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Tender

Online platform to deliver HR and workforce Metrics surveys and data benchmarking for local authorities across the country

LONDON COUNCILS

F02: Contract notice

Notice identifier: 2023/S 000-033361

Procurement identifier (OCID): ocds-h6vhtk-041784

Published 10 November 2023, 4:48pm

Section I: Contracting authority

I.1) Name and addresses

LONDON COUNCILS

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LONDON

SE10AL

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+44 2079349722

Country

United Kingdom

Region code

UK144 - Lewisham and Southwark

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

<https://www.londoncouncils.gov.uk/>

I.3) Communication

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

<https://www.londoncouncils.gov.uk/who-we-are/about-us/tenders-and-expressions-interest>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.londoncouncils.gov.uk/who-we-are/about-us/tenders-and-expressions-interest>

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

Other activity

Local Authority Joint Committee

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Online platform to deliver HR and workforce Metrics surveys and data benchmarking for local authorities across the country

Reference number

LC/2023/11/10

II.1.2) Main CPV code

- 72320000 - Database services

II.1.3) Type of contract

Services

II.1.4) Short description

London Councils is seeking to procure an online platform to collect and hold HR metrics data and allow local government organisations to enter their own survey data and access a range of outputs. The aim is to enable participating local authorities to:

- compare and assess their performance across a range of HR measures;
- use data insights to help assess workforce capacity and delivery of services;
- through benchmarking with other local authorities facilitate improvement and innovation

The benchmarking of HR data enables evidence-based decision making on key issues. It empowers councils to assess performance and drive improvement. Councils can compare their performance on HR indicators and see where performance sits in relation to others, which can lead to the sharing of workforce policies and practices that will improve and innovate service.

The application will provide results/benchmarking information, charts, pdf reports, scorecards, dashboards and Excel spreadsheet outputs that users can generate online.

The online application is required to be operational for use from 1 April 2024 with a contract period of three years until 31 March 2027. There will be an option to extend this

end date by one (1) year plus one further year.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 79330000 - Statistical services

II.2.3) Place of performance

NUTS codes

- UKI - London

II.2.4) Description of the procurement

The overall objective is to deliver an online platform/website that allows users to upload data directly and download summary outputs. Other key objectives include:

- Data Analysis: Analyse HR data to provide insights and key metrics that when compared with other councils data aid in decision-making and strategic planning.
- Reporting: Generate customizable and interactive reports and dashboards to track key workforce/ HR metrics and trends.

We are looking for a service provider that has the ethos of working with us as a partner, rather than merely be a provider of a fixed service/ product. We want a provider that has a disposition toward enhancement and development of the service as part of the core service offering, without recourse to formal variations to the contract and price.

We recognise that time and cost can be involved in the development of amended or new survey requirements. Whilst significant development costs will be reimbursed, we hope that the chosen service provider will be prepared to absorb the time, effort and cost of product development if it facilitates innovation or improvement in the service provided. There is a formal change request process outlined below at section 24.

HR metrics service requirements

Group one - The HR Metrics Club list of surveys required for 2024-2025 and each subsequent year (April to March financial year) is anticipated to include:

- Chief Officers' Pay
- Pay & Benefits (excluding Social Care)
- Pay & Benefits (Social Care)
- Human Capital Metrics
- HR Outputs
- HR Resources
- Terms & Conditions
- Trade Union Membership & Facility Time
- Agency Children's Social Workers (CSW) pay & numbers data
- Analysis of DfE CSW data
- Gender Pay Gap reporting
- Agency Adults Social Workers pay & numbers data
- Chief Executives London Committee (CELC) Diversity, Service and Pay band survey
- Bespoke individual user surveys allowing users to create smaller, one-off surveys to which other users can respond
- Pulse surveys created 'on the fly' through a web interface

This full list of surveys, and their output requirements, can be found at Appendix A of the ITT. Data for the surveys is collected and published on a rolling timetable throughout the year, with roughly one per month. A full data collection and publication timetable for 2024-2025 is available on request.

Group Two - The NARE Workforce Metrics Group require collection of a core set of HR workforce metrics focused on headcount and full time equivalent numbers of staff for different categories of data, e.g. gender, ethnic groups, disability, age bands, together with agency staff numbers. This limited data set should help to identify the overall size and scope of the workforce and is sufficient to enable broad analysis and comparison with other types of authorities and/or regions. The national workforce metrics survey requirements are listed at Appendix B of the ITT.

Going forward there is scope to expand this core data set and link into, provide and utilise LGA workforce survey data including training spend, training days, turnover, vacancy rates, sickness rates, and percentages of women, ethnically diverse, disabled staff in the top 5% of earners.

Additionally, the LGA have recently issued a group of workforce capacity surveys to capture council data on the use of agency staff and the current and future capacity needs in the following skill shortage areas:

- adult social care
- finance (in partnership with CIPFA)
- building control (in partnership with Local Authority Building Control, LABC)
- environmental health
- children's social care
- IT (in partnership with SOCITM)
- legal.

Going forward data and specific questions from these surveys may be collected and analysed by the online platform provider. An outline of the information collected from these surveys is outlined in Appendix B of the ITT.

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

Start date

1 April 2024

End date

31 March 2027

This contract is subject to renewal

Yes

Description of renewals

There will be an option to extend this end date by one (1) year plus one further year.

II.2.10) Information about variants

Variants will be accepted: Yes

II.2.11) Information about options

Options: No

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

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

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

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

The procurement is covered by the Government Procurement Agreement: No

IV.2) Administrative information

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

Date

10 January 2024

Local time

12:00pm

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

English

IV.2.7) Conditions for opening of tenders

Date

10 January 2024

Local time

12:30pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic invoicing will be accepted

Electronic payment will be used

VI.4) Procedures for review

VI.4.1) Review body

London Councils

London

Country

United Kingdom