

Invitation to Tender

for

Service Delivery Reviewer Consultancy Services

November 2008

1. Overview of Scottish Public Services Ombudsman (SPSO)

The Scottish Public Services Ombudsman (SPSO) is the final stage for complaints about organisations providing public services in Scotland and deals with complaints about councils, the National Health Service, housing associations, the Scottish Government and its agencies and departments, colleges and universities and most Scottish public bodies. She is an independent public official appointed by HM The Queen on the nomination of the Scottish Parliament. Her decisions can be judicially reviewed by the Court of Session.

The Ombudsman's Investigation Reports must be laid before the Scottish Parliament and are all available on her website - <http://www.spsso.org.uk/reports/index.php>.

Approx 47 staff are based at her offices in Edinburgh. Details of the Ombudsman's team are available at: <http://www.spsso.org.uk/about/index.php>

The Ombudsman's most recent Annual Report is available at: <http://www.spsso.org.uk/foi/article.php?id=86>

2. Service Delivery Reviewer - Scope

The Ombudsman is inviting tenders for the provision of consultancy services relating to reviewing service delivery complaints.

The purpose of this work will be to investigate complaints about the way in which the SPSO carries out its work in cases where the SPSO itself has been unable to resolve the matter under its internal complaints procedure.

The Service Delivery Reviewer will look at the manner in which the complaint has been handled. Aspects to consider include, but are not limited to:

- Whether staff have met their obligations to treat the complainant politely and professionally and in a way that is clear, avoiding jargon;
- If there have been delays in the delivery of our service;
- If we have acted impartially, based our decision on the facts and clearly explained our reasons;
- Whether we have provided an accessible service.

The current Service Delivery Complaints Procedure can be found on the SPSO website at <http://www.spsso.org.uk/complain/article.php?ssi=36>

Key Deliverables

The Service Delivery Reviewer will be accountable on a day-to-day basis to the Ombudsman, without compromising the Service Delivery Reviewer's independence.

The Service Delivery Reviewer will endeavour to complete each case within 15 working days of receipt of background information on that case from the SPSO. In the first two quarters of this year SPSO has received 10 service delivery complaints, one case was referred to the Ombudsman, who is currently acting in the role of Service Delivery Reviewer.

The process may include analysing internal and external correspondence and interviewing relevant staff. Access will be granted to those teams at the SPSO who had initial contact with the complainant.

For the purpose of the Service Delivery Reviewer's work, they will have access to all relevant files.

The Service Delivery Reviewer will be required to issue a final report to the complainant and the Ombudsman with recommendations relating to improvements of processes and procedures within the SPSO and matters relating to efficiency and effectiveness of complaint resolution.

Additional responsibilities

The Service Delivery Reviewer will be required to produce a quarterly summary of complaints handling for consideration by the Executive Board and the Audit Advisory Committee.

Each financial year around April/May the Service Delivery Reviewer will be required to produce a formal report about their work on complaints in the previous year for inclusion in the SPSO's Annual Report. The first report will be required on 1 May 2009, reporting on the period from the point of award of contract to the end of March 2009.

The Service Delivery Reviewer may be required to carry out a follow-up audit of any major non-compliance and this shall be carried out at the same fixed day rate and terms and conditions as the individual case work unless otherwise agreed between both parties.

Please note the Service Delivery Reviewer will not need to be involved in case decisions but can draw the Ombudsman's attention to trends,

recurrent failures or weaknesses in the complaints procedure if they feel appropriate.

3. Invitation to Tender Response

Your proposal should include:

- A sample report reviewing the service delivery aspects of a mock case, based on those which you have produced for previous clients or an employer (de-personalised). This is so that we can get an insight in to the likely format of the reports that you will produce for us;
- Details of what quality assurance procedures you have or would put in place to ensure that you deliver a consistent, high quality service;
- Details of relevant experience including evidence of a history of effective complaint resolution;
- Your CV highlighting relevant skills, experience and training in relation to handling complaints, and advising on and driving continuous improvement in customer service delivery;
- Details of at least 3 Reference Sites;
- Our expectation is that we will be dealing with one dedicated Service Delivery Reviewer throughout the duration of the contract. Resource should not be substituted without prior written consent from the SPSO. Please confirm that you are able to satisfy this requirement;
- Also please advise if you are aware of any Conflict of Interest in providing services to the SPSO;
- Please advise if you are self employed or if you are an employee of a company;
- Please also advise what level of Professional Indemnity Insurance and Public Liability Insurance cover you / your company has in place.

4 Contract Terms

4.1 Length of contract

The contract will be for a 1 year term, commencing 1 January 2009.

4.2 Location

Office space can be made available within the SPSO's office in Edinburgh. The Service Delivery Reviewer may also choose to work from elsewhere.

4.3 Confidentiality

All records, working papers, reports and other information held by the Service Delivery Reviewer in fulfilling this contract will remain the property of the SPSO. At the end of the contract all applicable paperwork must reside with the SPSO.

The Service Delivery Reviewer must undertake not to publish or communicate the results or content of any of their work to anyone other than the SPSO and the complainant. This undertaking continues beyond the life of the contract.

Any breach of confidentiality of contract or restricted information will constitute a material breach of contract and enable the Regulator to terminate the contract.

5 Pricing

All pricing should be submitted in GBP.

A day rate or half day rate should be provided (based on a 7 hour working day). VAT should be listed separately. It is anticipated that the work will be conducted at our offices in Edinburgh or at the Service Delivery Reviewer's own premises. Therefore expenses will not be applicable for this work.

Rates should be fixed for the duration of the contract.

6 ITT Process

6.1 Questions

Any questions relating to this ITT should be sent via e-mail to fpaterson@spsso.org.uk

6.2 Proposal Submission

Your response should include:

<p>Table of Contents (with corresponding page numbers relating to the proposal)</p>	
<p>Executive Summary A brief summary demonstrating your understanding of the SPSO's requirements and the day rate or half day rate in GBP for the duration of the 1 year contract term.</p>	
<p>Main Response To aid the evaluation process you should ensure that your response is in the format outlined below:</p> <p>Schedule 1: Approach (as per section 3)</p> <ul style="list-style-type: none"> Sample Report (De-personalised). Details of Quality assurance procedures. Relevant Experience Curriculum Vitae highlighting relevant skills, experience and training. At least 3 Reference Sites. Confirmation of dedicated resource. Statement re: Conflict of Interest. Confirmation of status – self-employed or employee of a company. Details of Professional Indemnity and Public Liability Insurance cover. <p>Schedule 2: Pricing (as per section 5)</p> <p>Please clearly state any assumptions you have made in formulating your proposal.</p>	

Your proposal must be sent via e-mail to fpaterson@spsso.org.uk by 1700 hours on 8 December 2008.

The subject header should be: TENDER DOCUMENT: Ref: 001 Service Delivery Reviewer.

7. Evaluation Process and Criteria

Upon receipt the SPSO will review and evaluate the proposal. The SPSO may request clarification from the Service Delivery Reviewer if there are questions concerning the proposal.

Proposals will be evaluated on:

- Understanding of the SPSO's requirements
- Quality of draft sample report
- Evidence of quality management procedures
- Skills and relevant experience in relation to complaint resolution, complaint handling and continuous improvement in customer service standards
- Reference Sites (previous Client list) or references
- Meetings with Reviewers (those that are short-listed, if appropriate)
- Value for money

8. ITT Terms and Conditions

8.1 Confidentiality

The Service Delivery Reviewer will not issue any public statements or otherwise disclose any information concerning this ITT, the process and its participation in the process without the prior written approval of the SPSO.

8.2 Legal Disclaimer

This ITT is an invitation to propose and does not in any manner create an offer or other obligation on the part of the SPSO to enter into any contract.

All expenses and costs incurred by the Service Delivery Reviewer in completing, submitting and delivering the bids, together with any costs incurred during the post tender stage, will be to the adjudicator's account. The SPSO are not bound to accept the lowest or any bid.

8.3 Use of Information

This ITT and any other information furnished hereunder shall be used solely for the purpose of responding to this ITT. Reproduction of any part of this ITT is authorised only to the extent necessary for the preparation of your response. The Service Delivery Reviewer shall ensure that all such copies are destroyed when no longer required in connection with this ITT. The above shall supersede any confidentiality agreements between the SPSO and the Service Delivery Reviewer.

9 Timeline

An indicative timetable is outlined below. The SPSO reserves the right to amend the dates if required.

Issue Invitation to Tender	26/11/08
Response Due Date	10/12/08
Bid Analysis	10 – 19/12/08
Meetings with shortlisted Service Delivery Reviewers	06/01/09 – 07/01/09
Award contract subject to agreeing terms and conditions	16/01/09