

Multi operator framework for service design

Detailed description:

Dublin City Council has an ongoing programme of organisational transformation that aims to improve, redesign and transform service delivery and customer experience across our service range. Dublin City Council now requires professional service design and design thinking support for their Transformation Unit in order to enhance their service offerings to the organisation, and to develop the capabilities and maturity of service design within the Council. The City Council is seeking to put a multi-party framework in place of suitably qualified tenderers to provide hands-on service design and design thinking support and expertise to the City Council. Support is sought specifically to develop and establish service design methodologies and practice in a City Council context, to develop customer insight and stakeholder engagement methodologies, to provide hands on service design support to ongoing projects, and to develop skills and capabilities of key stakeholders and staff across the organisation. Service design and design thinking strategies will be applied to support internal business process improvements, to support new service or product design, and to support citizen-facing services and process redesign to drive and deliver improvements. Two Frameworks will be put in place - The Initial Contract for Lot 1 is to work in conjunction with the Transformation Unit and the Housing & Community Services Department to carry out a review using a service design approach to the City Council Community Grants Scheme and make recommendations on how the process and scheme can be improved. The Initial Contract for Lot 2 is to design and deliver a Service Design and Design Thinking Basics for Local Government course to be delivered to 25 staff that covers the main concepts, approaches and tools of service design and design thinking and demonstrates their practical application to local government services and its operating environment

Type of contract:

Services

Response deadline (Irish time):

07/06/2022 17:00:00

CPV codes:

73000000-2 Research and development services and related consultancy services

73300000-5 Design and execution of research and development

80000000-4 Education and training services

80500000-9 Training services

80510000-2 Specialist training services

80511000-9 Staff training services