

# **London Borough of Southwark**

## **Southwark Works: Employment Support Service Framework**

### **Section 1: Tender Information**

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### **1. Service Being Tendered**

- 1.1. The London Borough of Southwark ("the Authority") is seeking to establish a Framework Agreement for the delivery of the Southwark Works service.

### **2. Contract Period**

The Framework will run from a period July 2023 – June 2027. Suppliers are invited to bid for the initial call off contracts at the same time as bidding for appointment to the Framework lots. Call off contracts will be awarded for a period of two years, with an option to extend for a further two years.

### **3. Background Information**

- 3.1. The Service is currently outsourced and the current contracts are due to terminate on 30th June 2023.

### **4. The Aim of the Service**

- 4.1. The Framework aims to establish a network of providers that can deliver high quality employment support for Southwark residents who are furthest from the labour market, or who are in insecure and / or low paid work. The Framework will consist of 9 lots.
- 4.2. Detail of the specifics of each lot is available in the Specification (Section 4), paragraph 14.
- 4.3. Providers will be responsible for the core services set out below. These will be finalised during the contracting stage.
- Active outreach and engagement that targets support to lot specific target cohort
  - Participating in and contributing to additional outreach and engagement activity arranged by the Southwark Works Network Coordinator
  - Provision of high quality employment support tailored to the individual needs of clients in the target group
  - In-work support that supports target cohorts to sustain employment and into better work
  - Use of the Southwark Works Customer Relationship Management (CRM) system
  - Providing regular monitoring and reporting to the network coordinator and council
  - Measurement of service impact through a tool such as 'outcome star'; methodology to be agreed across the network at contracting stage
  - Working with appropriate council departments and other organisations to ensure services are delivered to target groups and wider client needs are met
  - Working with all Southwark Works providers to ensure services meet the needs of clients

## **5. Authority's Requirements**

- 5.1. The Framework Agreement including the Call-Off Terms (Section 3a), Collaboration Agreement (Section 3b) and Information Sharing Agreement (Section 10) apply to the appointment of the successful tenderer.
- 5.2. The successful tenderer will liaise and co-operate with the Authority and any former Suppliers to ensure a smooth and seamless transition of the Service, where appropriate.

## **6. Tender Timetable**

- 6.1. The indicative tender timetable is set out below. Tenderers should note the clarification meeting dates. Individual meeting slots will be identified later in the process. Please note that the Authority reserves the right to review and revise this timetable.

<b>Tender timetable</b>	<b>Indicative dates</b>
Invitation to Tender (ITT) issued	13/03/23
Tender return	11/04/23
ITT clarification meetings	25/04/23 and 26/04/23
Notice of Framework appointment and initial call-off contracts award (all lots)	15/05/23
Framework and call-off contracts start date	01/07/23

- 6.2. It is intended that the Service shall commence on the Contract start date or such other date as may be agreed.
- 6.3. The transition from the existing contracts to the new contracts will be discussed with the successful tenderers following contract award.

## **7. Tender Documents**

The Tender documents are listed in the Index of contents, Section 0 – Opening letter.