

SPECIFICATION FOR

THE PROVISION OF STAKEHOLDER ENGAGEMENT AND

MANAGEMENT TRAINING FOR THE UK SBS PROCUREMENT

FUNCTION



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Title of Request:	Stakeholder Engagement and Management Training
Duration of Contract including options for extension:	5 months
Required Commencement Date:	December 2022

1. Introduction and Background to the Requirement

UK SBS is a shared business provider for a number of government bodies. One of the value-added services provided by UK SBS is Procurement. The UK SBS Procurement organisation is driven by category and consists of 4 category teams: Digital Data and Technology, Buildings and Energy, Professional Services and Goods and Self Serve. Within each team there are 3 grades of buyers managed by a Head of Procurement for each category. Each team carries out a range of procurement activities including ITQs, framework competitions and above threshold Find a Tender procedures with values ranging from £10k to £1m+. For each contracting authority there are differing levels of threshold which contributes to the decision making process: BEIS for example don't have a three quote process for procurements exceeding £10k ex VAT whereas UKRI do. The UK SBS Procurement team is committed to consistently providing an excellent level of customer service and as such is seeking to purchase a suite of training modules to provide all procurement staff with the necessary skills and knowledge to ensure customers receive the best possible experience when using UK SBS procurement services. The training should encompass all facets of stakeholder/customer engagement and management including but not limited to as listed below:

- communications,
- timeliness & responsiveness,
- effectively assessing and responding to customer needs
- managing expectations and delivery.

The training content must reflect the public sector procurement aspects that are key to the activities UK SBS undertake and how they need to be incorporated as part of customer engagement. As well as relating to public procurement processes the training should also be aligned to UK SBS internal processes and documents which are referenced below in the Requirements section .

Customer/stakeholder engagement and management additional training topics are required including:

- Specification writing and review
- Question writing and review
- Evaluation model options and selection
- Pricing model options and selection
- Effective Management of the tender process from launch through clarifications and evaluation and award using
- Line management training on reviewing and approving your team's activity and providing feedback

These can be weaved into the customer/stakeholder engagement training or held as separate sessions as part of the 4/5 sessions detailed below .

The training should be tutor led and in person at one or more UK SBS locations for circa 50 employees in smaller cohort groups of circa 10 or 12 over circa 4/5 sessions per cohort group spanning not more than half a day each.

Appropriate rooms with will be provided as will additional break out rooms if needed.

The training session will need to incorporate an element which checks understanding of delegates. This could be in the form of a role play which is observed by the course tutor and feedback provided. This is

important for the stakeholder/customer engagement and management element of training. For the additional aspects understanding can be assessed in a less intensive/individual manner.

Trainers need to be suitably qualified to deliver the stakeholder/customer engagement and management and have appropriate skills and knowledge to incorporate public sector procurement to ensure it is meaningful and relevant to the audience.

2. Aims & Objectives

- To equip all UK SBS Procurement staff with customer/stakeholder engagement and management skills and knowledge to ensure an excellent levels customer experience for all their activities.
- Ensure consistent approach across all category teams and staff grades
- Improve current levels of customer service
- Demonstrate how UK SBS internal processes should be utilised to deliver excellent customer/stakeholder engagement and management
- How public procurement processes can be reflected to deliver excellent customer/stakeholder engagement and management
- Assessment element to training to check delegate understanding

3. Scope

Training will be for all UK SBS buyers across 3 grade levels with a wide range of experience levels from new starter to experienced buyer so content will need to be applicable to all. A key driver is to ensure consistency so will be positioned as a refresher for more experienced staff.

- Category Support – No to little knowledge of Public Procurement
- Category Specialist – Little to advanced knowledge of Public Procurement
- Category Manager – Advanced to expert knowledge

There are circa 50 delegates that will require training. Sessions should be face to face although we will offer a virtual option to those who require it to ensure an inclusive learning experience for all attendees.

It is anticipated that this contract will run from December 2022 to April 2023.

Only one co-hort will be held at the Newport site, all others will be held in Swindon.

4. Requirement

The winning supplier will be required to design the format and materials of the training programme.

The training programmes should encompass all facets of **stakeholder/customer engagement and management** including but not limited to:

- all aspects of communications,
- timeliness & responsiveness,
- effectively assessing and responding to customer needs,
- managing expectations including roles and responsibilities
- delivery

Delegates should come away with the skills and knowledge that make them capable of being able to embed themselves into the customers project team and play a lead role ensuring successful outputs and guide them through the end to end process.

As well as relating to public procurement processes the training should also be aligned to UK SBS internal processes and documents

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5. Deliverables & Timetable

The outputs and deliverables expected at each stage of the project are provided below, these are based on the requirements provided above.

Task 1: Design phase: December 2022 (need to confirm specific dates)

- Kick off Planning session with UK SBS to discuss content and clarify any queries
- Content of the training to be delivered
 - Clear and accessible explanation of the content described above in Requirements
 - Content should be visually engaging
 - Should include UK SBS specific examples and reference UK SBS documentation and processes
 - In a virtual format for presenting to participants, e.g., PowerPoint
 - Inclusion of assessment element & tutor feedback
 - Materials to facilitate activities
- Materials to accompany training
 - This should complement and be used alongside the presentation
 - To include signposting to other resources and examples related to the content.
 - Provided in an electronic format, e.g., pdf
 - Participant and stakeholder feedback on pilot training Design an online form to capture feedback on content, delivery and learning outcomes.

Draft versions of all material to be sent to UK SBS for comment, which include a few rounds of comments. Once UK SBS comments have been responded to, UK SBS will sign off the final version.

Unless otherwise stated in the tender, all outputs from the evaluation training will assume to be owned by UK SBS. The outputs developed for the training will be transferred to UK SBS at times agreed with UK SBS and cannot therefore be used by the winning supplier for purposes other than this piece of UK SBS work. Bidders should be explicit if they intend to use outputs and tools that they have intellectual property rights over and that will not be owned by UK SBS.

Task 2: Delivery of Pilot training: January 2023

- Delivery of pilot cohort
- UK SBS evaluation representatives will attend throughout the pilot training.

After delivery of the pilot training modules, UK SBS will decide whether to continue to roll out the training. If UK SBS decide to continue with the training, the next set of deliverables are outlined below.

Review of pilot training: January 2023

- A review will take place with UK SBS and the supplier on the delivery of the pilot training modules based on feedback from participants.
- Based on the review, if required, amendments will be made to the content material and delivery format.
- Approval by UK SBS of any changes made.

Task 3: Delivery of rolling training programme: February 2023 – April 2023

Delivered in line with the requirements, taking account of changes based on the review and feedback received back from pilot attendees. Between February and April 2023 UKSBS envisage 4/5 training sessions for each cohort being run at the locations specified in the Requirements.

Budget: Estimated value £50k. Payment milestones will be linked to tasks.