



Changing Lives • Creating Futures

Date: 31st May 2019

Dear Sirs,

Invitation to Tender – Employment Law Support Services

The Board of Service Six is reviewing its Human Resources arrangements for August 2019 onwards. This letter is to invite you to put forward a proposal for the work outlined below.

About Service Six

Service Six is a regional registered community charity based in Northamptonshire but also currently working across Leicestershire and Milton Keynes. We are a multi-award-winning organisation working within the UK's Charities Evaluation Service PQASSO Framework and the British Association for Counselling & Psychotherapy (BACP) 'Accredited Service' status. Service Six is a recognised specialist provider of outcome based professional therapeutic, support, diversionary and activity services for thousands of hard to reach children, young people, adults and families per year.

Service Six offers bespoke support and therapeutic programmes for individuals and a range of free activities and support services targeted at the most vulnerable members of our communities. Service Six' services and projects aim to reduce youth anti-social behaviour, increase school attendance and attainment, raise aspirations and increase the life chances of children struggling with often complex and chaotic lives. Through our support services Service Six addresses a wide range of issues such as Anger Management, Anxiety, Low Mood or Self-harm alongside a range of life skills teaching sessions, including cooking, healthy relationships, bullying and online safety.

Service Six' commercial offer includes bespoke Wellbeing training courses to other professionals, thematic conferences and Wellbeing support for employers and their employees, amongst other exciting and creative ideas to generate income for the charity, enabling sustainability and free accessible support services for children and young people in the future.

Our team consists of Youth & Support Workers, Social Workers, ex-Police officers, Therapists and Counsellors, Office Administrators, Bookkeeper and Volunteers.

For further information on the organisation; please refer to the organisation's website:
www.servicesix.co.uk

Copies of recent financial statements and reports can also be found on the organisation's website:
<http://about.servicesix.co.uk/report.html>

Period of Appointment

The initial appointment will be for one year with the potential to extend this to three years dependent on a satisfactory relationship and performance.

Tender Process

Each firm will be required to submit a written proposal setting out your capabilities, the key elements of your service and team as well as your proposed fee by 2nd July 2019. During the period 3rd June 2019 to the 18th June 2019 we invite you to either hold a telephone call or come in and have a meeting with the Chief Executive and a Trustee in order to obtain further information about the Charity and our requirements. Please contact Claudia Slabon; Chief Executive 01933 277 520/ claudiaslabon@servicesix.co.uk if you wish to arrange a meeting.

After the proposals have been received and management meetings have taken place, a shortlist of proposers will be identified who will be asked to make a presentation to Board members including a question and answer session. These presentations will take place between the 8th July 2019 and 12th July 2019. More precise timings will be confirmed in due course.

Description of service required

Service Six has a staff of 20 (16.3WTE). In addition, we have 25 counsellors who are independent contractors and work as and when required; and two further contractor positions. Contracted individuals are not included in the staff numbers or wage bill, though can occasionally raise HR management issues.

The wage bill is currently £392,107pa.

There is no in house staff HR expertise.

Employment Law Support

Service Six requires support in areas such as:

- Grievances
- Disciplinary
- Conduct
- Capability
- Sickness absence
- Redundancy
- Dismissals and appeals
- Mediation services
- Parental leave
- Holiday pay
- Policies and procedures
- Contracts
- Drafting of letters
- Relevant Employment Law updates.

Legal Proceedings

Service Six requires you to handle any case and represent us where an employee resorts to legal proceedings such as an Employment Tribunal.

Accessibility

Service Six would predominantly require Employment Law support during normal working hours. However, please state the hours of your service provision availability.

We require unlimited telephone and email contact with a support team; and the opportunity to meet face to face for service reviews and more complex HR issues.

Policies and Procedures

We require guidance on our HR policies and procedures to ensure best practice.

We require an audit of our practice at the commencement of this contract to ensure a positive base. Access to model documents would be helpful.

Indemnity

On the basis of having adhered to your advice we require indemnity against any costs namely professional fees arising from defending legal proceedings against us by an employee in respect of an employment dispute or breach of employment legislation.

Further we require insurance against any award of compensation ordered by an Employment Tribunal or employment settlement negotiated by you against Service Six in respect of a breach of employment related legislation where Service Six is represented by yourselves.

Other service elements

Please outline any other service components that are included in your core service package; or that are optional additions (with costs), for example health and safety support and/or e training packages.

Proposal requirements and criteria on which a decision will be made:

1) Details of your firm

- summary of the potential benefits to Service Six of selecting your firm;
- organisation structure as it is relevant to this engagement;
- information regarding relevant sector experience and experience of clients comparable to the Charity in organisational status and size;
- description of the internal processes used for quality assurance.

2) Understanding of the Charity

- demonstrate a clear understanding of the nature of Service Six's business and the structure of the organisation;
- demonstrate an understanding of the key risks that the Charity currently faces.

3) Resourcing

- names and positions of those in the service team who would be our contacts and support, their location and relevant experience;
- information on how the partner will be involved in the contract delivery;
- succession planning and steps to ensure staff continuity;
- references for the firm and each core team member.

4) Approach and transition

- explanation of your approach and how this would be aligned to the Charities specific needs;
- how you would transition into Service Six;
- relevant previous experience with similar companies.

5) Independence and governance

- details of your internal practices to ensure compliance with independence requirements and freedom from conflicts of interest;
- confirmation from your firm that it will take all necessary steps to ensure its independence.

6) Fees

- competitive fee quote to complete the services as detailed above;
- the basis on which fees will be determined in future years;
- general overview of the schedule and timings of billings.

References

Please also provide details of up to three clients that we can contact for references.

Submission

The proposal documents should be sent in PDF format to Claudia Slabon; claudiaslabon@servicesix.co.uk or post to Service Six, FAO Claudia Slabon, 15 Sassoon Mews, Wellingborough, NN8 3LT. The deadline for receipt of the proposal is 2nd July 2019. No tender will be opened prior to this deadline so please make all correspondence clearly identifiable.

We would be grateful if you will confirm your willingness to participate in the selection process and your ability to meet the stated deadline by 18th June 2019 by email to Claudia Slabon: claudiaslabon@servicesix.co.uk

For further information or clarification please contact: claudiaslabon@servicesix.co.uk

Confidentiality

By accepting this invitation to take part in the tender process, you agree to keep in confidence all information provided to you, whether written or verbal communication, in relation to the tender process and/or in relation to Service Six's business generally which is not already in the public domain, to use it only for the purposes of this tender and for no other reason and not to disclose any of the said information to any third party.

You will bear any costs and expenses incurred by you in relation to this tender and the said information shall be kept confidential unless it lawfully becomes public knowledge.

Yours sincerely

Claudia Slabon
Chief Executive
Service Six

