



The Planning Inspectorate
Yr Arolygiaeth Gynllunio

Whistleblowing Service Partner

Reference: PINS 17/2/816

16th August 2018



Invitation to tender for the provision a Whistleblowing Service Partner for the Planning Inspectorate

The Planning Inspectorate invites you to submit a tender for the provision of Whistleblowing Service Partner for the Planning Inspectorate.

Please read this document carefully. If accepted, your tender, this document and any clarifications will form a binding contract between you and The Planning Inspectorate.

Thank you for taking the time to consider working with the Inspectorate, I look forward to hearing from you and encourage you to ask any questions should you require any clarification once you have reviewed all of the documentation.

Yours sincerely

Robert Cook

Robert Cook
Commercial Officer

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1. Introduction

Purpose of this document

- 1 This document is the invitation to tender for the provision of a Whistleblowing Service Partner for the Planning Inspectorate to commence on 1st October 2018.

Introduction to the Planning Inspectorate

- 2 The Inspectorate is an Executive Government Agency in the Ministry of Housing, Communities and Local Government (MHCLG) and the Welsh Government. We are responsible for:
 - national infrastructure planning, which includes large-scale projects such as harbours, power generating stations and electricity transmission lines
 - planning and enforcement appeals
 - examining local plans and community infrastructure levy charging schedules
 - listed building consent appeals
 - advertisement appeals
 - reporting on planning applications that are called in for the Secretary of State to decide
 - compulsory purchase orders
 - rights of way cases
 - cases arising from the Environmental Protection and Water Acts, the Transport and Works Act and other Highways Legislation
 - applications for awards of costs which may arise from any of the above
- 3 Our headquarters are in Bristol, where about 370 administrative support staff and senior management are based. We also have a small office in Cathays Park, Cardiff which deals with casework arising in Wales. Professional Support Staff staff carry out a wide range of functions such as those relating to all aspects of casework administration (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.
- 4 Appeals are determined and recommendations are made by our home-based workforce which consists of some 300 Planning Inspectors, all of whom are professionally qualified (for example, as town planners, architects, lawyers or engineers). They come into the office infrequently but they are provided with remote access to the Inspectorate's ICT systems.
- 5 More information about the Inspectorate is available at:
<https://www.gov.uk/government/organisations/planning-inspectorate>

2. Background to the requirement

6 In line with The Planning Inspectorate's HR policy there is a requirement to provide a whistleblowing service to all staff to encourage a culture of openness, transparency and enable all staff to report any perceived issues. There are some instances where staff may not feel comfortable with report issues via the line management chain, but would be comfortable reporting it through the external service.

We have operated an external service for 3 years.

3. Requirement & Deliverables

Detailed requirement

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- Sufficient assurances of confidentiality in dealing with matters arising from the service adhering to relevant legislation.
- A free phone line to be available 24/7 365 days per year suitably qualified and experienced staff answering with follow up provision for the individual.
- Secondary and tertiary options for individuals (online form and email options).
- A reporting method to be made available including provision of full transcripts.
- Service suitable for employees with visual and hearing impairments.
- A defined, user-friendly process on the process for the management of calls demonstrated, including escalation of issues raised to pre-nominated PINS employees.
- Access to an online, user-friendly secure management system which holds records of each issue raised.
- Communication materials to be provided.
- Defined implementation process, including any training for staff.

4. Evaluation

- 8** Your tender will be evaluated in accordance with the attached evaluation criteria shown in Annex A
- Capacity to meet the desired timescales, contract award date is set for 1st October 2018 the contract is for 3 years plus 1+1 option years
 - Overall costs (excluding VAT) please provide a full breakdown of all costs per year quoted.
- 9** The Inspectorate reserves the right not to award this contract.

5. Other Matters

Procurement timeline

Activity	Key Date
<p>Advertised via Contracts Finder requesting Expression of Interest only.</p>	<p>16th August 2018</p>
<p>Invitation to tender issued The tender will be issued directly to interested companies via email.</p>	<p>16th August 2018</p>
<p>Final date for submission of questions Please submit any questions you may have by 5pm on this date to procurement@pins.gsi.gov.uk</p> <p>Questions and answers will be provided to other tenderers however any such information will be made anonymous before being passed on. The Planning Inspectorate reserves the right to respond to such enquiries where this would be inappropriate.</p>	<p>14th September 2018</p>
<p>Tender deadline Tenders must be submitted to procurement@pins.gsi.gov.uk no later than noon. Tenders received after this deadline will not be accepted.</p>	<p>28th September 2018</p>
<p>Evaluation The Planning Inspectorate will evaluate all tenders in accordance with the evaluation criteria.</p>	<p>WC 8th October 2018</p>
<p>Notification to successful bidder A formal acceptance letter will be issued to the successful bidder and the contract will commence.</p>	<p>22nd October 2018</p>
<p>Work commences</p>	<p>1st November 2018</p>

Terms and conditions of contract

- 10** The contract will be subject to the following terms and conditions of contract as shown in Annex B.

Contract management

- 11** The day to day management of the contract will be undertaken by Paul Lear with whom the supplier will be expected to work closely.
- 12** Any changes to the agreed scope/cost of the contract must be authorised by The Planning Inspectorate by variation order prior to the commencement of work without exception.
- 13** Any work undertaken which has not been specifically authorised by The Planning Inspectorate must not be invoiced.

6. Meeting the Specification - Responses

Contents of your tender

- 14** As a minimum your tender should include the following information:
- **Introduction to the supplier** explaining why the offered venue is suitable;
 - **Contact point** including name, address, telephone/mobile numbers and e-mail address;
 - **Unqualified acceptance** of all terms & conditions relating to this contract;
 - **Understanding of the requirement:** clearly demonstrate that you understand the business requirements as detailed in this document;
 - **Account management:** detail the approach to how this service will be managed, providing details for key staff who you propose will be involved;
 - **Firm costs** please provide a full detailed breakdown for each year quoted.

Please note that it is the responsibility of the supplier to ensure that all costs are covered in their breakdown. Costs should be provided in sterling (GBP) and be exclusive of VAT.

Where to send your tender

- 15** Tenders must be submitted by email to Robert Cook at procurement@pins.gsi.gov.uk in work word or PDF format to arrive no later than Noon on Friday 28th September 2018.

7. Contact at the Planning Inspectorate

- 16** Robert Cook, a Commercial Officer at the Inspectorate, is the manager of this procurement and he can be reached via the following contact details:

E-mail: procurement@pins.gsi.gov.uk

Telephone: 0303 444 5278

Address: 3P Eagle Wing, Temple Quay House, 2 The Square,
Temple Quay, Bristol, BS1 6PN