



The Planning Inspectorate
Yr Arolygiaeth Gynllunio

Appeal a planning decision - Beta

27 August 2020

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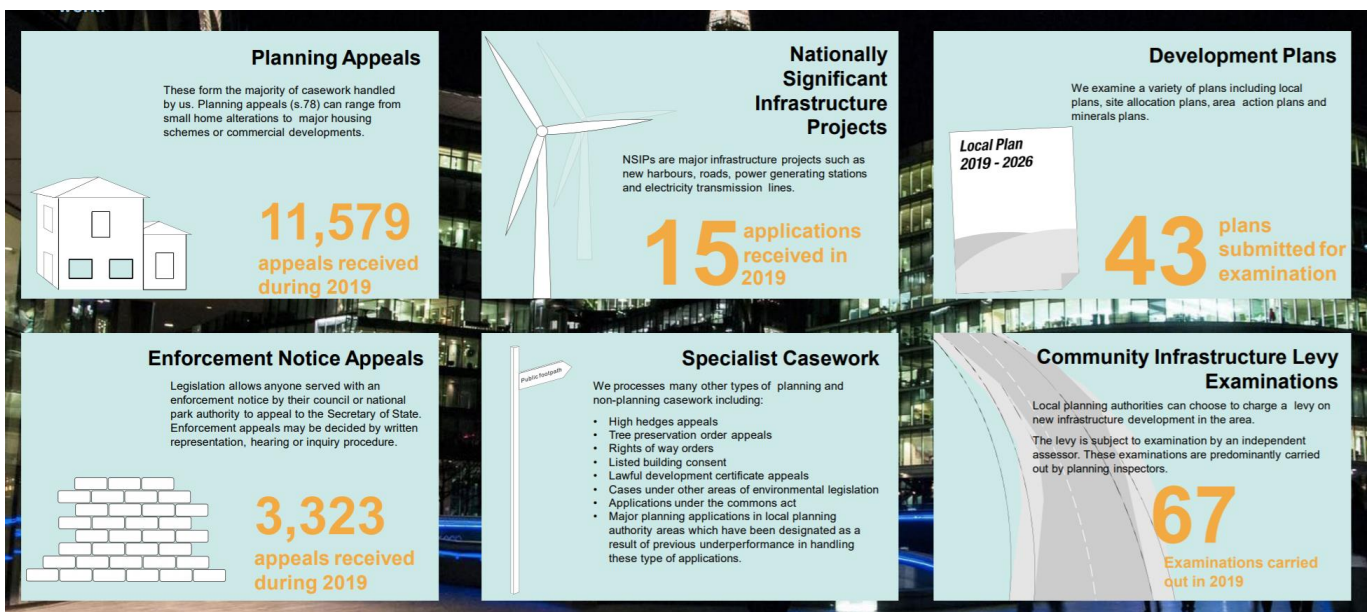
1. About the Planning Inspectorate

The Planning Inspectorate is an Executive Government Agency in the Ministry for Housing, Communities and Local Government and the Welsh Government.

Our work



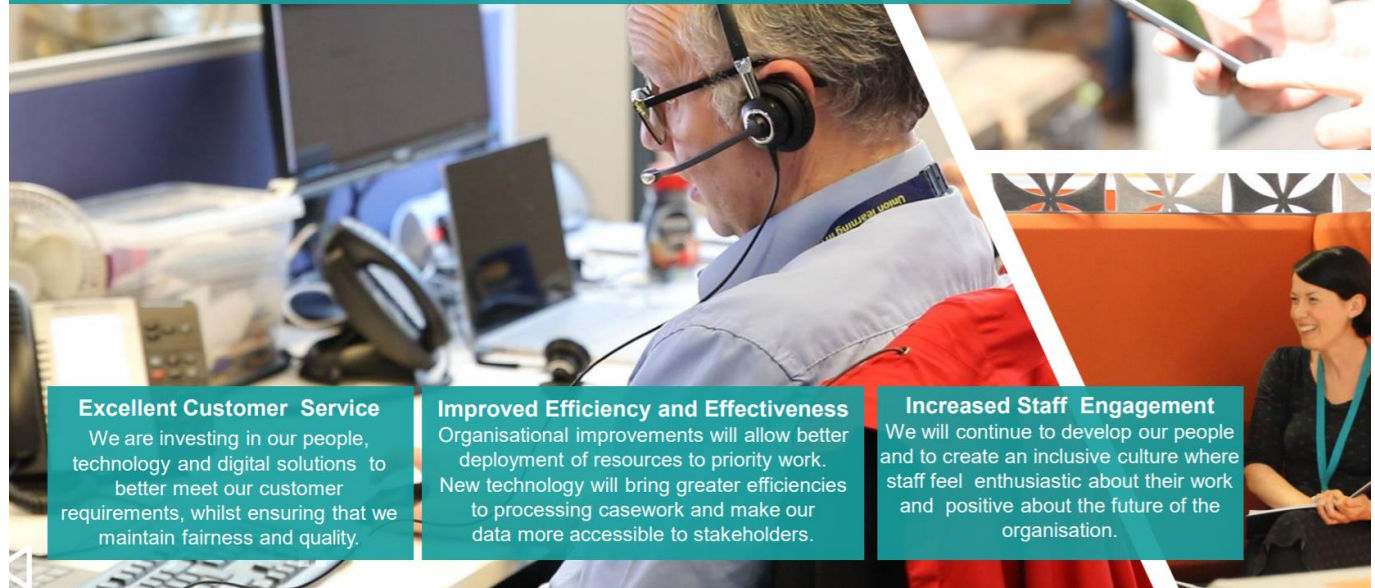
We deal with planning appeals, national infrastructure planning applications, examination of local plans and other planning and specialist casework in England and Wales. These are the core areas of our work:



Where we are heading as an organisation

Vision

To provide a customer-focused, professional centre of excellence as trusted, independent and innovative planning experts, meeting the Governments' objectives at a local and national level whilst working with others to improve the planning system.



Where we are located

Our headquarters are in Bristol, where about 400 support staff and senior management are based. We also have a small office in Cathays Park, Cardiff which deals with casework arising in Wales. Support staff carry out a wide range of functions such as those relating to all aspects of casework (including dealing with the public); providing direct support for Inspectors; formal decision making for some types of casework; and ensuring essential organisational support through the provision of Corporate Services such as Finance, Commercial, HR and Digital Services. Most of our workforce is currently based at home due to Coronavirus.

Appeals are determined and recommendations are made by our home-based workforce which consists of some 350 Planning Inspectors, all of whom are professionally qualified (for example, as town planners, architects, lawyers or engineers). They come into the Bristol office infrequently but they are provided with remote access to the Inspectorate's ICT systems. In addition, we contract with approximately 90 Non-Salaried Inspectors who are similarly geographically dispersed.

More information

More information about the Inspectorate is available [here](#).

2. Our requirement

Our original requirement published on the Digital Marketplace can be viewed [here](#). The following links and documents provide you with access to more information on work completed to date, including the outcomes of the discovery and alpha.

Information	Link/document
Story map	Attached in Annex A and can also be viewed in Confluence
Confluence	Link*
Alpha Service Assessment (2020)	Link* (within Confluence)
Prototypes	Link Username: tim Password: password

*Please provide an email address so that we can send an invite to access Confluence.

Information session

A session is being held on 28 August 2020 at 12pm for the 3 shortlisted suppliers via Teams to talk through the work completed to date and walk you through Confluence and the other links above. We will not be making it known to individual suppliers of their competition and you can join with an anonymous name if you prefer. A link to the Teams invite is [here](#). Please let me know whether you will be attending. A recording can be provided if not.

Contract management

We want to work in partnership with the successful supplier to deliver the service in an open and transparent manner. A Balanced Scorecard will be used to promote contract management activity, through measurement of the successful Supplier's performance against Key Performance Indicators (KPI).

The Balanced Scorecard and a performance management plan will be agreed between both parties within 4 weeks of the contract award. On a monthly basis, both parties shall provide a rating on the performance and then meet to review scores and agree an overall final score for each KPI. Scores shall be fed back to the Crown Commercial Service so that performance of the framework can be monitored.

GDPR

The successful supplier shall have access to and process personal data under this contract including, but not limited to:

- Citizen data – names, addresses, telephone numbers, email addresses, medical information
- Employee data – names, telephone numbers, email addresses

The Planning Inspectorate shall be the data Controller and Supplier the Processor. Details on the appropriate use, control and security of data shall be included in the call-off contract

IR35

This contract shall be delivered as an outcome-based service by highly skilled people who will not be treated as employees. The supplier will retain control over how and when work is completed. Should substitutes be required, the Inspectorate shall not have any right to undertake any evaluation and will accept their services, to be paid by the supplier.

People supplied through this contract shall be outside the scope of the IR35 tax intermediaries.

Security

The successful supplier must:

- ensure that people provided through this contract are cleared to at least the Baseline Personnel Security Standard, as per this [link](#), and provide evidence if requested; and
- ensure that the personnel provided are aware of and understand their responsibilities, in particular related to the appropriate use of personal data.

Terms and conditions of contract

The contract will be subject to the terms & conditions:

- Crown Commercial Service framework – Digital Marketplace
- Digital Outcomes and Specialist Framework 4
- Reference RM1043.6

Charging method

The contract will be provided on a time and materials basis, based on the agreed daily rates for specialist roles.

A sprint goal shall be agreed by the team during sprint planning and then reviewed at the subsequent show and tell.

We shall agree the frequency for submission/payment of invoices for work completed with the successful Supplier. Invoices will need to clearly state the purchase order number provided, number of days effort per role and agreed daily rate.

Travel/expenses to the primary site in Temple Quay House, Bristol BS1 6PN will not be reimbursed by the Planning Inspectorate. Any other expenses, such as travel to other sites, must be agreed in advance and be in line with the contractor travel and subsistence rates supplied if required.

Contract changes

Any changes to the agreed scope/cost of the contract must be authorised by the Planning Inspectorate's Commercial Team by variation order **prior** to the commencement of work without exception. Any work undertaken which has not been specifically authorised by the Planning Inspectorate must not be invoiced.

3. Procurement dates

The table below sets out the procurement process and associated timescales. Please ensure that you read this carefully and note the key dates and action required.

Activity	Date
Invitation to submit written proposals (stage 2) and presentation (stage 3) Shortlisted suppliers will be invited to submit a written proposal and attend a presentation	27 August 2020
Information session for shortlisted suppliers	12:00 on 28 August 2020
Written proposal deadline Written proposals must be emailed to: gemma.warren@planninginspectorate.gov.uk	23:59 on 6 September 2020
Evaluation of written proposals The Inspectorate will evaluate written proposals in accordance with the 'proposed solution criteria' provided	7-9 September 2020
Supplier Presentations	10 September 2020
Contract award The contract will be awarded to the successful supplier	17 September 2020
Latest start date	7 October 2020

4. How we will evaluate

The Contract shall be awarded to the most economically advantageous tender scored in accordance with the following evaluation criteria matrix. The scores from Stage 1 (shortlisting) have not been brought forward into the next steps of the procurement.

Scoring

Written proposals and presentations will be scored on a scale of 0-3 in accordance with the Digital Marketplace standard scoring guide as shown below.

Score	Description
0	Not met or no evidence
1	Partially met
2	Met
3	Exceeded

Should any of the criteria score less than 2, the supplier will be 'failed' and discounted from the procurement.

Stage 2 - Evaluation of written proposals

Written proposals shall be scored against how you demonstrate that you meet the 'Proposal criteria' published in our requirements, listed here:

- 1) Demonstrate your proposed plan of activities with clear deliverables and dates
- 2) Demonstrate your approach and methodology including what you will do to ensure that the service complies with the GDS design manual, service standard assessment, technical code of practice and wider industry standard
- 3) Demonstrate your proposed technical solution
- 4) Demonstrate how the approach or solution meets user needs
- 5) Demonstrate the key assumptions, dependencies, risks and issues, with robust approaches to mitigating, testing and resolving them in a project-based environment
- 6) Describe the team structure and how their skills, capability and experience will deliver the required outcomes
- 7) Demonstrate how you can provide a flexible workforce with the range of skills and experience needed, who can successfully meet the needs of the project
- 8) Describe how you will ensure that value for money is delivered

Stage 3 – Presentations

All shortlisted suppliers have been invited to a presentation, regardless of how they score in stage 2. Presentations shall be scored against how you demonstrate that you meet the 'Cultural fit criteria' published in our requirements, listed here:

- 1) Demonstrate your approach to working as a team, including engaging with internal stakeholders undergoing cultural change and suppliers, and how this will support the service success
- 2) Demonstrate how you will work transparently and collaboratively with the project team and seek feedback to resolve any issues efficiently
- 3) Demonstrate how you will transfer skills and knowledge to permanent members of staff
- 4) Have a no-blame culture and encourage people to learn from their mistakes
- 5) Demonstrate how you will take responsibility for your work
- 6) Demonstrate how you would challenge the status quo
- 7) Demonstrate how you will work with staff with low technical expertise to achieve positive outcomes
- 8) Describe how you will approach remote working with the service team and other stakeholders

Price

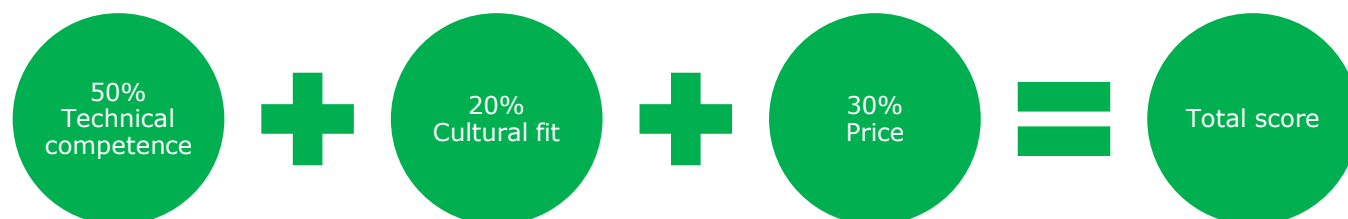
Suppliers should provide a rate card for the entire range of roles they can provide which shall be applied to any agreed contract or contract extension. Please ensure that you highlight any discounted rates or other cost saving proposals i.e. days provided free of charge etc.

The pricing will be scored in accordance to the Digital Outcomes and Specialist guidance:

- Suppliers should provide a total price estimate by multiplying the day rates for the individuals who'll be doing the work (excluding any costs for User Researchers, UX Designers and Content Designers) by the number of days the role would be needed to complete the work. Please ensure that your calculations are clear so that we can determine the offer.
- The cheapest quote will then be divided by each supplier's quote.

Total score

The total evaluation score is made up as follows:



The supplier with the highest score shall be offered the contract.

5. Your written proposal

Please provide your written proposal using the 'Proposal template' provided, clearly setting out how you meet the 'Proposal criteria' included in the Section 4 (Stage 2 – Evaluation of written proposals). Cultural fit criteria will be evaluated in the Stage 3 presentations.

The proposal template includes:

- Your proposal
- Your proposed approach
- Your technical solution
- Team structure
- Estimated timescales for the work
- Price
- How you will deliver value for money
- Risks and dependencies

In the template, please also declare any known or perceived conflicts of interest with any employees or contractors of the Planning Inspectorate.

Where to send your written proposal

Your written proposal must be submitted to gemma.warren@planninginspectorate.gov.uk no later than 23:59 on 6 September 2020. Written proposals received after this deadline will not be accepted.