borough of Lambeth is currently seeking consultancy services to deliver Resource Planning modelling for call centre and processing operations scenarios.
2. This brief sets out:
3. Context and further information about the opportunity
4. The process and next steps.

# Context:

1. Lambeth, like many other Councils, faces significant challenges as resources diminish while demands for services increase. As part of our response, Lambeth is reviewing its delivery model for core services and wishes to understand the implications of alternative delivery models.

# Objectives and Scope:

1. Objectives:
2. **Cost Analysis**: The primary objective of the project is to conduct a comprehensive cost analysis of implementing an in-house service delivery model for core services within the London Borough of Lambeth.
3. **Resource Planning**: The project aims to provide insights into the resources required for the implementation of the in-house service delivery model. This includes estimating the number of Full Time Equivalent (FTE) staff needed and associated costs.
4. **Scenario Modelling**: The project will involve modelling various scenarios to understand the cost implications under different demand conditions and operational scenarios. This includes modelling call centre operations and case management operations based on current demand and forecasted demand.
5. **Technology Integration**: Assess the potential impact of technology on efficiency and effectiveness within the proposed in-house service delivery model. This includes evaluating how technology can support and enhance customer journeys and operational efficiency.
6. Scope:
7. **Call Centre Operations Modelling**: The project will involve modelling call centre operations based on current demand and various scenarios outlined in the appendix. This includes forecasting demand and estimating the resources required under each scenario.
8. **Case Management Operations Modelling**: Similarly, the project will model case management operations based on current demand and forecasted demand scenarios. This involves estimating the resources needed for case management activities under different operational scenarios.
9. **Resource and Cost Analysis**: The project scope includes conducting a detailed analysis of the resources required, including FTE staff, and associated costs for each scenario modelled. This analysis will be presented in a comprehensive product report.
10. **Methodology Transparency**: The project will ensure transparency in the methodology used for modelling and analysis. This includes clearly documenting data sources, assumptions made, and validation techniques employed in the resource planning process.
11. **Recommendations**: The consultant will provide recommendations for additional scenarios based on market insights and rationale. These recommendations will be accompanied by modelling of the proposed scenarios to assess their feasibility and impact on resource planning.
12. **Stakeholder Engagement**: The project will involve active engagement with stakeholders within the London Borough of Lambeth to ensure alignment with organisational objectives and priorities throughout the modelling and analysis process.
13. **Post-Engagement Support**: The consultant will offer post-engagement support, including assistance with interpreting the results, refining models, and addressing any questions or concerns that may arise following the completion of the project.

# Timetable and Process

1. A timetable for the selection process is detailed below (please note these dates may be varied at the council’s own discretion)

|  |  |  |
| --- | --- | --- |
| **Stage** | **Component** | **Indicative timescale** |
| Request for quotation | Publication of Request for Quotation | 7 May 2024 |
| Deadline for receiving questions. | 10 May 2024 |
| Proposal submission deadline | 15 May 2024 |
| Selection | Evaluation Period | 16 May – 22 May 2024 |
| Successful applicant selected and confirmed | 20 May 2024 |
| Contract Commencement | Successful applicant commences contract | 21 May 2024 |

1. Your proposal should consist of a written response addressing the objectives and scope outlined in sections 4 and 5 respectively, and your completed Price Proposal. Your response to the objectives and scope must be kept to a maximum of 5 sides of A4 (Arial, Font Size 11, single line spacing) with a clear indication of which objective or scope item you are addressing, including brief CVs. Any submissions exceeding this limit will not be evaluated. A draft copy of the terms and conditions applicable for this contract is also attached for your information.

# Tender Evaluation

1. The ratio that will be used to evaluate the proposals is as follows:
   * Price – 35%
   * Quality – 65%
2. Evaluation

|  |  |  |  |
| --- | --- | --- | --- |
| **Type** | **Key Considerations** | **Marks Available** | **Weighting** |
| **Methodology** | 1) Please detail your approach to undertaking the modelling including a high-level deliverables specification, the methodology you will use and the resources that will be deployed. | 0-5 | 15 |
| **Experience** | 2) Please detail your:   * Understanding of local authority and resource planning modelling for contact centres and case management operations. * Please detail similar projects you have worked on with a similar organisation and the outcomes achieved. | 0-5 | 15 |
| **Timing** | 3) Please detail how will you meet the delivery timescale of this project ensuring that the service is delivered ahead of 31 May 2024  4) Please detail your approach to ensure that you are ready to mobilise at speed on the request date should you be the successful supplier. | 0-5 | 15 |
| **Quality** | 5) Please detail the outputs the council will receive and the process you will undertake to ensure the analysis correct  6) Please detail any inclusion in the deliverables that will support Lambeth to establish robust and meaningful costs  Please detail what knowledge, skills or experience your organisation can bring to the table that gives you a market edge over other organisations. | 0-5 | 20 |
| **Cost** |  |  | 35 |

1. The components which are indicated with the appropriate weightings will be evaluated by the panel and the appropriate score will be agreed. The score achieved for this section will be weighted at 65% to give the final score for quality (Quality Score).

* The Quality Score will be added to the Price Score to determine the Final score.
* The council reserves the right to challenge any information provided in response to the RFQ and request further information in support of any statements made therein.
* Potential Providers’ responses must clearly demonstrate how they propose to meet the requirements set out in the question and address each element in the order they are asked.
* Potential Providers’ responses should be limited to and focused on each of the component parts of the question posed. They should refrain from making generalized statements and providing information not relevant to the topic.
* Whilst there will be no marks given to layout, spelling, punctuation, and grammar, it will assist evaluators if attention is paid to these areas, including identifying key sections within responses.

1. Potential providers will be marked in accordance with the following marking scheme:

|  |  |  |
| --- | --- | --- |
| 1. **Scoring Matrix** | | |
| **Score** | **Rating** | **Description** |
| **0** | No response/ insufficient information  **(Fail)** | No response received, or insufficient information provided, makes the response incapable of assessment and/or incomprehensible. |
| **1** | Unacceptable | The response to the Evaluation Statement question is unacceptable which fails in several significant areas in answering the specific requirements of the question |
| **2** | Poor | The response to the Evaluation Statement question is poor and does not address its requirements. Response is basic/ minimal with insufficient detail with some major reservations as to the service's deliverability. |
| **3** | Acceptable | The response to the Evaluation Statement question provides an acceptable level of information against the requirements of the question with some minor reservations in a few areas as to the deliverability of the service. |
| **4** | Good | The response to the Evaluation Statement question is good and addresses the requirements of the question. |
| **5** | Very Good | The response to the Evaluation Statement question is very good with no reservations and provides full confidence as to the deliverability of the service. |

**Price Evaluation Process**

* For price, each submission will be assessed on the total cost; £0-£20,000.
* The Quality Score will be added to the Price Score to determine the Final score. The Council will select a supplier on a most economically advantageous tender (MEAT) basis.

**Contact & Submission of Proposals**

* The contact for this RFQ is Natasha Patterson email: [npatterson@lambeth.gov.uk](file:///C:\Users\nmorrow\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\FB3ZOCYB\z)
* All submissions should be sent to [npatterson@lambeth.gov.uk](file:///C:\Users\nmorrow\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\FB3ZOCYB\x)

**Appendix:**

**Scenarios**

|  |  |  |  |
| --- | --- | --- | --- |
| **Ref** | **Service** | **Scenario** | **Information to be provided** |
| 1 | Combined Call Centre | FTE required | Call volumes, AHT, Operation Hours, Staff Ratio's |
| 2 | Silo Call Centres | FTE required for 3 call centres (Corporate, R&B and Housing) | Call volumes, AHT, Operation Hours, Staff Ratio's |
| 3 | Hybrid Call Centre 1 | One combined call centre (corporate services and R&B) with a silo call centre services operating independently (Housing) | Call volumes, AHT, Operation Hours, Staff Ratio's |
| 4 | Hybrid Call Centre 2 | One combined call centre (corporate services and Housing) with a silo call centre services operating independently (R&B) | Call volumes, AHT, Operation Hours, Staff Ratio's |
| 5 | Case Management | FTE required (current volumes) Revenue | Volumes, AHT, Operation Hours, Staff Ratio's |
| 6 | Case Management | FTE required (current volumes) Benefits | Volumes, AHT, Operation Hours, Staff Ratio's |

**Perspectives**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  |  | Accumulative call decrease | | | | |
| Projections Call Centre |  | Y1 | Y2 | Y3 | Y4 | Y5 |
| Option 1 | 5% | 10% | 10% | 5% | 4% |
| Option 2 | 15% | 25% | 25% | 22% | 20% |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  |  | Accumulative call decrease | | | | |
| Projections Case Management |  | Y1 | Y2 | Y3 | Y4 | Y5 |
| Option 1 (Revenues) | 10% | 5% | 0% | 5% | 5% |
| Option 2  (Benefits) | 5% | 10% | 15% | 20% | 25% |