

London Borough of Southwark Southwark Works: Employment Support Service Framework

Section 8a – Framework Appointment Tender Response Document (lots 1-8)

Supplier Name	PLEASE COMPLETE
Lot response relates to:	Choose a lot

All responses must be given in Arial font, size 11. Responses will only be evaluated up to stated word limit.

All information given in this Tender Response Document will be incorporated into the successful bidder's contract.

Parts 1-3 will contribute towards bidders' quality score, part 4 will contribute to both quality and output score.

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Part 1 – Outreach, needs assessment and client journey (20%)

1.1 Describe how you would engage with clients who meet the eligibility criteria for this lot, and specifically ensure access to services described for this lot.

Based on your understanding of Southwark and the needs of these clients, provide details of your proposed outreach programme; including activities, locations and frequency with details of which council teams you would engage with to build client referral pathways.

700 words

Weighting: 20%

Part 2 – Service delivery (45%)

2.1 Describe your approach to employment support targeted to this lot's client group, with reference to the core outcomes set out in paragraph 4, Table 3 of the Specification and the lot-specific additional outcomes set out in paragraph 14 of the Specification (Section 4). What would a typical client journey look like?

700 words

Weighting: 20%

2.2 Southwark Works is made up of employment support providers that work with specific client groups. Each provider will have their own way of working and services will be delivered from various locations across the borough. How will you work with other providers (including the Network Coordinator and Employer Engagement and Relationship provider) to ensure clients get the best possible service and outcomes are achieved?

500 words

Weighting: 15%

2.3 How would you ensure that clients receive a consistently high level of service, which takes account of the different needs of particular demographic groups?

300 words

Weighting: 10%

Part 3 – Service planning (35%)

- 3.1 a) Describe the staffing capacity required and the staffing structure you will implement; including key roles, key behaviours, skills levels and experience **(15% weighting)**.
- b) Explain how the London Living Wage will be administered, monitored and reported to the Council. In your answer you should specifically address its application to the tenderer's directly employed staff and those of any sub-contractors **(5% weighting)**.

700 words

Weighting: 20%

3.2 Identify any risks to the successful delivery of the services and the achievement of outcomes and outputs. Describe the contingency plans that will be implemented to reduce these risks. In your answer you should also describe how you would address any safeguarding issues.

500 words

Weighting: 15%

Part 4 – Core outputs schedule

Please provide targets in response to the core outputs for each individual quarter in the tables below (non-cumulative).

As detailed in Section 4 – Specification, paragraph 4 and Table 3; lots 1-8 core outputs 2 and 4 and lot 9 core outputs 1 and 4 have minimum requirements, provided as an annual figure. In your response you should detail the **total** you will deliver in each quarter, resulting in total annual figures inclusive of the minimum requirements.

For example, Lot 1, core output 2a + b has a minimum annual requirement of 32 clients starting a job or apprenticeship. A supplier projecting to deliver 80 jobs and apprenticeships (or 40 jobs and apprenticeships per year; comprising of 5 per quarter), would complete the tables as below:

This is for demonstrative purposes only, suppliers will not need to deliver outputs equally over the course of the contract.

Example

2023/24 core outputs		Qtr 2	Qtr 3	Qtr 4	Total
2	a) Number of clients starting a job	8	6	6	20
	b) Number of clients starting an apprenticeship	2	4	4	10

2024/25 core outputs		Qtr 1	Qtr 2	Qtr 3	Qtr 4	Total
2	a) Number of clients starting a job	8	6	6	8	28
	b) Number of clients starting an apprenticeship	2	4	4	2	12

2025/26 core outputs		Qtr 1	Total
2	a) Number of clients starting a job	8	8
	b) Number of clients starting an apprenticeship	2	2

Table 4: 2023 / 2024 outputs schedule

2023/24 core outputs		Qtr 2	Qtr 3	Qtr 4	Total
2	a) Number of clients starting a job				
	b) Number of clients starting an apprenticeship				
4	Number of clients progressing into a better role				

Table 5: 2024 / 2025 outputs schedule

2024/25 core outputs		Qtr 1	Qtr 2	Qtr 3	Qtr 4	Total
2	a) Number of clients starting a job					
	b) Number of clients starting an apprenticeship					
4	Number of clients progressing into a better role					

Table 6: 2025 / 2026 outputs schedule

2025/26 core outputs		Qtr 1	Total
2	a) Number of clients starting a job		
	b) Number of clients starting an apprenticeship		

Table 7 – Total delivered outputs

The below table will be used for output evaluation.

For output 2, please refer to the Specification (Section 4) – Table 3 for annual figures. Figures in this row and the Pricing Schedule (Section 5) will be used in the output evaluation.

For output 4, please refer to the Specification (Section 4) – Table 3 for annual figures. Figures in this row and the Pricing Schedule (Section 5) will be used in the output evaluation.

Q2 2023/24 – Q1 2025/26 core outputs		Initial 2 year contract total (inclusive of minimum requirements)
2	a) Number of clients starting a job	
	b) Number of clients starting an apprenticeship	
4	Number of clients progressing into a better role	