

LONDON BOROUGH OF NEWHAM

Opportunity:	Employee Engagement Platform
Closing date:	14th March 2022

1 Introduction

- 1.1 The London Borough of Newham is the most ethnically diverse local authority in the UK. Nearly three quarters of our residents are from Black, Asian and minority ethnic communities, and no one ethnic group accounts for more than one fifth of the population.
- 1.2 As the local council, we employ over 3,500 people to provide Newham residents with a wide range of public services, including social care, education and housing. Inspired by the Black Lives Matters movement, we recently launched *Tackling Racism, Inequality and Disproportionality*, an ambitious programme of work that aims to dismantle systemic racism and ensure Newham is a beacon of social change.
- 1.3 We have also launched our *Future Newham* programme, the transformation of the organisation to better enable it to deliver its ambitious corporate strategy, improving the lives, place and opportunities for the people of Newham.
- 1.4 As part of both of these programmes, we have committed to frequent engagement with our employees, including through the use of regular and pulse surveys.
- 1.5 To achieve this we are now looking for a provider who can partner with the council to implement an employee engagement platform. For further information about our *Tackling Racism, Inequality and Disproportionality* programme and our *Future Newham programme*, please see:
- Appendix A: Overarching Programme Diagramme - Tackling Racism, Inequality and Disproportionality
 - Appendix B: Future Newham Workplan on a page

2 Objectives

- 2.1 In investing in an employee engagement platform, the Council wishes to engender an organisational culture where employees feel:
- aligned to our organisational values
 - motivated and productive
 - enabled to positively impact on their workplace and working conditions

3 Requirements

We are looking for a provider who can provide an employee engagement platform that:

- 3.1 Provides a great user experience for those completing the surveys, creating the surveys and viewing the results
- 3.2 Is simple and intuitive, thereby encourage usage and completion of and participation in surveys
- 3.3 Provides real time analysis of response - has analytics that will enable us to analyse our results / data by location, and team, manager, division and directorate, as well as demographics, and present data in multiple forms.
- 3.4 Has a flexible intuitive reporting system built for managers – providing our managers with clear, understandable, intuitive reports that help them stay in tune with their teams.
- 3.5 Has a dashboard that is optimized for quick understanding and action. That includes reporting features like item breakdowns, heat maps, comment analysis, highlights and more.
- 3.6 Provides key focus areas and best practices recommendations to guide managers and the Council to generate action plans and implement them before the next survey takes place
- 3.7 Anonymises employees survey responses and complies with GDPR legal requirements
- 3.8 Has mobile compatibility, with smartphones and tablets– not all our employees have access to the council’s email system
- 3.9 Can be operated independently by ourselves following implementation, with minimal support.

4 Provider

We are also looking for a provider that will provide the council with a responsive and reliable service. A partner that will work with us to prioritise our goals and understand what the council wants to discover from its surveys.

5 The Contract

- 5.1 We have a maximum annual budget of £35,000
- 5.2 The contract will be for 3 years

5.3 We anticipate to 'go-live' and undertake our first comprehensive staff survey in May 2022.

6 To Apply

6.1 If you would like to be considered for this contract, you are required to register on the Council's e-tendering portal, Oracle Fusion –

<https://www.newham.gov.uk/council/procurement-%E2%80%93-buy/2>

Once you are registered, please email Rebecca Brown at rebecca.brown@newham.gov.uk and you will be forwarded a link to respond to the tender via the portal. If you have any questions please contact Rebecca by email or call 07932 683 304.

6.2 Download the response template from the portal and upload when completed.

6.3 Your submission should include:

6.3.1 Contact details of two referees

6.4 The deadline for submission is midday, Monday 14th March 2022

6.5 Timescales

Task	Timescales
Brief issued to prospective providers	11 th February 2022
Deadline for responding to our brief	14 th March 2022
Evaluation and appointment of successful provider	March 2022
Undertake 1 st comprehensive staff survey	April 2022

7. Criteria for selection

Criteria	Weighting
A description of how the provider's product meets the requirements set out in our specification	35%
Details of how your product has been implemented in other large, complex public sector organisations	10%

Please provide 2 case studies and references related to the services provided.	10%
Provide a link to a product demo or video, which we will use to assess user experience	15% No longer that 20 minutes