

Template Services Specification

*Words in italics are guidance.* Words not in italics are suggested for inclusion in the Specification.

1. **Introduction & Background**
   1. **High level details of purpose & aims of service –** *overall, what are the outcomes you are trying to achieve from this contract? Limit yourself to no more than 5 outcomes. A good way of writing an outcome statement is to consider: Who/What the subject of the outcome is/ what the Change/Desired Effect is, what the Expected Results are and By when you want them to be achieved. Also append any relevant School Strategies/Policies.*
   2. **Nature and scope of current service** *including any service metrics/data the more information you can give, the easier it will be for the supplier to price. The more data they have, the less risk they will need to ‘price in’ to their contract.*
   3. **LSE Responsibilities***it is helpful to outline LSE responsibilities under the contract and stipulate ‘the Supplier will be responsible for all other elements of the contract.*
   4. **Brief description of key stakeholders**
   5. **Partnership working –** *Details of any requirements to work with specific partners (e.g other universities/organisations) or integrate with existing contracts/services.*
2. **Implementation / Mobilisation requirements**
   1. The Supplier is required to provide a list of key tasks and activities required to mobilise and implement the contract by the following date [insert date]. Time will be of the essence in this contract.
   2. The Supplier must identify the time and resource implications required from LSE in order to implement and mobilise the contract, being mindful of the LSE Responsibilities above.
   3. A post-implementation review will take place within 3 months of the contract start date.
3. **Description of service to be provided**
   1. **List of service elements and key processes or activities to be carried out by the Supplier.** *It is advisable to include the wording* ‘and any other tasks as necessary to ensure the effective and efficient functioning of the service and achievement of the stated outcomes’
   2. **The different service users and their needs** *– include feedback from existing service users if this is available (e.g surveys, feedback reports). This will help the supplier to understand key challenges at LSE.*
   3. **Location of service delivery** *The geographical location of service delivery and where the provider will need to be based, if this is relevant. For example, if you are procuring a reactive maintenance contract, you will need the supplier to be able to attend site within a certain time e.g 1 hour.*
   4. **Access to services** *How it is intended that service users will be referred or otherwise enter the service (inclusion/ exclusion and threshold criteria) and how this will be communicated to the supplier. Normally you would name an Authorised Officer, or several Authorised Officers, who would be the only people allowed to refer individuals to the service.*
   5. **Hours of service** *Hours of operation for the service and whether out of hours emergency services are required. Include required timescales for a response to a service referral.*
   6. **Staffing Levels** *Expectations/requirements in relation to staffing levels, training, qualifications and experience. If you are unsure of the kinds of training and qualifications individuals should have, normally a Google search will give you a reasonable idea. You should also enter requirements such as professional supervision and HR/employment standards.*
   7. **Training**  - *Detail any training you require the supplier to provide. Ensure you specify whether you want this training to be face-to-face if that is the case.*
4. **Monitoring and Reporting requirements**
   1. **Service Level Agreement & Key Performance Indicators** *– You may want to develop your own SLA and KPIs for the contract, but it is often best to state* ‘the Supplier will be required to develop an SLA and KPIs in consultation with LSE and will be required to meet these standards throughout the contract term. The SLA and KPIs will include reference to complaints received under the contract’.
   2. **Quality Control** – The Supplier is required to review and report on the quality of the service as agreed with LSE and LSE reserves the right to audit the service to ensure it is being delivered in accordance with the Specification.
   3. **Communication requirements with the Contract Manager** *– frequency and regularity of data reporting; frequency and regularity of contract review meetings. Normally you would ask for a monthly or quarterly report and quarterly or annual review meetings; depending on the complexity and value of the contract.*
5. **Pricing**

All pricing provided under the contract will be deemed inclusive of all set-up, integration, implementation, delivery, ancillary costs and expenses. Any day rates quoted under the contract will be inclusive of all expenses.

1. **Contract Exit and Handover**

The Supplier is required to organise and attend a contract exit meeting in which lessons learned from the contract are discussed and recommendations for improvement on both sides are proposed. Under the contract the supplier is required to liaise with the existing provider.

*Compliance with LSE Policies, procedures and systems*

*Please refer to* [*http://www.lse.ac.uk/intranet/LSEServices/policies/home.aspx*](http://www.lse.ac.uk/intranet/LSEServices/policies/home.aspx) *and ensure you have checked and included all applicable policies in your tender. Please also review the checklist below to make sure you have consulted the appropriate colleagues in developing your Specification:*

* *Sustainability – refer to Sustainable Procurement Toolkit on the Procurement webpage.*
* *IMT – if the service includes provision of any hardware, software or online/ Cloud services or if LSE data will be stored, you will need to ensure they have met IMT requirements.*
* *Communications - if the service includes use of the LSE logo/brand; you will need to ensure you have included LSE’s Style Guide in the Specification.*
* *Estates – Maintenance – If you are purchasing anything which will need to be maintained and therefore might need to go on the School’s Asset Register.*