**Order Schedule 20 (Order Specification)**

This Schedule sets out the characteristics of the Deliverables that the Supplier will be required to make to the Buyers under this Order Contract

# PURPOSE

## The Cabinet Office is looking to partner with a specialist wellbeing workshops provider that can work hand in hand with the Cabinet Office People and Places team to develop bespoke and when required reactive support at both an organisational and team level. The provider will be able to offer content delivered by experts in their field covering a wide range of mental health and wellbeing related topics (including but not exclusive to building resilience and financial wellbeing). The provider should be able to offer virtual and in person sessions for large cohorts of staff as the partnership will include work advertised to the whole department.

# BACKGROUND TO THE Buyer

## The Cabinet Office assists and ensures the effective running of Government. The Cabinet Office is also the corporate headquarters for Government, in partnership with HM Treasury and takes the lead in certain critical policy areas.

## The People and Places directorate supports the Cabinet Office by providing outstanding Human Resources services and brilliant workplaces. The CO’s People and the environments they work in are essential to high performance and delivering on the Cabinet Office’s Purpose.

## The People and Places Wellbeing team has recently developed a new Wellbeing Strategy to support our staff. Actioning the strategy will be key to supporting our aims to be a great place to work and an employer of choice.

## The Wellbeing Strategy focuses on three pillars:

One overarching pillar:

* *Promoting a positive wellbeing culture for a productive workforce*

Two supporting pillars:

* *Finding and maintaining balance during ambiguity at an organisation, team and individual level;*
* *Supporting and maintaining good mental, physical and financial wellbeing*

## The Wellbeing strategy has also been designed to support our transformation programme to become a Better Cabinet Office.

## Our Cabinet Office People Strategy sets out the framework to deliver our people priorities and our people vision for the department:

## To be a great place to work, where our people, located across the UK (primarily in London, Glasgow and York, are empowered to become the best public servants, and to deliver the finest public services);

## To be an employer of choice, not only in the Civil Service, but in the broader marketplace. Our culture will be one focussed on leadership that embodies diversity, inclusivity and collaboration, whilst recognising the unique talents that each individual brings; and

## To nurture our professional capability and understand the current and future needs of the organisation.

## The Cabinet Office is committed to fostering a culture that promotes mental, physical and financial wellbeing of our people.

## We are seeking a specialist wellbeing workshops provider to support our strategy and our aim to promote a positive wellbeing culture and to support and maintain good mental, physical and financial wellbeing for our staff.

# Overview of requirement

## The wellbeing workshop provider will run wellbeing workshops delivered by (but not limited to) clinical psychologists, experienced mental health professionals and those with relevant expertise (e.g. in the financial wellbeing space).

## The provider will support the delivery of key wellbeing campaigns (e.g. Mental Health Awareness Week and Time to Talk Day) by delivering relevant workshops. In addition to this they will work with the Cabinet Office People and Places team to provide bespoke support to Business Units where a traumatic incident has taken place and/or the team are undergoing an intense period of pressure. They will work with the People and Places team to devise, deliver and evaluate this support. To enable this the provider will have the ability to work with shorter lead times to deliver sessions (some instances may require ability to deliver with two weeks’ notice).

## They will also develop a programme of work in conjunction with the Cabinet Office People and Places team to respond to the Cabinet Office People Survey results.

## The workshop provider should have the ability to deliver the workshops virtually and in person across the UK but particularly London, Glasgow and York.

## The workshop provider should have the ability to record the workshop content and provide a secure private platform for Cabinet Office staff to have unlimited access to view recordings.

## Any contract awarded via this exercise will operate for a period of 1 year. With the option to extend for a further two years subject to agreement at the end of each FY.

# Definitions

|  |  |
| --- | --- |
| **Expression or Acronym** | **Definition** |
| People Survey | The Civil Service conducts a people survey each year. The survey looks at civil servants’ attitudes to and experience of working in government departments. Further information can be found on [gov.uk](https://www.gov.uk/government/publications/civil-service-people-survey-2022-results) |
| A Better Cabinet Office (ABCO)  | A Better Cabinet Office (ABCO) is the department’s organisational change programme.Guided by the 2022 People Survey results, it has been created to implement lasting change across 6 themes:* Career Progression
* Pay
* Leadership, Respect and Inclusion
* Purpose, Culture and Employee Deal
* Learning and Development
* Workplace, Estates and Technology
 |

# The requirement

## The requirement is to devise, deliver and evaluate a programme of high-quality workshops which covers the scope covered in section 2. The quantity of the workshops is to be agreed and determined by the cost per workshop. Workshops will need to be able to be delivered in person and virtually

## To liaise with the Cabinet Office People and Places team to optimise attendance of the workshops and provide promotional materials to aid this.

### Each workshop (both in person and virtually) would need to be capable of accommodating for a minimum of 100 attendees.

# key milestones and Deliverables

## The following Contract milestones/deliverables shall apply:

|  |  |  |
| --- | --- | --- |
| Milestone/Deliverable | **DESCRIPTION** | Timeframe or Delivery Date |
| 1 | Work with the cabinet office wellbeing lead to agree which wellbeing campaigns the provider will support. | Prior to launch |
| 2 | Preparation of a communications plan on cabinet office wide campaign related workshops  | Prior to launch |
| 3 | Delivery of bespoke workshops to specific business units (our business units vary in sizes and work on a variety of portfolios) to support their development in key areas following people survey and pulse survey results | Post the release of the 2023 and 2024 people survey results (yearly) and pulse survey results (quarterly)  |

#

# MANAGEMENT INFORMATION/reporting

## To provide data on the attendance of the workshop and collect feedback from the attendees which should be shared with the Cabinet Office People and Places team within 1 week of the workshop.

# continuous improvement

## The Supplier will be expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration.

## The Supplier should present new ways of working to the Buyer during monthly Contract review meetings.

## Changes to the way in which the Services are to be delivered must be brought to the Buyer’s attention and agreed prior to any changes being implemented.

# Sustainability

## The Supplier should consider environmental sustainability across all aspects of contract implementation and include examples of how they deliver sustainably and are working towards a ‘Net Zero’ target'.

## The Supplier will be expected to deliver social value under the theme of Tackling Inequality in the Workforce, over and above the delivery of the Contract.

### The supplier should consider the commitment your organisation makes to identify and tackle inequality in employment, skills and pay in the workforce. Details should include but not be limited to how you implement and measure your commitment, how working conditions promote an inclusive working environment and provide retention and routes of progression. Consideration should also be given as to how you will influence staff, suppliers, customers and communities through the delivery of the contract to support this social value policy theme.

# PRICE

## 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.

## The prices submitted via Attachment 4 – Price Schedule are based on a scenario of 10 in person workshops and 10 virtual workshops.

### Please note, although these costs will be used for the Commercial evaluation, they will not reflect the firm cost for the requirement.

# STAFF AND BUYER SERVICE

## The Supplier shall provide a sufficient level of resource throughout the duration of the Contract in order to consistently deliver a quality service.

## The Supplier’s staff assigned to the Contract shall have the relevant qualifications and experience to deliver the Contract to the required standard.

## The Supplier shall ensure that staff understand the Buyer’s vision and objectives and will provide excellent Buyer service to the Buyer throughout the duration of the Contract.

# service levels and performance

## The Authority will measure the quality of the Supplier’s delivery by:

|  |  |  |  |
| --- | --- | --- | --- |
| **KPI/SLA** | **Service Area** | **KPI/SLA description** | **Target** |
| 1 | Management Support |  Provide support to the client within 24 hours (unless urgent) from Monday-Friday not including public holidays. This includes support with communications, updating information, MI reviews and general queries. | 100% |
| 2 | Users | The provider will be monitored against feedback provided by users. The provider should update and improve the service in relation to the feedback received. The percentages for this are to be agreed as part of the contract. | 100% |

# Security and CONFIDENTIALITY requirements

## The CO’s security / data security requirements are found at: www.gov.uk/government/publications/security-policy-framework/hmg-security-policy-framework

# payment AND INVOICING

## Payment can only be made following satisfactory delivery of pre-agreed certified products and deliverables.

## Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.

## Invoices should be submitted to the People and Places team with the relevant Purchase Order Number stated on the Purchase Order.

# CONTRACT MANAGEMENT

## We will hold informal monthly meetings (in person or via the telephone) to discuss upcoming priorities and bespoke work, future campaigns, communications, and usage of the workshops. Formal Quarterly contract review meetings will also be held.

## Attendance at Contract Review meetings shall be at the Supplier’s own expense.

# Location

## Meetings between the provider and the Authority will take place virtually or at **REDACTED TEXT under FOIA Section 40, Personal Information**.