**REQUEST FOR QUOTATION – HR CONSULTANT ENGAGEMENT SERVICES**

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1. **PURPOSE**

The purpose of this request for quotation is to invite proposals from service providers to provide HR consultancy services relating to engagement and advice on the future procurement of the managed service provider to supply agency, interims and related resourcing services.

Timetable

|  |  |
| --- | --- |
| **Activity** | **Date** |
| Date of issue of request for quotation | 25 July 2022 |
| Deadline for clarification questions | 12 noon 29 July 2022 |
| Date of return of quotation | 12 noon 8 August 2022 |
| Evaluation period | 8 – 12 August 2022 |
| Commencement of contract | 15 August 2022 |

Table 1 Timetable for request for quotation

1. **BACKGROUND TO THE CONTRACTING AUTHORITY**

## About The London Borough of Lambeth

The London Borough of Lambeth (Lambeth Council) is an inner London borough with huge diversity, energy and possibility. We have long been home to radicals and reformers, entrepreneurs and innovators - people who work together to help change the lives of others and their own. We are committed to delivering great services to the people who live and work in Lambeth, while responding and adapting to the coronavirus pandemic that has impacted the lives of so many people.

At March 2022 Lambeth Council’s had approximately 2,777 permanent and fixed term staff and 500 temporary workers with a total headcount of c3,300. There are a range of office and area-based roles. Hybrid working (i.e. part working from home / part office) is now part of the council’s working practice. The latest workforce data is available on the [Lambeth website](https://moderngov.lambeth.gov.uk/documents/s134370/Appendix%20A%20-%20Workforce%20Corporate%20Committee.pdf).

Lambeth is one of a ring of thirteen local authorities which constitute Inner London. It measures seven miles north to south, and about two and a half miles east to west. The London Borough of Lambeth is the largest inner London Borough with a population of around 324,000. 34% of Lambeth's population are from ethnic minorities - the seventh highest figure for a London borough. Approximately 132 languages are spoken in the Borough and after English the main languages spoken are Yoruba and Portuguese.

Lambeth has a relatively young age profile. Although Lambeth is a largely residential borough, it’s a destination for young, working age people. White people make up 59% of the population.

1. **BACKGROUND TO REQUIREMENT**

Lambeth Council is seeking to appoint a consultant to support the council’s future procurement of a managed service provider (MSP) for the provision of temporary workers and associated services.

1. **SCOPE OF SERVICES**

The successful service provider is expected to provide the following:

* Independent subject matter expertise on the use of MSPs within a London local government context.
* Engagement with key internal users to inform the review and development of the specification and method statement
* Engagement with the market to assist with the procurement off the relevant framework.

 **Out of scope:**

 There are a number of activities outside the scope of services which will be undertaken by the local authority. This includes:

* Council’s internal procurement processes
* Legal and procurement advice
1. **DETAILS OF SCOPE OF SERVICES**

Table 2 below sets out the deliverables of the project. The consultant will be responsible for the successful project management of their services. The consultant will be expected to invoice on successful completion or part completion of these deliverables.

| **Item** | **Deliverables and activities** | **Mode** |
| --- | --- | --- |
| 1 | Provide subject matter expertise on the use of MSPs, critical success factors for successful procurement including the treatment of statutory fees and technical platforms. | Advice (emails and verbal) on Council documentation including tender documents, method statement questions and KPIs |
| 2 | Undertake engagement with internal stakeholders to inform the development of the council’s MSP requirements.  | Online or onsite engagement. Key considerations to inform the revised specification and method statement. |
| 3 | Undertake Market engagement with suppliers on the framework | As agreed. Update report via email |

Table 2 - Proposed deliverables and activities

1. **KEY MILESTONES**

Dates will be subject to change but indicative dates are as follows:

| **Milestone** | **Date** |
| --- | --- |
| Commencement of contract | August 2022 |
| Initial meetings with Council and agreement on key milestones and dates | August 2022 |
| Engagement piece | September through to November 2022 |
| Conclusion of contract | December 2022 |

Table 3 Key Milestones

1. **AUTHORITY’S RESPONSIBILITIES**
* The completion of the procurement process as defined within the council’s constitution.
* Provision of key internal contacts and stakeholders.
* Provision of any relevant documents including council policies and procedures.
* Contact during the request for quote period is Paul Ewing, Head of HR Contracts and Systems pewing@lambeth.gov.uk
1. **VOLUME OF ACTIVITY**

The council cannot guarantee any minimum volumes. However we could expect:

* 3 or 4 engagement activities with internal stakeholders (delivered either virtually or in person)
* Subject matter expertise on MSP procurement on an on-call basis up to 20 days.

**APPENDIX A – SPECIFICATION OF SCOPE OF SERVICES**

# CONTINUOUS IMPROVEMENT -

The Service Provider will be expected to use their advice and expertise to recommend improvements to the delivery of the project.

1. **STAFF AND CUSTOMER SERVICE**

The Authority requires the Service Provider to provide a sufficient level of resource throughout the duration of the HR Consultant specialist roles contract in order to consistently deliver a quality service to all Parties.

Potential Provider’s staff assigned to the contract shall have the relevant qualifications and experience to deliver the Contract.

The Potential Provider 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.

1. **SERVICE LEVELS AND PERFORMANCE**

The Authority will measure the quality of the Supplier’s delivery by weekly reporting and feedback from councillors and other stakeholders.

Should it be necessary, Lambeth or the supplier can cancel services and deliverables not yet provided.

1. **SECURITY REQUIREMENTS**

 Consultants may be required to have a Lambeth ID Badge if on site. Should this be required this will be arranged by Lambeth HR.

1. **REPORTING**

The consultant will be required to provide a weekly update to the council.

1. **PAYMENT**

 Payment can only be made following satisfactory delivery of pre-agreed deliverables.

 Before payment can be considered, each invoice must include a purchase order number, detailed elemental breakdown of work completed and the associated costs. Suppliers will need to be signed up to the Council’s payment platform Oracle.

1. **ADDITIONAL INFORMATION**

 Please refer to the supporting documentation provided by the council including

* [Lambeth Council Constitution](http://moderngov.lambeth.gov.uk/ieListMeetings.aspx?CId=738&info=1&MD=Constitution)
* Contract Terms and Conditions provided as a separate attachment Appendix B – Contract Terms and Conditions
* [Lambeth Workforce Pages](https://www.lambeth.gov.uk/elections-and-council/transparency-and-open-data/lambeth-workforce-information)
1. **LOCATION**

 The location of the Services will be carried out either remotely or at Lambeth Town Hall Brixton Hill SW2 1RW or locations deemed appropriate by the council and consultant.

**APPENDIX B – LAMBETH STANDARD CONTRACT CONDITIONS**



**APPENDIX C QUALITY AND METHOD STATEMENT**

The service provider should be able to demonstrate in a written **submission no longer than four A4 pages** (Arial Font Size 11, Single Spacing) in a format you deem acceptable on the following:

1. Track record in provision of subject matter expertise in managed service providers within a local authority context. (40%)
2. Proposed methodology for engagement with key stakeholders to inform the development of the specification and method statements. (50%)
3. How you propose to add value to the council’s procurement process. (10%)

This will form 60% of the evaluation.

The responses will be marked in accordance with the marking scheme below:

|  |  |  |
| --- | --- | --- |
| Score | Rating | Description |
| 0 | No Response | No proposal has been receivedNote: The response is deemed unacceptable. |
| 1 | Unacceptable | A proposal at this rating:* Builds very little or no confidence that the Tenderer can deliver the requirements due to insufficient evidence of relevant ability, understanding, skills, resources and quality measures;
* Builds very little or no confidence that the Tenderer’s approach/solution will deliver the requirements due to insufficient evidence or an inappropriate approach/solution.

Note: The response is deemed unacceptable. |
| 2 | Poor | A proposal at this rating:* Raises reservations that the Tenderer can deliver the requirements due to insufficient evidence of relevant ability, understanding, skills, resources and quality measures;
* Raises reservations that the Tenderer’s approach/solution will deliver the requirements due to insufficient evidence or an inappropriate approach/solution.

Note: a response at this rating includes reservations which cannot be easily resolved with the Tenderer pre-contract award (i.e. changes which would distort the competition) or during the contract term without impacting time, quality or cost. The response is unacceptable. |
| 3 | Acceptable | A proposal at this rating:* Confirms that the Tenderer can deliver the requirements through evidence of relevant ability, understanding, skills, resources and quality measures;
* Provides an acceptable approach/solution to delivering the requirements utilising standard strategies, plans, tools, methods or technologies.

Note: an acceptable response may include minor reservations that can easily be resolved with the Tenderer pre-contract award (i.e. changes which would not distort the competition) or during the contract term without impacting time, quality or cost. |
| 4 | Good | A proposal at this rating:* Builds confidence that the Tenderer can deliver the requirements through evidence of relevant ability, understanding, skills, resources and quality measures;
* Provides a good approach/solution to delivering the requirements utilising appropriately tailored strategies, plans, tools, methods or technologies.

Note: a good response may include a small number of minor reservations that can easily be resolved with the Tenderer pre-contract award (i.e. changes which would not distort the competition) or during the contract term without impacting time, quality or cost. |
| 5 | Excellent | A proposal at this rating:* Builds a high level of confidence that the Tenderer can deliver the requirements through evidence of relevant ability, understanding, skills, resources and quality measures;
* Provides an exceptional approach/solution to delivering the requirements utilising appropriately tailored and at times innovative strategies, plans, tools, methods or technologies.

Note: an excellent response should not include any reservations. |

**APPENDIX D PRICING DOCUMENT AND SUBMISSION**

Please provide a pricing proposal for:

* 3 or 4 engagement activities with internal stakeholders (delivered either virtually or in person)
* Subject matter expertise on MSP procurement on an on-call basis up to 20 days.

|  |  |  |
| --- | --- | --- |
| **Item No.** | **Deliverables** | **Lump sum cost (£ excl. VAT)** |
| 1 | Completion of internal stakeholder engagement |  |
| 2 | Provision of Subject Matter expertise (20 days) |  |
| **Total for Evaluation** |  |

Please provide a breakdown and lump sum for these deliverables.

Please note the above pricing assumptions is for evaluation purposes only.

This will form 40% of the evaluation and will be evaluated using the following formula:

Price Score =



**TENDER SUBMISSION**

The contact during the request for quote period is Paul Ewing, Head of HR Contracts and Systems, pewing@lambeth.gov.uk

Tenders should be submitted by email to the email address above by the submission deadline of **12 noon 8 August 2022**.