

## RedQuadrant frameworks

Our current frameworks are:

- ESPO\_664 Consultancy Services (via ESPO)
- NEPRO (via Bloom Procurement Services)
- Management Consultancy Framework RM3745
- Management Consultancy Framework 2 (MCF2) RM6008
- NHS Shared Business Services, Consult18
- G-Cloud 10 (via the Digital Marketplace)
- Digital Outcomes and Specialists 3

Most of these frameworks cover a large proportion of the work we do, and our work can be procured through direct call-off in almost all cases, or mini-competition.

For information and guidance on which contract is most appropriate, email [frameworks@redquadrant.com](mailto:frameworks@redquadrant.com) or call John Wheeldon on 07887 442487

## **ESPO\_664 Consultancy Services**

Run by: [ESPO](#) / PRO5

**Summary:** ESPO's Consultancy Services framework is designed to create a simple and efficient solution for those looking to procure trustworthy advice from pre-approved suppliers.

**How it works:** Customers need to be registered as a supplier with ESPO. This is a simple process which involves engaging with ESPO and signing the access agreement. Buyers choose the competition route appropriate to their needs.

**Competition:** The customer has two methods of access that will result in a contract with their chosen service provider; direct award or further competition. Lot 10 – Strategic Projects is purely further competition.

**Pricing:** Our standard rates are below – lot 10 does not have fixed prices. ESPO charge a 1% retrospective rebate on the total delivery of all work, submitted by quarterly return.

### **Categories:**

Our services are available through ESPO on the following lots:

- Lot 1 – Business Services
- Lot 2e – Revenues and Benefits
- Lot 4b – Social Care (Adults)
- Lot 4c – Social Care (Children)
- Lot 6b – Strategic IT Services
- Lot 7 – Leisure, Culture and Tourism
- Lot 8e – Housing and Housing Support
- Lot 8f – Planning, Valuation and Infrastructure
- Lot 9b – Marketing, Communications and PR
- Lot 10 – Strategic Projects

## NEPRO / Bloom

Run by: [Bloom](#)

**Summary:** NEPRO is a fully OJEU compliant procurement offering that is auditable at every step, from business case, to approvals, to supplier performance.

**How it works:** Bloom manage the overall process, receive payment from the client, and pay us once delivery is evidenced (usually through the sign off of a monthly highlight report).

**Competition:** Buyers can choose to run a mini competition, or appoint a specific supplier. Bloom shortlist and select potential suppliers in conjunction with the client so we won't see all the opportunities coming through this route.

**Pricing:** There are no fixed rates to adhere to but NEPRO take 5% fee from the total charged to the client which needs to be absorbed into our overall costs.

### Categories:

- Organisational & Change Management
  - Strategic Change
  - Structural Change
  - Changing Attitudes & Behaviour
  - Change Management Strategy
  - Re-Engineering Systems & Processes
  - Operational & Organisational Diagnosis
  - Effective Change Management
  - Service Transformation
  - Service Rationalisation
  - Sustainability
  - Transformation
  - Culture Change
  - Organisational Diagnosis
  - Restructuring & Managing People
  - Performance Management
  - Leadership Development
- Business Strategy
  - Business Planning
  - Service Transformation & Rationalisation

## **Management Consultancy framework RM3745**

Run by: [Crown Commercial Service](#)

**Summary:** This framework, the successor to Consultancy One, provides a compliant, cost effective way for central government and the wider public sector to access a variety of consultancy advice from a wide range of suppliers.

**How it works:** As lead bidders on the framework we will receive all opportunities and circulate them to our pool of sub-contractors as appropriate.

Our consortium of subcontractors currently consists of the Public Service Transformation Academy, Whitehall & Industry Group, Skills for Care, NCVO, Lifethrive Limited, Fractal, Citizens Online, Catalyze, Browne Jacobson LLP, Breaking Blue Research, Basis, Arrk, Aldaba, Adaptus Consulting LLP, and Quadrant Resourcing.

**Competition:** The majority of opportunities we will see will be open to everyone on the lot. There are two different ordering procedures provided within the framework, but further competition is the default option. For contracts less than nine months duration direct award is available by following the criteria set out in the framework.

**Pricing:** There is a CCS management charge of 1% of all charges for the services invoiced to contracting authorities through the framework (net of VAT) in each month throughout a contract.

### **Categories:**

The services of RedQuadrant and our consortium are available from 21 November 2017 on the following lots:

#### **Lot 4 - HR**

Advice on HR for the management, implementation and client side delivery of HR policies and programmes to support HR and Corporate strategies. This includes consultancy on role design, organisational strategy, change and development of people policies, strategies and objectives to support new structures. Development of performance management and cultures to build organisational, team and individual performance.

#### **Lot 5 - Health and community**

Covers a wider range of areas, including:

- Social and public health policy
- Housing needs, supply, funding and support
- Hospital management
- Primary care
- Learning disabilities and related conditions
- Charity and Third Sector Organisations (TSOs)
- Mental Health
- Judicial and community support
- Policing and security

- Substance misuse and addiction
- Alternative Delivery Model
- Capital Asset Strategy

### **Lot 8 - ICT and Digital**

Advice and ICT expertise for the development of strategy, pre design solutions and assurance of implementation for ICT business improvement projects to assure delivery. This includes but not exhaustively ICT health checks, strategy development, requirements specification, system design and implementation to a controlled steady state, underpinned by ISO 9001 QMS and ISO 27001 Information Assurance processes.

## Management Consultancy Framework 2 RM6008

Run by: [Crown Commercial Service](#)

**Summary:** This framework was designed to complement RM3745 Management Consultancy Framework (MCF), offering a range of consultancy services. Support includes advice on business consultancy, strategic, complex and transformation issues, and procurement, supply chain and commercial matters.

**How it works:** As lead bidders on the framework we receive all opportunities that we are shortlisted for on Lot 1. CCS provides a supplier short listing tool, which buyers can use to help them create shortlists for lots 1 and 2.

**Competition:** The majority of opportunities we will see will be open to everyone on the lot. There are two different ordering procedures provided within the framework, but further competition is the default option. For contracts less than nine months duration direct award is available by following the criteria set out in the framework.

**Pricing:** There is a CCS management charge of 1% of all charges for the services invoiced to contracting authorities through the framework (net of VAT) in each month throughout a contract.

### Categories:

The services of RedQuadrant are available on the following lot (277 total suppliers):

#### *Lot 1 Business Consultancy*

Provision of objective Business Consultancy advice relating to strategy, structure, management or operations of an organisation, in pursuit of its purposes and objectives. Such advice will be provided outside the 'business-as-usual' environment when in-house skills are not available and will be timelimited. Consultancy may include the identification of options with recommendations, assistance with or delivery of, the implementation of solutions.

- Business case
- Business consultancy
- Business policy strategy
- Business sourcing
- Capability development
- Change management
- GDPR
- HR
- ICT
- New service development
- Options appraisal
- Policy review
- Project management
- Risk & opportunity management
- Risk and compliance

- Sales & marketing
- Sustainability
- Value for Money reviews

## NHS Shared Business Services, Consult18

Run by: [NHS Shared Business Services](#)

**Summary:** This framework was set up to implement a contractual vehicle to facilitate the procurement of quality and value for money for Multidisciplinary Consultancy Services, encompassing a range of professional services. This framework is open to NHS and Public Sector organisations with associate membership to NHS SBS within the UK.

**Duration:** 03/07/18 – 02/07/22

**How it works:** We receive new opportunities either by direct email or through portal notifications. Often we need to opt in/express interest to confirm that we wish to proceed with being involved in a procurement activity. They may ask for us to complete a capability statement as part of this. Pricing options include day rates and also the possibility to agree innovative pricing models.

**Competition:** Buyers can use both DIRECT AWARD (Ability to directly award a contract to approved suppliers on the framework providing a timely and compliant route to market to meet your requirements) and MINI COMPETITION (Opportunity to run a mini competition to meet the bespoke requirements of each organisation; as well as helping to drive further competitive pricing).

**Pricing:** NHS SBS charge a management fee of up to 1% of the net turnover of sales. We need to report on all spend through the framework on a monthly basis.

### Categories:

Our services are available on the following lots:

LOT 1- Healthcare Business Consultancy – Leadership, Governance & Strategy

Provides specialist consultancy and advisory services related to the provision of support for the leadership and management of healthcare organisations, including matters of corporate/ organisational governance and strategy

LOT 2-Healthcare Service, Development & Transformation

Provides specialist consultancy and advisory services related to the operational delivery, development and transformation of services provided by healthcare organisations, including matters of business/service improvement and performance.

LOT 4-Health & Community

Health and community covers services in the community that enable people to live healthy, fulfilled and independent lives. Community health services cover a wide range of care, from supporting patients to manage long-term conditions, to treating those who are seriously ill with complex conditions.



#### LOT 5-IT Consultancy

ICT and Digital includes specialist consultancy and advisory services related to the use of data and information used within the Public Sector, including the review, planning, implementation, monitoring and evaluation of activities/ systems associated with the delivery of services.

#### LOT 7-HR

Advice on HR for the management, implementation and delivery of HR policies and programmes to support HR and Corporate strategies. This may include but is not limited to consultancy on role design, organisational strategy, change and development of people policies, strategies and objectives to support new structures. Development of performance management and cultures to build organisational team and individual performances.

#### LOT 10- Ancillary Consultancy Services

Multidisciplinary advisory services covers a broad range of consultancy services, it is anticipated that this lot will be used for general management consultancy. In addition where the scope of work is particularly wide ranging and broad in nature and the scope of service does not fall under any of the other lots. Providers will only be awarded onto Lot 9 – Ancillary Consultancy Services if they are successfully awarded onto at least one other lot.

## G-Cloud 10

Run via: [Digital Marketplace](#) (CCS)

**Summary:** G-Cloud is specifically designed to provide cloud support services to help clients set up and maintain your cloud software or hosting services.

**How it works:** We have listed a number of specific, defined services on the Digital Marketplace. These are searchable and buyers need to search for the most appropriate service to meet their needs.

**Competition:** Buyers need to undertake a tracked search to refine their options based purely on the service that suits them. They can offer a direct award if they find an appropriate service or conduct a further competition where necessary.

**Pricing:** The management charge for G-Cloud is currently set at 0.75% of all charges invoiced to buyers (excluding VAT).

### Categories:

We have nineteen services listed on the Digital Marketplace via G-Cloud 10:

- Building a business case for channel shift for transition to cloud services
- Certified Agile Master – in public services
- Change navigation and ‘breaking the shell’ for transition to cloud services
- Contact channel strategy for transition to cloud services
- Customer contact healthcheck for shift to cloud services
- Customer insight for transition to cloud services
- Customer segmentation for service transition to cloud
- Delivering channel shift to the cloud and realising benefits
- Demand analysis for transition to cloud services
- Digital service transformation business care review and workshop
- Enterprise architecture for transition to cloud services
- Estimating digital service uptake rates and digital inclusion needs
- Programme, portfolio and project management
- Project acceleration (technical business analysis and Agile improvement)
- Rapid agile prototyping
- Resource optimisation for transition to cloud services
- Scrum for service design (people, IT & cloud)
- Service design for transition to cloud services
- Training - Service Transformation Masterclasses

## Digital Outcomes and Specialists 3

Run via: [Digital Marketplace](#) (CCS)

**Summary:** This is a framework set up by Crown Commercial Service for public sector bodies who have a need for a compliant procurement vehicle to access digital outcomes, specialists and supporting services

**Duration:** 28/09/18 – 27/09/19

**How it works:** We are registered as a provider of both digital outcomes and digital specialists. Buyers needing support advertise their requirement as a brief through the Digital Marketplace and suppliers capable of delivering the work receive notifications of any appropriate opportunities they could help support.

**Competition:** When we see an appropriate opportunity, there is then a process of initial application involving quality yes/no questions, usually followed by subsequent evaluation stages (e.g. written proposal, interview) determined by the buyer.

### Categories:

The Services covered by this procurement are divided into 4 Lots:

- Lot 1: digital outcomes
- Lot 2: digital specialists

### *Lot 1: Digital Outcomes*

We have said we can provide support on the following Digital Outcomes:

#### Performance analysis and data

- Performance frameworks
- Performance reporting

#### Service delivery

- Agile coaching
- Agile delivery
- Business analysis
- Digital communication and engagement
- Product management
- Programme management
- Project management
- Service management

#### User experience and design

- Accessibility
- Brand development
- Content design and copywriting
- Information architecture
- Prototyping

- Service design
- User experience and design strategy

#### User research

- Creating personas
- Quantitative research
- User journey mapping
- User needs and insights

#### *Lot 2: Digital Specialists*

Individual specialist roles we have said we can provide are:

- Agile coach
- Business analyst
- Delivery manager
- Performance analyst
- Portfolio manager
- Product manager
- Programme manager
- Quality assurance analyst
- Service manager
- User researcher