

AWARD CRITERIA

INVITATION TO TENDER REF: CPD/004/117/081

EVALUATOR'S NAME:

POTENTIAL SUPPLIER'S NAME:

Mandatory Criteria

Criterion	Threshold
Tender affordable against the budget envelope. Costs submitted by Potential Suppliers must not exceed the total budget stated in Table 4 of the Specification (Annex A).	Pass/Fail.

Quality Criteria

Criterion (Total Weight)	Question No.	Sub-criterion	Weight (%)	Score (0-4)	Weighted Score	Minimum Threshold
1. Implementation & Transition	1.1	Implementation Plan With specific consideration to the requirements set out in paragraphs 4.76 to 4.79 of the Specification, Potential Supplier should provide: I. a written implementation strategy and a detailed, un-costed project plan (in MS Word format) which include, but are not necessarily limited to, clear identification of the following: a. key milestones and priorities having specific regard to the service implementation and transition timescales, and a clear critical path to successful mobilisation of all service requirements; b. core activities to be undertaken and breakdown of the associated resource profiles; c. identification of any obligations on DCLG, the Incumbent Contractor and / or any other parties which are essential to ensuring successful implementation, and an effective communication and escalation approach with regards all relevant parties; d. identification of key risks and a proactive and project specific approach to risk management. e. a clear approach for ensuring seamless and transparent service transition for Customers, with no significant gaps, and for ensuring there is no reduction in service quality during transition.	10		0	n/a
2. Resources & Structure	2.1	Resources & Structure With specific consideration to the requirements set out in the Specification, Potential Supplier proposals should set out: I. a proportionate and flexible approach to resourcing each element of the service; II. full team structure of staff, including sub-contractors, and their roles and responsibilities, and rationale for why this structure has been chosen; III. the relevant experience, skills and expertise of all personnel and sub-contractors working on the programme, including: a. staff producing and managing the Portal and on-line content; b. staff providing technical and expert demand-led advice; c. staff assessing grant and technical support applications; d. staff delivering the technical support packages; e. staff providing demand and financial forecasting data; IV. the internal management processes, including clear and effective governance and management processes and lines of control, issue resolution, staff reporting and review arrangements; V. the approach to selecting, appointing and managing the performance of any sub-contractors used; VI. how the structure will satisfy national coverage requirements whilst accounting for varied local needs and environments.	2		0	n/a
3. Service Design & Delivery Methodology	3.1	On-line Portal & Resources With specific consideration to the requirements set out in paragraphs 4.2 to 4.13 of the Specification, Potential Suppliers should provide a proposal setting out: I. design of a new on-line portal specific to the Neighbourhood Planning support services which is suitable for the intended audience and their needs, provides the required functionality and access to services, and is easy to navigate for both the Customer and the Contractor; II. delivery of the on-line services using an appropriate flexible and adaptable, open source approach that is compliant with all relevant standards; and which is sufficiently supported via internal/external arrangements, including but not limited to hosting, back up and maintenance. III. how the portal content and any on-line resources will be suitably updated and aligned with the content on the relevant GOV.UK pages, whilst avoiding any unnecessary duplication and providing a seamless experience for Customers; a robust and efficient approach for initial and on-going review and improvement of on-line resources, which ensures they support Customer need and Contract objectives in an optimal manner.	5		0	n/a
	3.2	Advice Service With specific consideration to the requirements set out in paragraphs 4.14 to 4.21 of the Specification, Potential Suppliers should provide a proposal setting out the how they will: I. use and maximise the most cost-effective communication channels, including sign-posting to on-line content where appropriate, whilst being sensitive to different Customer types and needs; II. provide quality advice to all, including those with particularly complex or specialist planning needs, and including any onward referral processes where necessary; III. provide responsive advice to address emerging issues, policy developments and / or to plug identified gaps; IV. ensure any particularly complex or sensitive Customer issues, including stakeholder disputes, are appropriately managed and / or escalated as necessary; V. integrate an initial screening / diagnostic process that efficiently ascertains whether the Customer should and / or could receive funded support.	5		0	n/a
	3.3	Customer & Champions Network With specific consideration to the requirements set out in paragraphs 4.22 to 4.25 of the Specification, Potential Suppliers proposals should set out how they will: I. promote Neighbourhood Planning Champions in a cost effective manner, ensuring there is a robust pipeline of suitably experienced and knowledgeable individuals at local and national level; II. encourage and facilitate voluntary, self-sufficient, and freely accessible peer-to-peer networks which effectively share advice and guidance via the most appropriate channels; III. manage actual, perceived and potential conflicts of interest with regards network participants and Champions; IV. implement a communications strategy which will disseminate key messages to relevant stakeholders in a timely manner, and which helps engage all prospective Customers and stakeholders throughout England, including developers, builders and other organisations representing the interests of communities at national, regional and local level.	2		0	n/a
	3.4	Grant and Technical Support Applications With specific consideration to the requirements set out in paragraphs 4.26 to 4.49 of the Specification, Potential Suppliers proposals should set out how they will: I. ensure application forms are appropriately and flexibly designed to suit the varied Customer base, and provide effective functionality for both the applicant and the assessor, having due regard to the eligibility criteria; II. ensure the application and assessment process allows both the Contractor and DCLG to make appropriate award decisions and approvals in a suitably informed, objective, and timely manner. This shall also include specific SLA proposals regarding timescales for making and communicating assessment decisions to Customers and the Grant Administrator, as indicated in Schedule 1, Part B of the Specification; III. proactively and transparently prevent and manage potential fraud, impropriety and conflicts of interest; IV. provide proportionate and transparent evidence that grant award decisions made without input from DCLG have been subject to appropriate assessment.	5		0	n/a
	3.5	Technical Support Packages With specific consideration to the requirements set out in paragraphs 4.50 to 4.57 of the Specification, Potential Suppliers proposals should set out: I. the proposed content of all Technical Support packages, including all scenarios (simple, medium, complex), to reflect the range of Customer needs and to help deliver Contract objectives, and which will provide meaningful and tangible improvements to plans; II. the process for ensuring the range and content of Technical Support packages is and remains optimal and is responsive to emerging and / or changing Customer needs, policy developments and Ministerial priorities; III. how Technical Support packages will be delivered to the Customer, including demonstrably realistic and proportionate timescales for delivering each and every type of support package; IV. a robust, transparent and proportionate approach for demonstrating to DCLG that packages are being and / or have been delivered on time and to a sufficient level of quality, as indicated in Part B and Part C of Schedule 1 of the Specification.; V. where neighbourhood planning policies are included in the Technical Support provided, the ability to defend these policies at examination where necessary.	10		0	n/a

4. Service and Contract Management	3.6	Customer Relationship & Data Management System (CRMS) With specific consideration to the requirements set out in paragraphs 4.58 to 4.62 of the Specification, Potential Suppliers proposals should set out how they will: I. employ an appropriate, central CRMS that is sufficiently supported via internal/external arrangements with regards hosting, back-up and maintenance; II. ensure information/data is managed and transferred appropriately and efficiently between all parties (the Contractor, sub-contractors, DCLG, Customers) in a timely and accurate manner, including compliance with relevant information handling and data security standards; III. ensure the CRMS allows the Contractor to collect, store and present data in a suitably coherent and appropriate manner; IV. use the CRMS to support other service requirements as necessary, including integration with the on-line Portal and advice service where appropriate, and provision of the management information and reporting requirements set out in Schedule 1 (Contract and Performance Management); V. use the CRMS to help understand the impact that support provided under the Contract is having.	5		0	n/a
	4.1	Demand and Financial Management With specific consideration to the requirements set out in paragraphs 4.63 to 4.71 of the Specification, Potential Suppliers proposals should set out how they will: I. use appropriate systems/processes to accurately capture and measure quantitative forecast and actual service demand data, and to calculate the related monthly and annual budget commitment and cash-flow profiles, as indicated in Schedule 1 – Part C (Management Information); II. identify an appropriate set of forecasting assumptions and sensitivities, translate those assumptions into quantifiable impacts where appropriate, and pro-actively monitor and manage assumptions and sensitivities on an on-going basis; III. account for and adhere to government financial accounting and reporting requirements as appropriate, including Managing Public Money. IV. use appropriate demand and financial management techniques to successfully deliver a highly volatile, demand led service within budget and ensure continuity and quality of service is maintained throughout the Contract; V. use relevant information and techniques to help DCLG direct funding and support to where there is the most appropriate need and/or where it can be most effectively used to deliver current and developing Contract objectives.	5		0	n/a
	4.2	Performance Management and Reporting With specific consideration to the requirements set out in paragraphs 4.80 to 4.84 of the Specification, Potential Suppliers proposals should set out how they will: I. appropriately capture, record and present all relevant management information and performance data in a timely, concise yet meaningful manner; II. implement and maintain a robust, transparent and proportionate performance measurement regime to ensure, and be able to demonstrate, all SLAs (as set out in Schedule 1 of the Specification) and deliverables are met; III. implement and utilise clear and robust processes and arrangements to manage any service delivery failures and ensure these are remedied in required timescales and to the appropriate standard, including clear escalation processes; IV. use service information and data to provide an annual report detailing progress on levels of homes planned for and housing delivery in neighbourhood planning areas, and the impact of the Contract on neighbourhood plans, in line with previous reports.	5		0	n/a
	4.3	Financial Distress & Business Continuity Planning With specific consideration to the requirements set out in paragraphs 4.80 to 4.84 of the Specification, Potential Suppliers should provide robust financial distress and business continuity plans which set out how they will: I. implement relevant and appropriate internal governance arrangements and business continuity specific risk management procedures; II. proactively monitor any events or circumstances that may affect their operational or financial ability to meet their obligations under the Contract; III. manage any such circumstances so as to minimise or remove any risk to the continued and proper delivery of the services; IV. ensure DCLG is notified in an appropriately transparent and timely manner of any relevant matters, notwithstanding the related reporting requirements already set out in Schedule 1 – Part C of the Specification.	2		0	n/a
	4.4	Working with Other Parties With specific consideration to the requirements set out in paragraphs 4.72 to 4.73 of the Specification, Potential Suppliers proposals should set out how they will: I. work in collaboration and partnership with DCLG, GDS, the Grant Administrator and any other relevant third parties to deliver the services; II. ensure processes are in place for appropriate escalation and timely decision making, demonstrating a clear understanding of the responsibilities of each party; III. ensure learning is captured and shared effectively where applicable for the mutual benefit and improvement of the service; IV. identify and leverage complementary services and information available from other / third parties, ensuring there is no unnecessary duplication.	2		0	n/a
	4.5	Exit Strategy With specific consideration to the requirements set out in paragraphs 4.74 to 4.75 of the Specification, Potential Suppliers should set out a robust strategy and project plan (in MS Word format) for exiting the Contract, in order to ensure a successful transition back to DCLG or to a new Contractor, including but not limited to: I. outline of key dates and actions in the run up to expiry and post-expiry for provision of data, including any closedown of services and application deadlines for individual technical support packages to account for their delivery timescales,; II. communication strategy for ensuring timely and appropriate staff engagement and stakeholder contact, etc. III. how all data and assets held as part of the Contract shall be appropriately identified, tested and transferred; IV. how key sub-contractors shall be managed during the transitional period; V. how roles which might be in scope for Transfer shall be identified, including those of key sub-contractors, and the relevant data captured; VI. the key personnel / management structure for the transitional period; VII. how service quality standards will be maintained and there are no significant breaks in service, so Customers experience a seamless transition; VIII. the key dependencies / obligations on the part of DCLG, any new Contractor or any other parties key to a successful exit and transition and how these will be managed, including an effective communication and escalation approach with all relevant parties IX. identification of key risks and a relevant risk management approach.	2		0	n/a
	Weighting Sub-total		60			
			TOTAL SCORE		0	

Price Criteria						
Criterion	Question No.	Sub-criterion	Weight (%)	Score (0-4)	Weighted Score	Minimum Threshold
Implementation Costs	5.1	<p>1. Scored in accordance with the Office of Government Commerce's Lowest Cost Price Scoring methodology. The lowest price tender achieves the maximum score and all other tenders are reduced by reference to the lowest price using the formula below.</p> $100 - \left[\left(\frac{\text{Tenderer's Price} - \text{Lowest Price}}{\text{Lowest Price}} \right) \times 100 \right] = \text{Percentage Multiplier}$ <p>For the avoidance of doubt, any tender price which is double that of the lowest price tender will receive a zero score for this criterion.</p>	2		0	n/a
Technical Support Packages	5.2	<p>1. Scored in accordance with the Office of Government Commerce's Lowest Cost Price Scoring methodology. The lowest price tender achieves the maximum score and all other tenders are reduced by reference to the lowest price using the formula below.</p> $100 - \left[\left(\frac{\text{Tenderer's Price} - \text{Lowest Price}}{\text{Lowest Price}} \right) \times 100 \right] = \text{Percentage Multiplier}$ <p>For the avoidance of doubt, any tender price which is double that of the lowest price tender will receive a zero score for this criterion.</p>	18		0	n/a
All Other Costs	5.3	<p>1. Scored in accordance with the Office of Government Commerce's Lowest Cost Price Scoring methodology. The lowest price tender achieves the maximum score and all other tenders are reduced by reference to the lowest price using the formula below.</p> $100 - \left[\left(\frac{\text{Tenderer's Price} - \text{Lowest Price}}{\text{Lowest Price}} \right) \times 100 \right] = \text{Percentage Multiplier}$ <p>For the avoidance of doubt, any tender price which is double that of the lowest price tender will receive a zero score for this criterion.</p>	10		0	n/a
Weighting Sub-total			30			
TOTAL WEIGHTED PRICE SCORE					0	
TOTAL WEIGHTED SCORE					0	: Excluding Sta

Stage 2						
Potential Suppliers who qualify for Stage 2 will be invited to attend a 1 hour presentation session at DCLG's premises in London on Wednesday 29th November 2017. The interview session will consist of:						
a) A presentation by the Potential Supplier in MS PowerPoint format, of no more than 8 slides in length and 30 minutes duration; b) A question and answer session chaired by DCLG specific to the content of the presentation only.						
A maximum of four (4) individuals from the Potential Supplier may attend the presentation session, and must include the individual(s) ultimately responsible for delivery of the requirements.						
A soft copy of the presentation and confirmation of the Potential Supplier's attendees must be provided to DCLG via the e-tendering portal no later than 17:00 on Friday 24th November 2017.						
Criterion	Question No.	Sub-criterion	Weight (%)	Score (0-4)	Weighted Score	Minimum Threshold
6. Presentation (Stage 2)	6.1	Customer Satisfaction, Continuous Improvement & Potential Additional Services With specific consideration to the requirements set out in paragraphs 3.4 to 3.6 and 4.80 to 4.85 of the Specification, the content of the presentation should be limited to describing / demonstrating how the Potential Supplier will: I. capture and measure Customer satisfaction with all aspects of the service in a suitably transparent, cost-efficient and objective manner, and including a proposal for a specific Customer Satisfaction SLA(s) to be included in the Contract, as indicated in Schedule 1 – Part B of the Specification; II. provide an appropriate, transparent and integrated complaints and complaints resolution procedure; III. use knowledge and experience gained through the provision of the services and Customer feedback to influence and improve future service delivery; IV. proactively and transparently identify opportunities to drive out and share cost and service efficiencies; V. be responsive to any DCLG requests for additional services which may require increases and / or changes (within reason) to the scope of Contract requirements.	10		0	n/a
Weighting Sub-total			10			
TOTAL WEIGHTED STAGE 2 SCORE					0	
TOTAL WEIGHTED SCORE					0	NB: Including Sta

NB: Including Stage 1 score