

Mentoring

Introduction and background

1. The London Borough of Waltham Forest (the “Council”) is looking for a third party to provide training on mentoring.
2. The Council has an extremely agile workforce and promotes the ability for staff to work from home. Most Council staff are working from home during the pandemic and it is likely that any training solution offered will be by digital channels.
3. The Council is looking at two distinct mentoring training packages:

- a. Reverse Mentoring by BAME members of staff for Management Board initially as a pilot.

Reverse mentoring is to be initially offered to Management Board members – currently 6 staff members (including the Chief Executive) to receive reverse mentoring from junior members of staff.

The Council will later roll out this training to a wider selection of senior staff, but for this contract the selected training provider will only be asked to provide the training to the first cohort. Any training after that is to be run by the Council’s Learning and Development Team.

- b. Senior Management Mentoring

Mentoring to be offered to middle/lower levels of staff by members of the top 40 manager group.

Additionally, training/support and guidance is requested to enable the Council’s Learning and Development Team to provide support to those participating in the scheme and training the trainer for training future participants.

4. The Council’s mentoring solution offered will assist in the Council responding to its equalities and diversity pay gap and provide additional routes for staff to develop and achieve their potential.
5. The Council’s mentoring solution will provide all necessary course documentation, training guidance, and any associated workbooks. Additionally, any training required for the mentoring scheme administrators (the Learning and Development team) to administer the matching process and enabling them to offer guidance and support to the mentor and mentees for a success outcome to the mentoring process.

Brief

6. The Council is looking to work with the supplier that will provide a training solution, and associated course materials which will achieve the following:
 - a. Training/information/guidance for members of staff who will feel confident and secure in offering reverse mentoring support to members of the Management Board Team.
 - b. Training/information/guidance for members of management board who will receive reverse mentoring.
 - c. Training/information/guidance for managers who will provide traditional mentoring to junior staff members to assist in their development.
 - d. Training/information/guidance for staff who will receive traditional mentoring from senior managers to assist in their development.
 - e. Review current mentoring framework/documentation produced by the Council and suggest improvements.

It is expected that the training will be delivered in group sessions with a number of sessions on start up in November 2020.

- Initially, reverse mentoring will be offered to 6 management board members, and 6 staff. As this is the first time the Council is undertaking reverse mentoring, an option to provide further support if necessary should be considered.
- Traditional mentoring will be initially offered by the top 40 managers to middle and lower level staff members.
- Additionally, training, support and guidance will be given to the Learning and Development Team (and such others as the Council wishes to assist with the on-going provision of the scheme) to support the scheme so that they can provide appropriate intervention and guidance to mentors and mentees as necessary.

The Learning and Development team will have the necessary skills to administer the scheme, including matching mentors with mentees, offering guidance to participants as required, as well as training future mentors and mentees.

The supplier will provide all course materials, guidance, and associated training materials in addition to initially providing the training for the reverse mentoring and traditional mentoring schemes. The council will have the Intellectual Property rights in all the documents and materials produced.

Approach

7. We would like tenderers to:

- **Provide a Training approach to the brief set out above**
- **Based on the above requirements demonstrate their solution**
 - Advise on how courses will be run including numbers of attendees that can attend each course.
 - Advise on whether mentors and mentees would be trained together or separately.
 - Advise on course content for each of the five requirements.
 - Explain any ongoing support for this initiative.
 - Advise on what materials will be provided and can be referred to for ongoing provision of the mentoring initiative.
 - Advise on what training will be available for the scheme administrators and numbers of staff who can attend this training.
 - Provide details/information of previous solutions offered in other organisations.
 - Provide timelines for the delivery of the solution offered.

Expected outcomes

8. Suppliers should provide a proposal that covers:

- a) Description of the training offered
- b) Implementation methodology
- c) What support will be provided to the Council
- d) What requirements/further information is needed to provide the solution.
- e) Examples of past contracts for similar organisations, including issues faced and how they were resolved.

- f) Clear identification of the costs of the Mentoring Training to be provided. Our preference is to have this broken into training costs for reverse mentoring and traditional mentoring models.
- 9. A presentation which demonstrates to the Learning and Development Team, and Senior Management the product offered, examples of work in previous organisations, and the outcomes that this training achieved.

Evaluation

10. The proposals will be evaluated as follows:

Price: 50%

The Council's maximum budget for this contract is £10k. The Council cannot consider quotations that are not within this budget. However, Bidders may specify a "core" offer (which cannot exceed £10k) as well as optional modules/components which can be swapped with specific elements of the core offer. Bidders must be clear about which elements of the core offer are interchangeable with any optional modules/components.

This should be presented in a per course rate – broken into

1. Reverse mentoring training for mentors and mentees (along with length of course and a price for both group and one to one training). Include optional further support sessions following initial training (provide hourly rate)
2. Traditional mentoring training (along with length of course and numbers of staff who can be trained at each session)
3. Train the trainer training for future participants (along with length of course and numbers of staff who can be trained at each session)

The supplier will provide all course materials, guidance, and associated training materials in addition to initially providing the training for the reverse mentoring and traditional mentoring schemes. The council will have the Intellectual Property rights in all the documents and materials produced.

Lastly, price should show any follow up training/ongoing costs that are required (if any) if not included in the above.

Quality: 50%, with sub-criteria as follows:

Solutions content and relevance (including mentoring documentation, guidance and workbooks) – 20%

Support at contract implementation and duration – 10%

Examples of past contracts for similar organisations, including issues faced and how they were resolved (please note these may be verified with the clients). – 10%

Presentation/Demonstration of the solution 10%

11. The quality responses will be scored in accordance with the following scoring scale:

Score	Score Comment	Score Rationale
5	Excellent Response	Proposal meets the required standard in all material respects with a fully comprehensive response submitted in terms of detail and relevance with no negative indications or inconsistencies.
4	Good Response	Proposal meets the required standard in all material respects. Response submitted meets the Contract aims with no negative indicators or inconsistencies.
3	Acceptable Response	Proposal meets the required standard in most material respects, but there are either some minor omissions of important factors or negative indications that reduce the extent to which the Contract aims will be achieved.
2	Unsatisfactory Response	Proposal falls short of achieving expected standard in a number of identifiable respects.
1	Unacceptable Response	Proposal significantly fails to meet the standards required, contains significant shortcomings.
0	Non-compliant Response	Completely fails to meet required standard or does not provide a proposal.

Please note that suppliers must reach the minimum score of 3 for each question in order to be invited to the presentation.

Procurement timetable

Issue tender	23 rd September 2020
Clarification questions deadline	6 th October 2020
Deadline for response	8 th October 2020
Deadline for proposal submissions	12 th October 2020
Presentations	20 th October 2020
Suppliers notified of outcome	27 th October 2020
Project kick-off meeting	29 th October 2020
Delivery	29 th October 2020 – 29 th January 2021

Insurance

As a standard requirement, bidders should confirm their insurance cover as per below:

- Employers Liability – no less than £5,000,000
- Public Liability – no less than £5,000,000
- Professional Indemnity – no less than £2,000,000