**London Borough of Lambeth – Lambeth ICT Training Contract**

**SPECIFICATION OF REQUIREMENTS**

# Introduction

The London Borough of Lambeth (**LBL**) is seeking a supplier to provide a range of training requirements for the Lambeth ICT division. This relates to officers who require a high standard of training while at the same time delivering cost savings to the public sector.

Suppliers will, therefore, have demonstrated their ability to offer a wide range of training, which will include but not limited to, courses for Microsoft, Cisco, and Oracle, as well as offer bespoke training to fit the needs of the division. The supplier will also be expected to show that they have experience with other public sector organisations and will be required to provide references.

# Background

This contract will replace the expired contract which **LBL** had for its training requirements for the Lambeth ICT Division which was for two years. This previous contract offered specialist IT training at discounted prices and it is anticipated that further discounts will be sought in order to achieve value for money for **LBL**.

# Objectives

**LBL** invests in its staff by providing on-going professional training. As professionals in the IT industry it’s important that Lambeth ICT staff have access to the latest training:

* Enabling officers to succeed and excel in their roles.
* To enable officers to make the best use of ever-changing technology.
* Provide professional training and development to officers.

# Overview of Requirements

The anticipated value of this contract will be no more than £99,000

**LBL** will use the Most Economically Advantageous Tender (**MEAT)** to evaluate your quote, **60%** Price (600 points) – **40%** Quality (400 points)

**Mandatory Requirements:**

The successful supplier must be able to offer (as a minimum), Classroom Training at their own site in London (Greater London Area).

The supplier or their chosen 3rd party training providers must be accredited to Gold Standard or equivalent with Microsoft, Cisco, Oracle, APMG, ISACA, BCS, CompTIA, and SDI.

The supplier must be able to provide training at no cost when using recognised Software assurance training vouchers.

**Quality**

The questions below will be used to evaluate your quote. Failure to answer or supply evidence to any of the questions below will result in your quote being rejected:

Successful Suppliers will be required to provide a Training Service which includes (but not limited to):

|  |  |  |
| --- | --- | --- |
| **Section** | **Question** | **Weighting** |
|  | Please supply evidence of being accredited to Gold Standard or equivalent with industry-wide suppliers Must be able to supply Microsoft, Cisco, Oracle, APMG. ISACA, BCS, CompTIA, SDI (but not limited to). | 10%  (40 points) |
|  | Please provide evidence which shows a catalogue of available training which includes a comprehensive range of specialist IT / Transformational and Technical training courses. | 7.5%  (30 points) |
|  | Please describe or provide evidence of the ordering process delegates follow using an on-line self-service portal with an approval workflow. Please provide either demo account access or screenshots / user manual showing all capabilities of the portal. | 10%  (40 points) |
|  | Please describe how you can provide Management Information (MI) through an on-line self-service management portal. Please provide either demo account access or screenshots / user manual showing all capabilities of the portal. | 10%  (40 points) |
|  | Please describe how you manage cancellation, postponement, or transferring of training to another delegate. | 7.5%  (30 points) |
|  | Please provide evidence and details of training locations within the London area (Greater London Area). | 5%  (20 points) |
|  | Please describe the variety of training methods you can offer, for example classroom, computer based training, bespoke on-site training at LBL offices. | 10%  (40 points) |
|  | Please describe how you will provide a designated account manager (single point of contact), who should be available for periodic service reviews. | 10%  (40 points) |
|  | Please describe your complaints and resolution process. | 7.5%  (30 points) |
|  | Please describe what experience you have working with other public sector organisations to help them meet their training requirements. | 7.5%  (30 points) |
|  | Please describe how you are able to provide training at no cost when using recognised Software assurance training vouchers. | 5%  (20 points) |
|  | Please describe how you can provide feedback for the quality of training offered, delegate evaluation, return on investment (ROI) information which should be in line with industry recognised evaluation metrics, such as Kirkpatrick evaluation model, Level 1 and 2 or equivalent. | 10%  (40 points) |

**Price**

As **LBL** is a public-sector organisation we have to be able demonstrate that we are getting value for money for goods and services.

Please provide the costs per delegate for the courses listed in the spreadsheet attached below. Please note that the courses listed as well as the number of delegates are indicative only for the purpose of evaluation. **LBL** will require that you can supply a minimum of 90% of classroom courses listed:



**Evaluation**

Please use the response template below to submit your responses to sections 4.1 to 4.12, a maximum of two sides of A4 is to be used each question unless the question requests additional information such as user guides or screenshots.



Written responses will be assessed using the following scoring mechanism:

|  |  |
| --- | --- |
| **Score** | **Description** |
| **4** | Response / answer / solution is of a high standard with no reservations at all about acceptability; provides evidence that the Provider can make a significant improvement to the way the service is delivered. |
| **3** | Good response / answer / solution to that aspect of our requirement; provides more evidence than that of an ‘acceptable’ response. |
| **2** | Acceptable response / answer / solution; all basic requirements are met; provides evidence given of skill / knowledge sought. |
| **1** | Less acceptable response / answer / solution; lacks convincing of skills / experience sort; lack of real understanding of requirement or evidence of ability to deliver. |
| **0** | Non-compliant - failed to address the question / issue or a detrimental response / answer / solution; limited or poor evidence of skill / knowledge sought. |

**Price**

The following method will be used to evaluate the prices submitted.

For each of the types of training (classroom / Virtual / On-line) the mean value for each will be calculated:

The mean figures will then have the weighting applied as shown below.

|  |  |
| --- | --- |
| **Type of Training** | **Weighting** |
| Classroom | 80% |
| Virtual Class Room | 10% |
| On-line Training | 10% |

The weighted figures will then be added together which will then be used as the cost for per course (price (£) amount as shown in the table below)

The lowest Weighted Course Price will be awarded 600 points.

The next lowest point score will be calculated using the following formula

**Points Awarded = Maximum Points x (1 – ((Next Lowest Bid – Lowest Bid) / Lowest Bid))**

The following table gives examples and how the above formula obtains it’s values

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Lowest Bid** | **Next Lowest Bid** | **3rd Lowest Bid** |
| Price ( £ ) | £500 | £575 | £650 |
| Points Awarded | 600 | 510 | 420 |
|  |  |  |  |
| Calculation | None as lowest bid = 600 | 575 – 500 = 75  75 / 500 = 0.15  1 – 0.15 = 0.85  600 x 0.85 = 510 | 650 – 500 = 150  150 / 500 = 0.3  1 – 0.3 = 0.7  600 x 0.7 = 420 |