

NEPO513 - Regional Legal Services Framework (P-006231/C-011462)

ITT Schedule 7a – LOT 1 – General Requirement – Tender Response Form

Your responses on this form will be used to assess your tender against the scoring criteria set out in the Evaluation section of the ITT Part 2 - Summary instructions and details of Contract document.

All questions should be individually answered and be on no more than the word limit identified for each question, using a minimum of Arial font, point 12, with attachments where stated.

Strength of proposals to comply with the Specification (ITT Schedule 1) – evaluation will be made on the proposals set out in this Tender Response Form – ITT Schedule 7a submitted in response to the Specification - ITT Schedule 1.

Tenderers will need to meet a minimum passing score of 40 out of 100 for each question

Failure to obtain a minimum score equal to or higher than 40 out of 100 for each question, will disqualify the Tenderer's whole tender submission.

All questions in this Tender Response Form have an individual word limit. Responses must not be more than the prescribed word limited, any information provided over and above this limit will not be considered by the Evaluation Panel during the evaluation process. Responses must be provided using a minimum of Arial font, point 12, with attachments where stated.

This Lot will be restricted to a maximum of six of the highest scoring Providers. In the event of a tied sixth ranked score, we will revert to score achieved for both Case Studies. The Provider that achieved the highest score for the case studies will be awarded the sixth rank position.

The scoring rationale behind the evaluation criteria is in accordance with the graduated approach set out in the following table.

Score	Classification
100	Exceptional response in all areas
90	Exceptional response with some minor shortcomings, or very good response with some exceptional elements
80	Very good response in all areas
70	Very good response with some minor shortcomings, or good response with very good elements
60	Good response in all areas
50	Good response with some minor shortcomings, or acceptable response with good elements

40	Acceptable response in all areas
30	Poor response with some acceptable elements
20	Poor response in all areas
10	Very poor response that is significantly below expectations in all areas
0	No response, or inappropriate response in all areas

1. Mandatory Requirement

NB: Please indicate if you wish to bid for Lot 1 in the table below.

If you wish to apply for Lot 1 - Please Confirm if you are able to deliver Services to both the North East Region and to National Customers.

Lot Description	Do you wish to apply for this Lot? Please State 'Yes' or 'No'	North East Region Please State 'Yes' or 'No'	National Please State 'Yes' or 'No'
Lot 1 – General Requirements – All			

NB: This Framework Agreement must meet the needs of NEPO Member Authorities and Associate Members, therefore any Provider that bids for Lot 1 – General Requirements must be able to deliver services at a Local and National level. Failure to confirm the ability to deliver services to all of the North East Regional Authorities and to NEPO Associate Members Nationally, may deem your tender submission as non-compliant bid and may not be evaluated further.

Please complete the questions below, referring to the requirements set out in ITT Schedule 1 Specification. Your responses should be relevant to the delivery of Lot 1 – General Requirements.

2.	<p>Mandatory Requirement</p> <p>Providers must be able to meet the Mandatory Requirements for Lot 1 – General Requirements. Tenderers must complete the Service Requirements Sheet (ITT Schedule 7c– Service Requirements) Tab 1 – General Requirement.</p> <p>This question will be evaluated on a Pass/Fail basis.</p> <p>NB: To Pass this question Providers must complete ITT Schedule 7c – Service Requirements and confirm they are able to fulfil the Mandatory Requirements described in this sheet and within ITT Schedule 1 Specification.</p>

3.	<p>Mandatory Requirement</p> <p>Providers must be accredited by the relevant professional body relevant to the delivery of these services (Solicitors Regulation Authority SRA or Bar Standards Board).</p> <p>This question will be evaluated on a Pass/Fail basis.</p> <p>NB: To Pass this question suppliers must indicate below that they hold the relevant accreditations.</p>

Please note that should you fail to Pass the Mandatory Requirements above, your response may be deemed a non-compliant bid and may not be evaluated further.

4.	<p>Service Delivery Expertise</p> <p>In no more than 1500 words please provide details to demonstrate that your organisation / you have the required expertise to deliver Services under Lot 1 – General Requirements. You may provide a diagram to illustrate the reporting structure between different staffing levels.</p> <p>Your response must include as a minimum:</p> <ul style="list-style-type: none"> • Description and numbers of relevant staff at all levels who will be available to deliver Services, their roles, experience, qualifications and how they will support delivery of the services. <p>This Question carries a 20% Weighting of the overall Quality Score</p> <p>NB: To pass this question you must score a minimum score of 40 out of 100.</p>

5.	<p>Continuity of Service and Allocation of Resources.</p> <p>In no more than 1500 words, please provide details to demonstrate that your organisation / you will ensure continuity of service for the Participating Authority and explain how your organisation / you will ensure appropriate allocation of resources to ensure the most efficient and effective delivery of Services.</p> <p>Your response must include:</p> <ul style="list-style-type: none"> • How staff will be deployed to specific requirements/services; • How you will manage / ensure continuity of staff on a single case over an extended period; • how you will ensure a like for like replacement of staff skills, knowledge and experience when allocated staff need to be reallocated to other cases; • details of your staffing structure (numbers and levels of staff) (in respect of this bullet point a single organigram in PDF Format may be attached and shall not count towards the word limit); and • The system your organisation will use to manage the relationship with the Participating Authority including; management of costs thresholds, on-going spend, allocation of tasks and managing any complaints and/or issues raised by the Participating Authority. <p>This Question carries a 20% Weighting of the overall Quality Score</p> <p>NB: To pass this question you must score a minimum score of 40 out of 100.</p>

--	--

6.	<p>Service Quality</p> <p>In no more than 750 words with no attachments, please provide details to demonstrate how your organisation/ you will ensure the provision of high-quality services to meet the requirements of the Participating Authorities.</p> <p>Your response should include:</p> <ul style="list-style-type: none"> • how work is quality assured to reduce future risk to the Participating Authority including supervision of junior members of staff. <p>This Question carries a 10% Weighting of the overall Quality Score</p> <p>NB: To pass this question you must score a minimum score of 40 out of 100.</p>

7.	<p>Case Studies to demonstrate how services would be delivered under Lot 1</p> <p>Please provide <u>two</u> case studies relating to complex customer projects in which your organisation has been involved that clearly demonstrate how your organisation delivers services similar to those required under Lot 1 – General Requirements. Your answer to this question must provide sufficient information and evidence to enable the authority to evaluate how you will deliver the services required under Lot 1 – General Requirements. This will require your answer to identify how your organisation’s delivery of the service referred to in the case study meets the requirements of Lot 1.</p> <p>Each Case Study must be no more than 2000 words with no attachments, please provide details</p> <ul style="list-style-type: none"> a) Be relevant to two or more mandatory specialisms b) Reference different mandatory specialisms
-----------	--

- c) Have been delivered and completed either for a central government client, a wider public sector client or in relation to a public sector project for a private sector client within the last 3 years.

Each case studies should contain the following –

Please provide a brief overview of the scale and complexity of each case study and identify the relevant mandatory requirement covered by the case study. Each Case study should set out details of, and demonstrate the following –

i. Ability to strategise

- How and what strategic input did you provide into delivery;
- At what stage(s) during the project did you provide it and why;
- What were the key benefits of your input provided;

ii. Innovation

- What concepts and innovations did you build into the project;
- How did you do this in the provision of the services;
- What the benefits of this innovation provide;

iii. Team formation and use of the team and nature of the team composition

- How did you resource and mobilise your team for the project to deliver quality and minimise charges;

iv. Project management of service delivery

- What tools and techniques did you use to monitor and control your element of the project to deliver quality and minimise charges;

v. Quality of Legal Solution

- How did you identify what legal advice was required;
- How did you ensure as the project progressed that all legal issues were covered;
- How did you ensure that the correct legal advice was given and that the advice was practical;
- How did you manage legal risk and mitigate risk (if required);
- What did you do to ensure the quality of your service; and
- What impact did your legal advice have on the outcome of the project.

vi. Quality of Knowledge sharing

- How did you share legal knowledge with the customer at the end of your involvement in the project to maximise future benefit of your advice and optimise success of the project?

vii. Key Success Factors

- How did you identify key success factors of the project and what was your contribution to meeting them?

This Question carries a 40% Weighting of the overall Quality Score

NB: Each Case study will carry 20% of the weighting allocated to this question

NB: To pass this question you must score a minimum score of 40 out of 100.

<p>8.</p>	<p>Social Value</p> <p>In no more than 750 words with no attachments, please provide details to explain how your organisation / you will provide social value to the Participating Authorities.</p> <p>Newcastle City Council is committed to securing added social value activities for communities and residents of Newcastle and the North East Region structured around four Key Themes –</p> <p>Think, Buy, Support North East Community Focused Ethical Leadership Green and Sustainable</p> <p>(See Council website for further detail)</p> <p>Taking account of these Key Priorities, please explain what added value you can bring to the contract considering the Services Specification, examples may include but not be limited to the following -</p> <ul style="list-style-type: none"> • Details of any Free Services/Training to be delivered over and above the requirements described in the Specification. • How you can offer Skills development opportunities to local people • How you demonstrate good ethical leadership and share knowledge and skills influencing organisational best practice in the area. • Details of how you share community assets including buildings, resources, skills, knowledge and connections to support local initiatives. <p>This Question carries a 10% Weighting of the overall Quality Score</p> <p>NB: To pass this question you must score a minimum score of 40 out of 100.</p>

