Stakeholder Framework 1 – Strategic Support

Procurement contact:

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**LOT 1 RFP Questions**

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| Section Ref | Criteria | Weighting |
| Section 1 – Commercial  | Pricing  | 35% |
| Contract Challenges | 5% |
| Section 2 – Non-Commercial  | Non-Commercial question | 60% |
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| Total  | 100% |

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| **Section 1 – Commercial**  | **Question** | **Sub Criteria**  | **Weighting**  | **Answer** |
| 1.1 Pricing  | Please find attached a pricing matrix which you are required to complete.Please note all rates are to be fixed for the initial three (3) year period of the contract term.  | For each role, a range method shall be used with the lowest tenderer/s receiving maximum points and the tenderer/s in between will be scored proportionally. | 20% |  |
| 1.2 | Please provide a costed proposal to carry out the brief that has been provided for this LOT*Please complete both tabs as your response to question 1.1 and 1.2**The briefs are real scenarios for NGN and pricing submitted during the tender should be reflective of the pricing that you will charge throughout the contract period.* | A fixed price costed proposal is to be provided for the example project to allow a commercial evaluation to take place on the proposals providedthe lowest tenderer/s receiving maximum points and the tenderer/s in between will be scored proportionally. | 70% |  |
| 1.3 Contract Challenges  | Please state any major Contract challenges that you have relevant to the proposed draft agreement and state your proposed amendments in the 'Contract Challenges Matrix' provided. By proposing no challenges, you are confirming that you are acceptable of the proposed draft Agreement Please thoroughly read through the scoring matrix relating to contract challenges. | NGN will use a scoring mechanism as follows:No Challenges 10Low Risk 7 - 9Medium Risk 4 - 6High Risk 0 – 3 | 10% |  |
| **Section 2 – Non Commercial LOT 1** | **Question** | **Sub Criteria**  | **Weighting**  | **Answer** |
| 2.1 | Please provide a proposal detailing how you would deliver the example brief.Your response should include your approach to developing a suite of thematic engagement plans for the business with a particular focus on how they would take a consistent approach, and ways they would ensure cross departmental challenge and support on the plans | Responses will be scored out of 10 using the scoring methodology below. | 70%  |  |
| 2.2 | Please provide detail around how you will help NGN to deliver inspired strategic approaches that challenge convention and help us to build long-term meaningful relationships with new and existing stakeholders. | Responses will be scored out of 10 using the scoring methodology below. | 15% |  |
| 2.3 | Please demonstrate how you will work with NGN to employ effective and proportional methodologies, such as journey mapping, to enable us to engage with audiences which can include – seldom heard groups, varied stakeholders,current and future customers - to help NGN improve services and co-design service experiences for future customers. | Responses will be scored out of 10 using the scoring methodology below. | 15% |  |

**Lot 1 – Strategic Support Brief**

NGN serve a large population of customers and wider stakeholders, each with varying interests and power to influence our services.

We are looking for strategic support to strengthen our accountability in engagement planning and build on our business-wide engagement planning process. We are looking for strategic support to develop a set of thematic plans, developed and owned by our executive team, supported by our central engagement function. The plans should also enable our teams to identify stakeholders and target them with the correct method and carry out said engagement.

The approach needs to help us identify:

* The key issues raised by stakeholders and emerging opportunities and risks
* The objectives for engagement – what we need to understand or achieve
* Who will be engaged to meet the objective?
* How stakeholders will be engaged
* Risks, both to effective engagement and delivery of changes in response to stakeholder feedback
* How insights and issues will be assessed and triangulated
* Responsibility within the business and resources required

Objectives

* Identification of key themes against which plans should be developed
* Annual plan for each theme

**Scoring Methodology for weighted questions**

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| **Points** | **Interpretation** |
| **9-10** | **Excellent** –Overall the response demonstrates that the bidder exceeds all areas of the requirement and provides all of the areas evidence requested in the level of detail requested. This, therefore, is a detailed excellent response that meets all aspects of the requirement leaving no ambiguity as to whether the bidder can meet the requirement.  |
| **6-8** | **Good** -Overall the response demonstrates that the bidder meets all areas of the requirement and provides all of the areas of evidence requested and any omissions in relation to the level of detail requested in terms of either the response or the evidence are trivial. This, therefore, is a good response that meets all aspects of the requirement which but may have a trivial level ambiguity due the bidder’s failure to provide all information at the level of detail requested.  |
| **3-5** | **Adequate** - Overall the response demonstrates that the bidder meets all areas of the requirement, but not all of the areas of evidence requested have been provided. This, therefore, is an adequate response, but with some limited ambiguity as to whether the bidder can meet the requirement due to the bidder’s failure to provide all of the evidence requested. |
| **1-2** | **Poor** – The response does not demonstrate that the bidder meets the requirement in one or more areas. This, therefore, is a poor response with significant ambiguity as to whether the bidder can meet the requirement due to the failure by the bidder to show that it meets one or more areas of the requirement. |
| **0**  | **Unacceptable** - The response is non-compliant with the requirements of the ITT and/or no response has been provided.  |