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## **Bid Pack**

### **Attachment 3 – Statement of Requirements**

Contract Reference: CCCC19B09 Provision of Consultancy for  
Government Property Profession Career  
Framework

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Attachment 3 – Statement of Requirements  
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# 1. PURPOSE

- 1.1 The Office of Government Property (OGP) in the Cabinet Office (CO) would like to develop the technical capability expectations behind the 22 roles in the Government Property Career Framework.

# 2. BACKGROUND TO THE CONTRACTING AUTHORITY

- 2.1 The OGP was established in 2018 with a remit to support government and the wider public sector to manage their estates more effectively. OGP build capacity and capability for the c.4,000 people working in the property profession and function.

# 3. BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT

- 3.1 In May 2019 the Government Property Profession (GPP) launched an ambitious capability programme to provide a blueprint and the mechanisms to drive continuous improvement and transformation for skills across the function Property is one of the priority functions in the Civil Service functional agenda.
- 3.2 The delivery of a Government Property Career Framework is a key anchor to the success of this programme. The framework provides a consistent baseline of current roles and the skills requirement from entry point to senior levels in order to modernise professional standards, assess skills gaps and provide clear career pathways within the profession. The career framework is intended for an internal audience and external audience for attraction and capability development.
- 3.3 Originally there were over 930 individual job titles within the GPP and c.4000 professionals so the challenge to drive capability consistently and provide individuals with a meaningful career path is significant. The commitment for Property to deliver version 2 of the career framework is also part of the Civil Service Workforce Plan and must be launched in 2019/2020.
- 3.4 Progress to date on this project includes:
- Launching cross-government governance for the project in January 2019 which includes two key professional bodies for Property (Royal Institute of Chartered Surveyors (RICS) and Institute of Workplace and Facilities Management (IWFM)).
  - User testing and analysis of the current roles within the profession.
  - Agreement to a model for the career framework, which streamlines the roles to 5 key job families and 22 core roles.
  - Version 1 of the framework, a work in progress, launched in September 2019 and communicated and tested in government departments to over 750 property professionals

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- Development of 14 key technical skills which will be embedded within the Career Framework

#### 4. DEFINITIONS

Expression or Acronym	Definition
GPP	means Government Property Profession
OGP	means Office of Government Property

#### 5. SCOPE OF REQUIREMENT

- 5.1 The requirement is for the property technical capability detail to now be developed behind each of the roles within the agreed GPP Career Framework and to standardise the expectations at each role level. Some preliminary work has been undertaken to begin this process, with 21 roles out of 58 already reviewed.
- 5.2 This will update the overall technical competence framework required of Government Professionals and provide the next level of detail behind the career framework. This work must be completed by early January 2020 (13th latest) in order to sign off and launch the more detailed framework by mid January 2020.
- 5.3 Out of scope is any digital design work on the career framework itself, which is an interactive document. We have the capability in house to deliver this. Suggestions on improvements to the digital design are an optional requirement.

#### 6. THE REQUIREMENT

- 6.1 To ensure that the outputs produced are a long-term and embedded product for the GPP we require:
- 6.1.1 An articulation of the qualification elements, experience and mapped technical skills required from a property perspective for each level or each role in the framework for the remaining 37 roles. This should ensure it is clear to users the steps needed to progress either laterally to another role in the framework or vertically to a more senior role. These should also be useable by departments as part of the recruitment and capability assessment for property roles.
- 6.1.2 A review and any recommendations for development of the descriptions for both the job families and role profiles in the framework to ensure these are in line with industry standard and cross referenced to professional bodies for the remaining 37 roles.
- 6.2 Much of the detail that will support this work has been developed across government departments. The focus is therefore to bring both industry expertise and insight to draw these elements together and quality assure the outputs.

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- 6.3 Input to a communication and implementation plan to ensure that the product is able to meet user criteria and is fully embedded across the property profession.
- 6.4 The outputs of this work will need to be tested and agreed through the internal governance in the GPP.
- 6.5 The Authority has a team lead on the career framework, the requirement here is to support the development on the technical aspects of property roles. There is a requirement to support a transfer of skills and understanding of these aspects working alongside the HR professionals in the team.

## 7. KEY MILESTONES AND DELIVERABLES

7.1 The following Contract milestones/deliverables shall apply:

Milestone/Deliverable	Description	Timeframe or Delivery Date
1	Review and QA of remaining 37 roles	By the end of week 2
2	Career Framework launch - support with engagement & communication plan to Government Property Profession Members, departments and external partners	By the end of week 3
3	Implementation project planning	By the end of assignment

## 8. MANAGEMENT INFORMATION/REPORTING

8.1 The Supplier will be required to supply weekly progress updates against the plan laid out in Section 7.

## 9. CONTINUOUS IMPROVEMENT

- 9.1 The Supplier will be expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration.
- 9.2 The Supplier should present new ways of working to the Authority during monthly Contract review meetings.
- 9.3 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.

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## 10. PRICE

- 10.1 Prices are to be submitted via the e-Sourcing Suite Attachment 4 – Price Schedule excluding VAT and including all other expenses relating to Contract delivery.

## 11. STAFF AND CUSTOMER SERVICE

- 11.1 The Supplier shall provide a sufficient level of resource throughout the duration of the Contract in order to consistently deliver a quality service.
- 11.2 The Supplier's staff assigned to the Contract shall have the relevant qualifications and experience to deliver the Contract to the required standard.
- 11.3 The Supplier 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.

## 12. SERVICE LEVELS AND PERFORMANCE

- 12.1 The Authority will measure the quality of the Supplier's delivery by:

KPI/SLA	Service Area	KPI/SLA description	Target
1	Delivery timescales	Delivery of key milestones identified in para 7.	100%
2	Updates	A weekly update on progress	100%

## 13. SECURITY AND CONFIDENTIALITY REQUIREMENTS

- 13.1 All individuals supplied by the Supplier on this Contract must be vetted to Baseline Personnel Security Standard.

## 14. PAYMENT AND INVOICING

- 14.1 Payment can only be made following satisfactory delivery of pre-agreed certified products and deliverables.
- 14.2 Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.
- 14.3 Invoices should be submitted to: Redacted

## 15. CONTRACT MANAGEMENT

- 15.1 Attendance at Contract Review meetings shall be at the Supplier's own expense.

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## **16. LOCATION**

- 16.1 The base location of the Services will be carried out at Redacted. Expenses to any other location will be paid in line with the Contracting Authority's Travel & Subsistence policy and must be agreed in advance.

## **17. INTELLECTUAL PROPERTY**

- 17.1 The Authority will retain all intellectual property rights

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