

# Appendix F - Specification

This document sets out the Council's requirements, quality standards and key performance indicators with respect to the proposed contract. Please ensure that you read this carefully and ensure these requirements are incorporated into your pricing submission and the quality of services provided.

## 1. Council's Requirements

We require following outputs from the selected provider:

- Support the Authority in their benchmarking dialogue with the existing Contractor for the outsourced call centres (Capita LGS)..
- Confirm the objectives and purpose of the benchmarking and jointly develop an approach which addresses the current challenges.
- Identify the metrics, service data, financial data, sample peer population and specific features of the London Borough of Lambeth (LBL) / Capita contract which will form the basis of the benchmarking methodology.
- Build comparison models that benchmark Lambeth to other similar operations/contracts.
- Work with the Authority to implement the revised mechanism at the earliest opportunity, with a target date for completion by the end of March 2021.
- Embed a more collaborative approach to the review which will harness both collaborative working and value from the sharing of collective knowledge of the contract and services.
- Ensure the benchmarking is relevant and takes account of a fluid marketplace where there are continuous advances in technology and working practices.
- Provide assurance that benchmarking of pricing will be based on objective information and peer comparison.
- Drive improvements in the financial information provided by Capita and present a robust cost comparison model for in-house delivered Customer Services and debt management.

## 2. Insurance Requirements

- (a) Employers' liability of £10,000,000 (ten million)
- (b) Public liability of £5,000,000 (five million)
- (c) Professional indemnity of £2,000,000 (2 million)

## 3. Quality Standards

Lambeth will expect high standards of business acumen and knowledge in the areas of contract management, contact centres & performance management.

## 4. Experience

The provider should have previous experience of local government benchmarking, contract management, strategic development in a digital and analogue customer service environment.

## 5. Key Performance Indicators

- 1) Delivery of each of the milestones on time, including outputs (eg reports).
- 2) Output should meet the expectations of the Authority as outlined in this proposal.
- 3) Present reports in concise and easy-to-understand manner

## Appendix F - Specification

- 4) Provide working papers where appropriate to support challenges to contractor data.
6. Frequency of Contract Meetings  
Contact with the contract governance officers should be weekly as a minimum. Weekly progress reports are mandatory. Meetings should be included in price.

7. Contract Management Arrangements

Contract governance officer's details are below. Any meetings, invoices, reporting and contract deliverables should go through them:

David Couldridge, Contract Manager, 02079261584, 07908680567  
[dcouldridge@lambeth.gov.uk](mailto:dcouldridge@lambeth.gov.uk)

Tim Hillman-Brown, Head Of Revenues & Benefits, 02079265297  
[thillman-brown@lambeth.gov.uk](mailto:thillman-brown@lambeth.gov.uk)