

# London Borough of Southwark

## Southwark Works: Employment Support Service Framework

### Section 9 – Call off contract tender response document (lots 1 – 9)

Supplier Name	PLEASE COMPLETE
Lot response relates to:	Choose a lot
Sub lot (for lot 1 only)	Choose a sub lot

All responses must be given in Arial font, size 11. Responses will only be evaluated up to word limit. Question weightings are given after individual questions.

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

Parts 1-7 will contribute towards bidders' quality score, part 6 will contribute to both quality and output score.

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## Part 1 – Outreach, needs assessment and client journey (15%)

1.1 Describe the needs assessment you would undertake with clients and how you would respond to individual needs. How would you ensure client's aspirations are taken into account in action planning, clients' strengths are recognised and how clients are able to shape and influence the service?

**500 words**

**15% weighting**

## **Part 2 – Service delivery (30%)**

**2.1** How would you deliver job and apprenticeship outcomes that meet the needs of clients within the target client group? Include in your answer how you would secure steps to employment such as training / skills development, work placements, volunteering opportunities and paid internships.

**500 words**

**15% weighting**

2.2 Describe how you would support people to sustain employment / progress into a better job. Include information on how clients:

- are able to access roles that will make a difference to their career or circumstances
- can access the service in a way that meets their needs
- are supported with training and skills development

**500 words**

**15% weighting**

### Part 3 – Service planning (30%)

3.1 Please complete tables 1-3 (milestones) and 8 (mobilisation plan). Explain why these are your additional chosen milestones and how they will add value to the Southwark Works service. Explain how your mobilisation plan will ensure a smooth start to project delivery.

**300 words**

**10% weighting**

3.2 Describe how you would deliver the core outputs (as set out in paragraph 4, Table 3 of the Specification) and the additional lot specific outputs (as set out in the lot Specifications in paragraph 14).

If you are including any additional outputs in tables 4-7, explain how your additional outputs will add value to the Southwark Works service.

**700 words**

**20% weighting**

## Part 4 – Measuring impact (25%)

4.1 Describe how you would manage the use of a contractually required central CRM system, working with the Network Coordinator to ensure staff are confident and compliant in using the system and mandatory information is accurately captured to demonstrate outputs and outcomes.

**300 words**

**10% weighting**



4.2 What are the tools and systems you would use to measure impact and the achievement of wider outcomes (including soft outcomes and social value) over the duration of the contract?

**500 words**

**15% weighting**

## Part 5 – Milestones

Please detail when you will deliver the core milestones included in paragraph 6 of the Specification (Section 4), also list any additional milestones you will deliver. Add further rows as necessary.

**Table 1: 2023 / 2024 milestones schedule**

Quarter	Milestones
Quarter 2	
Quarter 3	
Quarter 4	

**Table 2: 2024 /2025 additional milestones schedule**

Quarter	Additional milestones
Quarter 1	
Quarter 2	
Quarter 3	
Quarter 4	

**Table 3: 2025 /2026 additional milestones schedule**

Quarter	Additional milestones
Quarter 1	

## Part 6 – Outputs schedule

Please provide targets in response to the core outputs for each individual quarter in the tables below (non-cumulative). You should also list any lot specific additional outputs found in Section 4 – Specification, paragraph 14 and any additional outputs you intend to deliver as part of the service in the space provided. Add further rows if necessary.

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. Your breakdown and total figures for these outputs must be the same as your Framework Appointment Tender Response Document figures.

**Table 4: 2023 / 2024 outputs schedule**

2023/24 core outputs		Qtr 2	Qtr 3	Qtr 4	Total
1	Number of clients registered with the project				
2	a) Number of clients starting a job				
	b) Number of clients starting an apprenticeship				
3	a) Number of clients sustaining a job for 26 weeks				
	b) Number of clients sustaining an apprenticeship for 26 weeks				
4	Number of clients progressing into a better role				
5	Number of clients securing a work placement (e.g. work experience, paid internship, volunteering)				
6	Number of clients supported to access accredited skills and training				
2023/24 additional outputs		Qtr 2	Qtr 3	Qtr 4	Total
7	<i>Lot specific outputs are found in Section 4 – Specification (paragraph 14); please insert these and any further outputs you identify</i>				

8					
9					
10					
11					
12					
13					

**Table 5: 2024 / 2025 outputs schedule**

2024 / 25 core outputs		Qtr1	Qtr 2	Qtr 3	Qtr 4	Total
1	Number of clients registered with the project					
2	a) Number of clients starting a job					
	b) Number of clients starting an apprenticeship					
3	a) Number of clients sustaining a job for 26 weeks					
	b) Number of clients sustaining an apprenticeship for 26 weeks					
4	Number of clients progressing into a better role					
5	Number of clients securing a work placement (e.g. work experience, paid internship, volunteering)					

6	Number of clients supported to access accredited skills and training					
<b>2024 / 25 additional outputs</b>		<b>Qtr 1</b>	<b>Qtr 2</b>	<b>Qtr 3</b>	<b>Qtr 4</b>	<b>Total</b>
7	<i>Lot specific outputs are found in Section 4 – Specification (paragraph 14); please insert these and any further outputs you identify</i>					
8						
9						
10						
11						
12						
13						

**Table 6: 2025 / 2026 outputs schedule**

<b>2025 / 26 core outputs</b>		<b>Qtr1</b>	<b>Total</b>
1	Number of clients registered with the project		
2	a) Number of clients starting a job		
	b) Number of clients starting an apprenticeship		
3	a) Number of clients sustaining a job for 26 weeks		

	b) Number of clients sustaining an apprenticeship for 26 weeks		
4	Number of clients progressing into a better role		
5	Number of clients securing a work placement (e.g. work experience, paid internship, volunteering)		
6	Number of clients supported to access accredited skills and training		
<b>2025 / 26 additional outputs</b>		<b>Qtr 1</b>	<b>Total</b>
7	<i>Lot specific outputs are found in Section 4 – Specification (paragraph 14); please insert these and any further outputs you identify</i>		
8			
9			
10			
11			
12			
13			

**Table 7 – Total delivered outputs**

The below table will be used for output evaluation.

<b>Q2 2023/24 – Q1 2025/26 core outputs</b>		<b>Initial 2 year contract total (inclusive of minimum requirements)</b>
1	Number of clients registered with the project	

2	a) Number of clients starting a job	
	b) Number of clients starting an apprenticeship	
3	a) Number of clients sustaining a job for 26 weeks	
	b) Number of clients sustaining an apprenticeship for 26 weeks	
4	Number of clients progressing into a better role	
5	Number of clients securing a work placement (e.g. work experience, paid internship, volunteering)	
6	Number of clients supported to access accredited skills and training	
<b>Q2 2023/24 – Q1 2025/26 compulsory additional outputs</b>		<b>Initial 2 year contract total</b>
7	<i>Lot specific outputs are found in Section 4 – Specification (paragraph 14); please insert these and any further outputs you identify</i>	
8		
9		
10		
11		
12		
13		
14		



## Part 7 – Mobilisation plan

**Table 8: Intended mobilisation plan**

Insert additional rows where necessary.

Date	Activity	Outcome