

Development of a Corporate Change Management Framework and associated training - 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

- a. A corporate wide change management framework to support the vision and ambitions of the Lambeth 2030 Plan.
- b. Provide accredited Change Management and Service Design training for staff that is relevant to the public sector.
- c. The production of documentation and visuals that make the Lambeth Change Framework memorable and easy to use.
- d. To be executed quickly and be flexibly, incorporating feedback from stakeholders, and changes resulting from testing.
- e. Change Framework to be co-designed with Council officers. The product should be clear, creative have a consistent approach drawing on best practice techniques (e.g., service design) to address complex and challenging issues incorporating the identification of problem or idea through to implementation of solution.
- f. To produce briefing decks once the framework is developed to secure key stakeholder buy-in, and co-present with relevant Lambeth staff on the benefits.
- g. Suppliers are invited to submit a proposal which demonstrates their capability (subject matter expertise, resource depth, experience), how they will approach delivery, and how quickly they are able to mobilise and deliver solutions.
- h. Suppliers are expected to provide a quote with a clear breakdown of costs that covers the entirety of the requirements set out in the specification, including the number of days required to cover each activity.

2. Insurance Requirements

The successfully appointed supplier should meet all insurance requirements as per Appendix E – Contract terms and conditions:

- Employers' liability
- Public liability
- Professional indemnity cover

3. Experience

The successful bidder will have demonstrable expertise in change management and have produced workforce frameworks of a similar nature in the past, preferably in the public sector. Professional accreditation and qualifications to evidence this would be beneficial. References should be made available on request.

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4. Key Performance Indicators

The key performance indicators of this contract are:

- Evidence of workshops held to co-design framework (OUTPUT)
- Evidence of meetings held with key stakeholders to feedback (OUTPUT)
- No. of staff trained (OUTPUT)
- Delivery of co-presented briefings on the benefits of the change framework (OUTPUT)
- Evidence of incorporating input from the co-design workshops and feedback from key stakeholders into the final framework (PROCESS)
- Delivery of a Lambeth Change Management framework (documents and visuals) that has been signed off by Lambeth's Management Team (OUTCOME)
- Number of staff accredited in change management and service design (OUTCOME)

5. Frequency of Contract Meetings

- The supplier will report to Mike Brinn mbrinn@lambeth.gov.uk
- As per Appendix D - Delivery milestones, a briefing meeting will occur between the successful supplier and the Council prior to contract commencement.
- The supplier will meet with Mike Brinn mbrinn@lambeth.gov.uk on a weekly basis throughout the duration of the engagement.
- Meetings will be held online – on Microsoft Teams or Skype – unless agreed by both parties in writing. Dates and timings will be agreed by both parties at the start of the contract.

We anticipate discussing the following agenda at each meeting:

- Review of the performance of the contract to date against agreed KPIs
- Project progress updates against agreed milestones
- Any issues, risks, or dependencies impacting progress
- Any other business

6. Contract Management Arrangements

- The supplier must attend a project progress review meetings with the contract manager. Frequency and dates to be agreed on commencement of contract.