Stakeholder Framework LOT 2 – Research and Insight

Procurement contact:

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**LOT 2 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 provided  the 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 10  Low Risk 7 - 9  Medium Risk 4 - 6  High Risk 0 – 3 | 10% |  |
| **Section 2 – Non-Commercial LOT 2** | **Question** | **Sub Criteria** | **Weighting** | **Answer** |
| 2.1 | Please provide a proposal detailing how you would deliver the example brief. | Responses will be scored out of 10 using the scoring methodology below. | 65% |  |
| 2.2 | Please detail and provide evidence of delivering similar requirements to the example brief. | Responses will be scored out of 10 using the scoring methodology below. | 15% |  |
| 2.3 | Please detail how you will draw on a wide range of agile techniques to deliver an innovative and flexible approach to the management and delivery of complex research and insight projects to get under the skin of what stakeholders and customers want, think and feel. | Responses will be scored out of 10 using the scoring methodology below. | 5% |  |
| 2.4 | Please detail how you will navigate working in a complex market with regulators to deliver best in class bespoke research solutions that meet the needs of a broad range of customers and stakeholders needs, including vulnerable and ‘hard to reach’ consumer groups to provide effective consultation and deliver robust insight. | Responses will be scored out of 10 using the scoring methodology below. | 10% |  |
| 2.5 | How will you ensure that your approach to research and engagement is innovative? | Responses will be scored out of 10 using the scoring methodology below. | 5% |  |

**Lot 2 scenario - Research and Insight**

NGN want to develop and undertake a research programme to measure stakeholder acceptability of a proposal for a new service offering. Included within this scope of work is testing of the new service, to ensure that the individuals support NGNs proposals.

We require a quantitative survey to be undertaken over a two-month period that will measure the acceptability of the proposal.

The testing will need to capture customers’:

* + Understanding of proposal
  + Credibility of the business proposition (is it deliverable?)
  + Willingness to accept the proposal or changes required

To provide a robust and representative view of NGNs stakeholders; the acceptability testing must be undertaken using valid sampling techniques which ensure that the following stakeholder groups are surveyed:

* + Domestic customers
  + Non-domestic customers
  + Policy shapers and local place makers
  + Vulnerable and hard to reach customers.

The supplier must ensure that the quota of the surveys is large enough and appropriately stratified to allow statistically valid results.

The supplier will need to set the level for which ‘good’ acceptability can be determined and ensure that the level is assured and meets Ofgem’s requirements.

Minimum required outputs for this project are:

* + Quantitative survey instrument
  + Final report
  + Raw data and verbatim comments.

**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. |