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Contract

NCC830B BEST Transformation Delivery Partner

Northumberland County Council

F03: Contract award notice

Notice identifier: 2023/S 000-032447

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

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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

UKC2 - Northumberland and Tyne and Wear

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.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.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £2,886,110.41

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKC2 - Northumberland and Tyne and Wear

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 has conducted 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.

II.2.5) Award criteria

Quality criterion - Name: Approach and Methodology / Weighting: 25

Quality criterion - Name: Communication / Weighting: 10

Quality criterion - Name: Application of Experience and Capabilities / Weighting: 15

Quality criterion - Name: Risk and Reward Methodology / Weighting: 10

Quality criterion - Name: Social Value / Weighting: 10

Price - Weighting: 30

II.2.11) Information about options

Options: Yes

Description of options

3 x 12 months option to extend

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 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 000-017205](#)

Section V. Award of contract

Title

NCC830B BEST Transformation Delivery Partner

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

19 October 2023

V.2.2) Information about tenders

Number of tenders received: 4

Number of tenders received from SMEs: 0

Number of tenders received by electronic means: 4

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Deloitte LLP

1 New Street Square

London

EC4A 3HQ

Country

United Kingdom

NUTS code

- UKC2 - Northumberland and Tyne and Wear

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £2,886,110.41

Section VI. Complementary information

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

Country

United Kingdom