



Crown  
Commercial  
Service

## **Bid Pack**

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

Contract Reference: CCCC20B76

CCS Reward Strategy Consultancy  
Support

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## 1. PURPOSE

- 1.1 CCS (hereafter referred to as “the Authority”) has developed its reward strategy for the next 2-3 years, part of this work will involve looking at our current reward and pay framework to ensure it is fit for the future. An assessment and evaluation of the current position is key to identifying potential options going forward.

## 2. BACKGROUND TO THE CONTRACTING AUTHORITY

- 2.1 The Authority is a trading fund and an Executive Agency of the Cabinet Office, as well as being a key constituent of the Government’s Commercial Function. Over the last six years the Authority has been transforming its business model, and has equally grown in terms of its workforce. Underpinning the organisations growth targets is the need to continue investing in our capacity, capability and, ways of working, ensuring fully engaged and motivated staff. The pay and reward strategy plays a key and vital role in this, therefore, we want to ensure our pay/reward structures are thoroughly reviewed and fit for the future, by investing in some key specialist support.
- 2.2 A review has already been completed internally by CCS HR, and a supplier is required to offer specialist insight and options for consideration.

## 3. BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT

- 3.1 The Authority’s Executive Board have endorsed the pay and reward strategy for the next 2-3 years, and as part of this have supported the requirement for some specialist external support and advice.
- 3.2 As stated in 2.1, the work required is a key part of the transformation journey and the need to ensure our pay and reward framework is not only fit for the future, but also able to recruit and retain key talent.

## 4. DEFINITIONS

Expression or Acronym	Definition
CCS	means Crown Commercial Service

## 5. SCOPE OF REQUIREMENT

- 5.1 In scope:
- 5.1.1 Review the current pay and recognition framework for context.
- 5.1.2 Suggest ideas and options for change, with no constraints applied – “the art of the possible”.
- 5.1.3 Suggest ideas and options for change, based on the need to work within the constraints of the Civil Service pay framework.

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## 6. THE REQUIREMENT

- 6.1 To work with the Authority's HR Strategy, Reward and Policy team, to understand existing pay and reward framework, analyse data and identify options for the future.
- 6.2 To share with the Authority's HR Strategy, Reward and Policy team, the analyses in either written, database or graphical formats. Discussions and presentations to be such that the knowledge can be transferred to relevant staff.
- 6.3 The use of any Supplier's digital systems will need to be compatible with Cabinet Office systems and the necessary test and security screening will be required.
- 6.4 The Authority will own Intellectual Property Rights on all outputs and deliverables it commissions under contract, and will have free and unencumbered usage of all outputs and deliverables.

## 7. KEY MILESTONES AND DELIVERABLES

- 7.1 All initial work, findings and potential options need to be completed, with feedback by 31 March 2021.
- 7.2 The following Contract milestones/deliverables shall apply:

Milestone/Deliverable	Description	Timeframe or Delivery Date
1	To undertake an initial analysis of CCS's pay and reward position against the wider jobs market it competes in.	Within week 2 of Contract Award
2	To support a deeper pay benchmarking approach for all roles within CCS.	Within week 6 of Contract Award or no later than 12/03/2021
3	To create some insight from the work undertaken and identify options for the future.	Within week 8 of Contract Award or no later than 31/03/2021

## 8. MANAGEMENT INFORMATION/REPORTING

- 8.1 The Supplier must provide management information and insight in an easily understandable format, to enable wider stakeholder engagement and to provide the basis for any further reporting on potential options.

## 9. VOLUMES

- 9.1 The work is not volume based as it reflects the deliverables indicated in section 7.2, above.

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## 10. CONTINUOUS IMPROVEMENT

- 10.1 The Supplier will be expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration.
- 10.2 The Supplier should present new ways of working to the Authority during any Contract review meetings.
- 10.3 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.

## 11. QUALITY

- 11.1 All work, both written and verbal shall be up to date and relevant and in a format that is easy to interpret and understand share with key stakeholders as required.

## 12. PRICE

- 12.1 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.

## 13. STAFF AND CUSTOMER SERVICE

- 13.1 The Supplier shall provide a sufficient level of resource throughout the duration of the Contract in order to consistently deliver a quality service.
- 13.2 The Supplier's staff assigned to the Contract shall have the relevant qualifications and experience to deliver the Contract to the required standard.
- 13.3 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.

## 14. SERVICE LEVELS AND PERFORMANCE

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

KPI/SLA	Service Area	KPI/SLA description	Target
1	Delivery	Achievement of Milestone 1 Within week 2 of Contract Award.	100%
2	Delivery	Achievement of Milestone 2 Within week 6 of Contract Award or no later than 12/03/2021.	100%
3	Delivery	Achievement of Milestone 3 Within week 8 of Contract Award or no later than 31/03/2021.	100%

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- 14.2 In the event of poor performance through the failure to deliver KPIs to time and of appropriate quality, the Authority shall meet with the Supplier to understand the root causes of the issue. The Supplier shall formulate a Performance Improvement Plan to rectify these issues and meet the requirements in this Statement of Requirements.
- 14.3 The Authority may, without prejudice to any other rights and remedies under this Contract, withhold or reduce payments in the event of unsatisfactory performance.
- 14.4 If poor performance continues, following formal written warnings, early termination of the Contract will also be considered.
- 14.4.1 The Authority will monitor the work of the Supplier throughout the Research Project through regular contact between the Supplier and The Authority's day-to-day contact.
- 14.4.2 The Authority will manage poor performance by the Supplier as set out in section 15 and in line with the terms and conditions of the resultant Contract.

## **15. SECURITY AND CONFIDENTIALITY REQUIREMENTS**

- 15.1 Owing to the nature of the work and possible access to confidential and sensitive data, all requirements of GDPR compliance and information security need to be in place before any work commences, including methodology and systems for sharing data.
- 15.2 The Supplier shall not discuss any aspect of the work undertaken or the outcomes identified with anyone other than the Authority's identified key personnel.

## **16. PAYMENT AND INVOICING**

- 16.1 Payment will be on a milestone basis, reflecting receipt of each of the contracted deliverables indicated in Section 7.2 above, and the acceptance of them by the Authority.
- 16.2 Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.
- 16.3 Invoices should be submitted electronically to the email address indicated on the purchase order issued to the appointed Supplier.

## **17. CONTRACT MANAGEMENT**

- 17.1 Attendance at any Contract Review meetings shall be at the Supplier's own expense. However, it is expected any such meetings will be undertaken remotely, due to the national pandemic.

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## **18. LOCATION**

18.1 The Services will be carried out at the appointed Supplier's premises.