

ODT beta partner procurement Requirements

1) Requirement

Title

Appeal a Planning Decision - beta

Location

South West England

Description of the work

Organisation the work is for

The Planning Inspectorate

Why the work is being done

The Planning Inspectorate deals with planning appeals in England and Wales. The Operational Delivery Transformation programme (ODT) is transforming the Inspectorate's end-to-end appeals management to:

- o Make it easier and quicker for our customers to do business with us;
- o Support our staff to work as efficiently and effectively as possible;
- o Maximise the use of digital opportunities; and
- o Provide excellent value for money to the taxpayer.

Problem to be solved

The current appeals service takes too long, is confusing for citizens and is inefficient.

Who the users are and what they need to do

- o As a citizen, I need to know my options when a householder planning decision is made, so that I know if I should appeal it
- o As a citizen, I need to appeal a householder planning decision, so that I can challenge my Local Planning Authority decision
- o As a Local Planning Authority, I need to provide a response to an appeal, so that I can give the reasons for my decision.
- o As an Inspector, I need to have the relevant information I need, so that I can make a decision on the appeal.

Any work that's already been done

The Inspectorate has completed the following activity:

Discovery: A discovery was completed in 2018.

Alpha: An alpha was run in Summer 2018 but failed to meet the assessment standard. A trial "private beta" service, started in Summer 2019 and is currently still in use. In April 2020, the programme changed its approach and revisited the alpha from 2018. This work is drawing to a close and there is an alpha reassessment in mid August 2020.

ODT beta partner procurement Requirements

The outcomes of the discovery and alpha work will be shared with shortlisted suppliers.

Current phase

Beta

Existing team

The Inspectorate will provide permanent staff including a Service Owner, Product Manager, Delivery Manager and User Researcher. In addition, there are currently contractors filling the roles of Content Designer, UX Designer, Tech Lead, Senior developer and testers.

Recruitment campaigns are underway to fill the roles of permanent agile team members.

We expect flexibility in any proposed service and financial model to replace supplier team members with internal team members during the lifetime of the project.

Address where the work will take place

In normal circumstances, the supplier would be asked to work alongside the project team in Temple Quay House, 2 The Square, Temple Quay, Bristol, BS1 6PN.

However, during the COVID-19 pandemic, we have adopted remote working for all team members with team communications made using Microsoft Teams. This situation is likely to continue for a sustained period but once restrictions are lifted it is expected that co-location at Temple Quay House will resume, though a switch back to home-working may be required at short notice based on the latest government advice.

Working arrangements

When working at Temple Quay House, team members may work remotely 1-2 days a week with agreement.

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 included as part of the contract.

We expect the supplier to work using agile methodology.

The supplier will also be expected to work with full transparency.

Security clearance

Baseline Personnel Security Standard (BPSS) clearance will be required to access the Planning Inspectorate's ICT systems and offices. The supplier will be

ODT beta partner procurement Requirements

expected to ensure this is in place and provide evidence for personnel allocated to the contract.

Latest start date

Wednesday 7 October 2020

Expected contract length

USE IN THE DETAILED REQUIREMENT: The contract will be until 31 March 2021 with an option to extend for beta services up to a maximum whole life contract period of 2 years. Any extension would be subject to supplier performance, funding and business need. For the avoidance of doubt, we envisage that the private beta stage will be completed within 4 months.

USED IN THE INITIAL REQUIREMENTS DUE TO WORD RESTRAINTS: Until 31 March 2021 with an option to extend up to a whole life contract period of 2 years.

Summary of the work

The Planning Inspectorate requires an agile, flexible team to deliver beta for a new digital service to replace the existing planning appeals service.

We envisage that the private beta stage will be completed within 4 months.

2) Evaluation

How many suppliers to evaluate

3

Evaluation weighting

Technical competence

50%

Cultural fit

20%

Price

30%

Essential skills and experience

- working with a multi-disciplinary team on agile projects of similar size, complexity and timelines as outlined in the Government Service Standard
- delivering and supporting a transactional, web-based service to the Digital Service Standard, including compliance with WCAG 2.1 AA accessibility guidelines and GDPR

ODT beta partner procurement Requirements

- developing and delivering secure/scalable and robust cloud-based services including a continuous-integration pipeline, live service monitoring/alerting and knowledge of system security risks and pragmatic mitigation
- building secure RESTful APIs with comprehensive test coverage
- developing prototypes (wire frames/coded prototypes/etc.) iteratively via user testing/research
- developing digital services using agile methodologies
- developing production ready code for private/public beta releases from Discovery and Alpha outputs (e.g. low-fi/hi-fi prototypes)
- prioritising key content and features using metrics, analytics, and user feedback
- prioritising product and programme delivery using effective estimation and sizing techniques
- using automated (testing) environments and implement continuous integration, delivery & deployment

Nice-to-have skills and experience

- taking on a beta where you did not complete the alpha
- bringing an agile mindset and principles to organisations who are new to agile
- skills transfer to Planning Inspectorate staff

How suppliers will be evaluated

Proposal criteria

- Demonstrate your proposed plan of activities with clear deliverables and dates
- 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
- Demonstrate your proposed technical solution
- Demonstrate how the approach or solution meets user needs
- Demonstrate the key assumptions, dependencies, risks and issues, with robust approaches to mitigating, testing and resolving them in a project-based environment
- Describe the team structure and how their skills, capability and experience will deliver the required outcomes
- 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
- Describe how you will ensure that value for money is delivered

Cultural fit criteria

- 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
- Demonstrate how you will work transparently and collaboratively with the project team and seek feedback to resolve any issues efficiently

ODT beta partner procurement Requirements

- Demonstrate how you will transfer skills and knowledge to permanent members of staff
- Have a no-blame culture and encourage people to learn from their mistakes
- Demonstrate how you will take responsibility for your work
- Demonstrate how you would challenge the status quo
- Demonstrate how you will work with staff with low technical expertise to achieve positive outcomes
- Describe how you will approach remote working with the service team and other stakeholders

Payment approach

Time and materials

Additional assessment methods

Presentation

Question and answer session

Date/time to be added once known