



The Planning Inspectorate
Yr Arolygiaeth Gynllunio

Project Manager Service for Corporate Services Organisation Review

Statement of Requirements

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13th July 2017



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Annex A – Terms and Conditions

1. Introduction

About the Planning Inspectorate

The Planning Inspectorate is an Executive Agency in the Department for Communities and Local Government and the Welsh Assembly Government. We are responsible for a wide variety of tasks under planning, housing, environment, highways and allied legislation. Most of our work relates to the consideration of appeals against the decisions of local planning authorities on planning applications.

Our headquarters are in Temple Quay House in Bristol, where about 350 administrative support staff and senior management are based. We also have a small office in Cardiff which deals with casework arising in Wales. The remainder of our workforce consists of some 300 Planning and Examining Inspectors who work from home and are provided with remote access to the Inspectorate's ICT systems. These services are shared with the Department of Communities and Local Government and provided by Fujitsu as an outsourced service provider.

More information about the Planning Inspectorate is available at:
<https://www.gov.uk/government/organisations/planning-inspectorate>

Background to the requirement

The Planning Inspectorate's Strategic Plan for 2017-2020 has three clear Strategic Priorities:



To deliver these priorities, a Transformation Programme has been established consisting of six objective workstreams that are split between core workstreams and enabler workstreams.

Corporate Services Review

As part of the Transformation Programme, we need to undertake a review of the Corporate Services Directorate which includes the following teams:

- Finance, Commercial and Performance;
- Information Technology;
- Human Resources; and
- Governance.

The review will focus on assessing the 'as is' and 'to be' states in three key areas and will also include transitioning the teams to the 'to be' state:

- The structure of the above teams ;
- Service delivery models for each team; and
- The current capability and capacity of teams and desired state.

The teams within the Corporate Services Directorate have commenced their own reviews in preparation for the formal process and are at varying stages. They are ready to embrace change, although there may be some natural resistance. The review of ICT completed so far included input from an external contractor. The results of this review will be provided to the Project Manager delivering the service.

We are looking to deliver and implement the review using project management techniques and are therefore seeking to procure a Project Management service with deep experience of organisational design and delivery projects. This document sets out our requirements and timescales for delivery.

2. Requirement

A Project Management Service is required to deliver a review of Corporate Services in the Planning Inspectorate. The service will ensure consistency throughout this important project and will provide leadership, vision and strategic focus on improvement initiatives.

Outputs

Through the service, we envisage that one Project Manager will be required for 9 months and outputs will include but not be limited to:

1. Initiating the project, defining the scope/objectives and success criteria.
2. Analysing the existing:
 - a. structure of the teams;
 - b. service delivery models for each team; and
 - c. capability/capacity of the teams .
3. Recommending the appropriate target models to meet the current and future needs of the planning inspectorate, with a view to improving the efficiency and effectiveness of the teams and ensuring they have the and skills required to run the business and implement transformation.

4. Developing an appropriate project plan to ensure delivery of project objectives within the time/quality/costs agreed.
5. Delivering people and process change, supported by technology and improved data/management information.
6. Deliver engagement and communication plans for proposed changes, challenging the status quo in a constructive manner.
7. Facilitating necessary workshops to establish design principles, engage with staff etc.
8. Identifying resources required to deliver the project and manage project budget, liaising with core teams on resourcing and financial management aspects.
9. Developing a project business case in liaison with the Project SRO.
10. Managing project risks, ensuring that appropriate project risk management actions are taken to increase the likelihood of successful delivery, and that all of the appropriate risk assessments are completed by the project team members including when any changes in project scope or activity occur.
11. Monitoring and reporting on project progress (time/quality/cost) against the project plan, providing timely project management information to the Director of Corporate Services and key stakeholders.
12. Ensuring corporate project management practices and methodologies are followed.
13. Building and maintaining relationships with key stakeholders to ensure engagement/buy-in and manage their expectations.
14. Providing a continuous and consistent service, ensuring that substitution can be provided in the event that the Project Manager is not available.

Skills and experience

Potential Project Managers must meet the following criteria:

- At least 5 years relevant experience in a Project Manager role, successfully delivering organisational design and delivery changes in a Corporate Services environment.
- Ability to work with and build trusting relationships with a range of stakeholders
- Experience in a public sector environment.
- Driving others to achieve results.
- Effective leadership and financial acumen.
- Strong problem solving skills.
- Strong communication and presentation skills.
- Knowledge of SAP ERP.
- Knowledge of service delivery models in a Corporate Service environment.

Contract location

The successful supplier will be expected to work in the Planning Inspectorate's headquarters at the following address:

Temple Quay House
2 The Square
Temple Quay
Bristol
BS1 6PN

Contract duration

This service is required for 9 months with an option to extend for up to a further 9 months, dependent on contract performance and business need.

Terms and conditions of contract

This contract will be subject to the Planning Inspectorate's standard terms and conditions of contract, included in Annex A.

3. Key Dates

Activity	Key Date*
Invitation to tender issued The tender will be issued to perspective suppliers and published on Contracts Finder .	13 July 2017
Final date for submission of questions Please submit any questions you may have by 5pm on this date to procurement@pins.gsi.gov.uk .	20 July 2017
Tender deadline Tenders must be submitted to procurement@pins.gsi.gov.uk no later than 5pm. Tenders received after this deadline will not be accepted.	26 July 2017
Evaluation The Inspectorate will evaluate all tenders in accordance with the evaluation criteria provided. Should the Inspectorate have any clarification questions we will be in touch so please be prepared to provide a response as requested.	27-28 July 2017
Contract award and order placed A formal acceptance letter will be issued to the successful bidder.	WC 31 July 2017

4. Evaluation

Criteria

The Contract shall be awarded to the most economically advantageous tender scored in accordance with the following criteria.

Mandatory Criteria (pass/fail)

The tenderer must meet all mandatory criteria listed. Should any of the mandatory criteria not be met, the tender will be 'Failed' and no further evaluation of the tender will be completed.

- Can meet the timescales defined in this requirement
- Can work onsite in Temple Quay House, Bristol
- Continuous service can be guaranteed, with substitutes available
- No unacceptable qualification of terms and conditions of contract

General Criteria (0-5 score available)

- Demonstrated evidence of recent, relevant experience
- Demonstrated quality of sample CVs
- Demonstrated examples of delivering similar projects to time, cost and quality
- Demonstrated excellent communication skills
- Demonstrated an effective delivery roadmap with key milestones and dependencies

Scoring

Criteria will be scored on a scale of 0-5 in accordance with the Inspectorate's standard scoring guide as shown below.



Quality

The quality evaluation will be calculated as follows:

- Evaluators will independently score quality by rating tenders on a scale of 0-5 for each criterion of the evaluation criteria.
- The maximum quality score which can be awarded per tenderer is 25. The total score will be divided by the maximum score to produce a final % quality score.

Price

Tenderers are asked to propose a firm daily rate for the services.

The pricing evaluation will be calculated as follows:

- The total value of the costs proposed will be scored as a percentage of the score in the pricing criteria. The lowest Value will score the maximum score available (100%)
- The lowest final evaluation prices will receive the maximum scores and all other tenders will be reduced by reference to the lowest price using the "Lowest Cost Price Scoring Methodology".
- The pricing provided by the winning tenderer will be taken across in any agreed contract.

For the avoidance of doubt, any tender which is double that of the lowest price tender will receive a zero score for this criterion.

Total evaluation score

The total evaluation score will be calculated as follows.

70% of the final quality score
+
30% of the price score

Tenders will be then ranked and the contract awarded to the highest scored tender.

5. Other Matters

Transparency

Tenderers should be aware that in accordance with the Government's transparency agenda, the Inspectorate will publish the following information on data.gov.uk:

- This ITT and all related documentation
- The resultant contract (except any information which is exempt from disclosure in accordance with the provisions of the Freedom of Information Act).

In addition to the above the Inspectorate publishes all spend in excess of £250. This spend is published on a monthly basis and can be viewed on [DCLG's website](#) and data.gov.uk.

Further information on the Government's transparency agenda is available via the 'Programme for Government' website: <http://programmeforgovernment.hmg.gov.uk>

Costs and Expenses

You will not be entitled to claim from the Inspectorate any costs or expenses which you may incur in preparing your tender whether or not your tender is successful.

6. Your Response

Contents of your response

As a minimum your tender should include the following information:

- Unqualified acceptance of the call-off contract terms and conditions.
- Confirmation that the timescales can be met.
- Details on how you meet the evaluation criteria.
- Sample CVs of Project managers to be provided through the service.
- Details of your organisation including information showing how your organisation is well placed to provide the services required.
- Contact name, telephone number and e-mail address.
- Details of any proposed Partners and/or Sub-contractors and a description of how any Partnership/Sub-contracting arrangement between contractors will operate. For the avoidance of doubt the selected tenderer will be the Prime Contractor responsible for service delivery under the Contract.
- Firm daily rate for the service, including expenses but excluding VAT.

Where to send your response

Tenders must be submitted to procurement@pins.gsi.gov.uk no later than 4pm on 26 July 2017. Tenders received after this deadline will not be accepted.