**RFP**

 **Scope of Requirements**

Stakeholder Framework – LOTs 1, 2 and 3

**The Project/Scope of Requirements**

**ALL COMMUNICATIONS MUST BE SENT VIA THE ARIBA E-PROCUREMENT SYSTEM**

You are invited to tender after being shortlisted as part of the PQQ process.

This RFP is being conducted in line with the Utilities Contact Regulations 2016 using the negotiated procedure via Achilles UVDB qualification system notice.

**Project Scope**

NGN requires a Framework of suppliers to call on for various services (Lots) within the business Stakeholder Engagement arena. We want to widen our opportunities to be able to utilise the advanced technology available in today’s market enabling increased engagement with our broad range of external stakeholders.

The scope of the requirements will be divided into 3 individual Lots as follows:

LOT 1 – Strategic support

LOT 2 – Research and Insight

LOT 3 – Event support

**LOT 1 – Strategic support**

Strategic support – including drafting engagement strategies and plans at a business wide level as well as for projects or initiatives alongside tactical reporting on progress against those strategies and plans.

From long term business planning with ongoing participation to a range of short-term projects, such as report writing and development of internal capability, we are looking for strategic partners to help us understand our audiences and develop engagement strategies, frameworks, and processes to connect with them.

The NGN Stakeholder team is responsible for overseeing engagement with a wide range of Stakeholders across all areas of the business, from Local Authorities and place makers, National policy makers through to our supply chain and our own work force as well as engaging with customers.

Working as an extension to the in-house stakeholder team, the appointed partners will deliver inspired strategic approaches that challenge convention and help us build long-term meaningful relationships with new and existing stakeholders.

NGN is looking for partners to demonstrate strong project management skills and the ability to deliver to tight timeframes without compromising quality and employ effective methodologies and processes, such as journey mapping and triangulation of insights, to engage with audiences which can include - seldom heard groups, varied stakeholders, current and future customers - to help us improve services and co-design service experiences for future customers.

Must be able to demonstrate:

* Experience of developing effective engagement strategies, plans and processes

**LOT 2 – Research and Insight**

Research services that provide uncover unique insight around specific areas or issues, using both on-line and face to face mechanisms. The research we undertake includes but is not limited to:

* Opinion, Perception, and preference testing
* Willingness to pay research
* Proposal acceptability research

NGN is looking to work with suppliers who specialise in quantitative and qualitative methodologies and can demonstrate experience in drawing 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.

Be it through digital online communities, face to face forums and workshops, deliberative or large-scale events, suppliers must demonstrate that they can deliver actionable insight to support business planning and delivery.

Through a collaborative approach they must be able to navigate working in a complex market with regulators and 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.

Suppliers must be able to demonstrate an innovative approach to research and engagement, both qualitative and quantitative in nature and need to be able to deliver a range of research and insight projects from large scale consultation with customers and the public, to small bespoke focus groups with seldom heard groups, businesses and stakeholders.

They must have clear skills in scoping research programmes which draw on traditional and innovative approaches to understand behaviour and perceptions of stakeholders and customers to help design interventions that lead to change.

Must be able to demonstrate:

* Experience of using a variety of methods to deliver stakeholder engagement
* Experience of working with large and diverse stakeholder groups
* Effective approaches to engagement

**LOT 3 – Event support**

As we enter a critically important time around energy policy and the decarbonisation of energy, engagement has never been more important for us as a business.

NGN requires support to deliver a wide range of stakeholder engagement events, including workshops, annual conferences, forums and customer panels and roadshows across our network.

The NGN stakeholder team support the business with the delivery of a broad range of engagement events, from conferences and Westminster events through to community roadshows and our sector-leading Citizen’s panel and Young Innovators Council.

As well as large scale events we also undertake smaller bespoke public relations/ issue led events aimed at bringing together industry and government stakeholders with the purpose of influencing and engaging around policy and our business plans.

To support our comprehensive programme of face-to-face engagement, we are looking for a range of suppliers to help us develop and deliver a programme of in person and online engagement ranging from online panels, webinars, and workshops across a range of bespoke engagement events through to larger conference-style events of 100+ attendees.

Suppliers will need to support us in delivering innovative, meaningful and industry leading engagement. As such, our focus is on expertise, rather than capacity and want to work with suppliers who can demonstrate a people-focused approach with an ability to forge trusted relationships with our colleagues and stakeholders quickly to help us to deliver measurable, thought-provoking events in person and online that genuinely connect customers and stakeholders and help extract insights.

Suppliers will be required to support the in-house stakeholder and communications team with the delivery of several services as and when required including identifying suitable platforms and locations, concept development and planning, event management, event attendance, group facilitation, event hosting, technical support and producing robust reports and recommendations document, which can be used to inform business activities.

Whilst NGN engages with a range of stakeholders – from residents to our regulator, we must maintain a common format and experience whilst adapting tone and format for the audience as appropriate.

The ability to understand and distil complex information and structure event content so that it is clear and accessible, ensuring key messages are communicated effectively, is essential.  We would like suppliers to demonstrate experience of this

We would also like the supplier to demonstrate creative and innovative approaches to content and event delivery that maximises outputs enabling us to gather quantitative as well as qualitative feedback, lending rigour to the engagement process.

Must be able to demonstrate:

* Effective delivery of engagement events in person and online at scale or at a bespoke public relations led/ policy event
* Effective engagement event planning and management at scale or at a bespoke public relations led/ policy event

**Estimated Contract Timings**

The period of any contract(s) resulting from this procurement will be 3 years

The length of the contract may be extended by NGN for a further 3 x 1 years

Prices as submitted in the Proposal shall be fixed for a minimum of 3 years from the commencement of the contract.

**Tender Assessment / Evaluation**

The award will be based upon price & quality ratio. It is the intent that the award will deliver to NGN the total best value.

The evaluation criteria set out in the RFP question document, along with the weightings for each question.

The assessment of price will be carried out independently of the quality assessment and scored against the methodology stated in the evaluation criteria document.

Suppliers who score over 60% will be awarded a place on the Framework. However, NGN require a minimum of 3 suppliers per LOT so if supplier 3 scores slightly below, NGN may award them a place on the Framework (at NGN’s discretion.)

Important Note

If the difference between the first and second highest scoring bidder is less than 3% NGN reserves the right to award the tender to the bidder who provides the lowest price tender unless there are exceptional reasons.

**Evaluation Panel**

**Evaluation Panel**

NGN’s team to perform the evaluation of this tender process comprises the following:

|  |  |
| --- | --- |
| Name | Department |
| Jenny Wilkinson | Stakeholder Team |
| Laura Robson | Stakeholder Team |
| Hollie Scott | Stakeholder Team |
| Eileen Brown | Customer Experience Director |
| Harriet Wilkes | Procurement |
| Kitty Blyth | Procurement |
| Alex Walsh | Legal |

**Timetable**



**2.6 Scoring Methodology**

For qualitative questions NGN will score on the following basis

|  |  |
| --- | --- |
| **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.  |

**Tender Response**

Responses must be submitted within the timeframe via the Ariba Portal as a response to Section 2 - tender questions (responses should not be submitted via the Ariba messaging portal) with all attachments saved in a zip file, if you experience any technical difficulties, please contact the person names in this document.

All bidders will be notified of outcome and provided feedback by the date specified on the procurement timetable.