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Tender

NCC830B BEST Transformation Delivery Partner

Northumberland County Council

F02: Contract notice

Notice identifier: 2023/S 000-017205

Procurement identifier (OCID): ocds-h6vhtk-03c34c

Published 16 June 2023, 2:20pm

Section I: Contracting authority

I.1) Name and addresses

Northumberland County Council

County Hall

Morpeth

NE61 2EF

Contact

Ms Lauren Morgan

Email

lauren.morgan@northumberland.gov.uk

Telephone

+44 1670622550

Country

United Kingdom

Region code

UKC21 - Northumberland

Internet address(es)

Main address

<http://www.northumberland.gov.uk>

Buyer's address

<http://www.northumberland.gov.uk>

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://procontract.due-north.com/>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://procontract.due-north.com/>

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

NCC830B BEST Transformation Delivery Partner

Reference number

DN668978

II.1.2) Main CPV code

- 79400000 - Business and management consultancy and related services

II.1.3) Type of contract

Services

II.1.4) Short description

Northumberland County Council (the Council) is experiencing increasing pressure and challenge going forward in terms of a changed demand and expectations following Covid and the ever-increasing financial pressures and predicted funding gaps. The Council is preparing to procure a Delivery Partner that will support the Council's three year transformation journey (BEST) to make the Council more modern, efficient, and fit for purpose whilst delivering sustainable financial savings.

BEST is not about cutting services, but about transforming the way services are delivered and how the Council operates to achieve the best outcomes for our customers, staff and residents. In summary, the key aims are:

Improved customer experience

Enhanced experience for staff

Improved efficiency and effectiveness following a Best Value approach

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKC21 - Northumberland

II.2.4) Description of the procurement

BEST comprises 7 workstreams to Improve value for money, ensure effective delivery of customer and resident needs, and to improve organisational effectiveness:

Best Service to Customers

Best Use of Resources

Best Use of Technology

Best Value for Money

Best Use of Assets

Best Talent and Opportunity

Best In Class Commissioning

The Council intends to conduct a Restricted Procurement Procedure.

Scope of Services

To realise the vision and achieve the pace of change the Council recognises it needs support from an experienced Delivery Partner to support 5 of the above workstreams together with programme management support.

Specific projects for delivery which require specialist partner expertise, including:

- (i) Workforce Blueprint (Job Families Model), Design and Implementation of Business Centres of Excellence, Transactions Hub, Corporate Business Support Functions
- (ii) Research, design and implement and alternative business support/admin operating model, creating centre of excellence, considering automation of processes and integrating of functions
- (iii) Category Management, Commissioning Framework, Networked Model of Commissioning and Communities First Modelling

(iv) Customer Insight and Digital Customer Services, automating end to end processes and paperless

(v) Streamline Technical Architecture, Information Architecture and Support in the review of IT / Digital team service structures including job descriptions.

The initial budget is circa £3million for the core deliverables as detailed in Schedule 2 ITT Specification however the successful Partner is expected to share via risk and reward for additional benefits realised subject to the agreement of the Partner and Council.

Cashable savings over the next 3 years are estimated to be circa Low £17.5m High £38.2m as detailed in the Strategic Business Case. However, the Council considers that with the support and expertise of a suitably experienced Delivery Partner, additional savings opportunities will be achievable, for which the Delivery Partner will be 'rewarded' for additional benefits realisation.

Additional information available in ITT documentation

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

36

This contract is subject to renewal

No

II.2.9) Information about the limits on the number of candidates to be invited

Envisaged minimum number: 5

Objective criteria for choosing the limited number of candidates:

As detailed in the selection questionnaire

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

3 x 12 months optional extensions available

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

As detailed in the procurement documentation

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

III.2) Conditions related to the contract

III.2.3) Information about staff responsible for the performance of the contract

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Restricted procedure

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-011552](#)

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

17 July 2023

Local time

12:00pm

IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates

31 July 2023

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 3 (from the date stated for receipt of tender)

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.4) Procedures for review

VI.4.1) Review body

High Court of England and Wales

Royal Courts of Justice, The Strand

London

WC2A 2LL

Email

Adam.Smith01@northumberland.gov.uk

Country

United Kingdom