



**Tender Specification**

**THE REGIONAL DESIGN REVIEW AND ENABLING SERVICE FOR NORTH EAST ENGLAND**

**Tender Reference: OJEU08/09 -017**

**14 November 2008**

One North East  
Stella House  
Goldcrest Way  
Newburn Riverside  
Newcastle upon Tyne  
NE15 8NY

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## **1. INTRODUCTION**

### **1.1 The Invitation to Tender**

The Contracting Authority for the purpose of this Invitation to Tender is One North East the Regional Development Agency for North East of England.

One North East's registered office is Stella House, Goldcrest Way, Newburn Riverside, Newcastle Upon Tyne, NE15 8NY.

One North East has been created under the Regional Development Agencies Act 1998.

You are being invited to submit a tender to One North East (the 'Agency') to provide management services for the North East Design Review Service.

The Tender return requirements are located at Section 16 and provide details on the documents to be completed and information to be provided.

### **1.2 One North East**

One North East is the Regional Development Agency (RDA) for North East of England, comprising Northumberland, Tyne and Wear, Durham and Tees Valley. The RDA was established in April 1999 by Government to further economic development and regeneration. One North East, together with regional partners, is responsible for producing the North East's regional economic strategy, which has led to the development of a diverse range of programmes and initiatives throughout all parts of the region.

### **1.3 The Regional Economic Strategy.**

The Regional Economic Strategy (RES) is a partnership document that sets out the agreed regional economic development strategy. In May 2007, "Leading the Way" - the RES Action Plan 2006 – 2011 was published which set out the main activities of the partners that would accelerate economic development and regeneration in North East England. Part E of this document sets out the challenges to improve regeneration quality and delivery; the North East Design Review and Enabling Service will be a service that will provide a challenge to achieving the desired outcome of holistic and quality regeneration delivery.

## **2. BACKGROUND**

IGNITE, is North East England's Regional Centre of Excellence for Sustainable Communities and is one of nine such centres that form the National Excellence Network. Several of the other centres have also established such a service in response to the call from CABE, the National body that speaks on matters of design quality in the built environment, for the Regional Centres to drive forward the quality agenda. The RCEs were established by the RDAs in response to the Urban White Paper 2000.

One North East, as a learning organisation that promotes continuous improvement, is resourcing IGNITE to ensure that the region has access to knowledge and know how which will enable the region's leaders, practitioners and professionals (that form the core occupations for sustainable communities as defined in the Egan Skills Review

2004) to be best in class to deliver the sustainable communities agenda as set out in the Urban White Paper 2000 and the Sustainable Communities Plan 2003. "Place Making" forms a key part of this Agenda and Design Review and Enabling is seen as being a key way to make a difference to the built environment in the North East and to ensure that projects achieve added value by addressing the sustainability challenge.

Central to the IGNITE business plan is the establishment of the north east design review and enabling service that supports the development of capacity and capability of the practitioners and professionals involved in physical regeneration and economic development.

The first phase of the service will see the establishment the North East Design Review Service; The enabling service will be brought on stream at a later date, subject to budget.

Preliminary work has been undertaken by IGNITE to develop the 'service terms of reference' (TOR) (Section 4.1) and to consult with local authorities and other potential users of such a service.

IGNITE will advertise and recruit a Nolan compliant panel of national and international experts which will be in place by February 2009. IGNITE is now seeking a quality management service of a calibre that can support a panel of renowned experts.

## **2.1 The Purpose of the Brief**

To enable the North East Design Review Service to become fully operational, it is proposed that IGNITE will initially procure the service from a 'Service Provider' (SP) on a tendered basis and be responsible for its direction and the procurement and high level management of the 'Panel of Experts'.

The SP will be responsible for the delivery and management of the service, which will be delivered under the North East Design Review banner and managed by the IGNITE management team and steering Group; thus all communications will be undertaken as representing this service both verbally and visually, using the brand on all materials

Central to this proposition is the modus operandi and culture that needs to be adopted. The SP will need to work to the values and culture of IGNITE, ensuring that the service becomes well known and well regarded.

In scoping the brief, additional supporting elements have been identified and included which, if costs permit, will also be commissioned.

The vision for the service is outlined in Sections 3-6. This has been agreed by a working group for this project.

During the establishment phase (first three months) the SP will work with the current consultant who has advised IGNITE to date on the business plan and modelling and who will assist in a mentoring role during the set up phase and the first two panel meetings in order to effect the smooth and effective establishment of the service. This is scoped in section 5.2.

### **3. SPECIFICATION OF REQUIREMENTS**

- 3.1 The SP is required to manage and develop the North East Design Review Service. The specific tasks that will be required from the SP are:
- 3.2 Establish, staff and manage a Panel Secretariat: provide secretariat, logistical and administrative support for the panel. The secretariat functions will be as follows: diarising and publicising design review meetings, booking venues and meeting rooms, (note: One North East can advise on suitable venues) selection and notification of panel members, identification of suitable schemes for review, liaison with scheme developers architects and planning authorities, development of agendas, site visits to photograph locations, collation and circulation of illustrative materials and papers in advance of meetings, pinning up of schemes at venues, recording the views of panel members and the chairs summation, producing a written report of each review, making presentations to promote design review around the region, and liaising with IGNITE on progress and logistics. (Note: the payment of Panel member allowances will remain with IGNITE).
- 3.3 The SP will need to be able that they are constantly adhering to their stated arrangement of quality assurance, governance and probity. The ability to provide a service that is privy to confidential material will need to demonstrate that this knowledge is not passed to other colleagues within the SP organisations or associates. This is affirmed in para 4.3.5.
- 3.4 Manage the North East Design Review Panel (DR Panel): select up to four from the Panel for each full design review meeting, ensuring that there is a well balanced range of skills available at each meeting, able to review and advise on the design quality of a variety of development documents including site briefs; master plans; area frameworks; design guidelines; planning applications; and a variety of themes, sustainable communities; energy; procurement; public art;
- 3.5 Market and publicise the services of the panel and pro-actively promote the work of the panel to potential users and customers.
- 3.6 On a monthly basis provide and agree with IGNITE a rolling programme that identifies:
  - The draft programme of projects in the pipeline within the region for the forthcoming two reviews.
  - The list of contacts for these projects.
- 3.7 Develop and agree with IGNITE a communications plan and provide a monthly progress report on implementation, to include:
  - Guidelines for the quality standards for presentation materials
  - Recommendations for other audiences
  - The Service marketing strategy and materials, costed.
- 3.7 Develop and implement a system for keeping records that ties in to the formal evaluation framework. The outputs and targets will be captured and at the end of each year; there will be an evaluation of the Service undertaken through stakeholder consultation both on line and by workshop. Criteria will be selected that reflect the maturity of the impact of the service in the short, medium and longer-term. This will be agreed after the first three months.

- 3.8 After 10 months, research and develop an end of year report to include feedback from review participants on their assessment of its value, and examples of before and after drawings of designs that have been changed as a result of the process.
- 3.9 IGNITE expects a minimum of 40 schemes per year to be considered by the North East Design Panel and for it to hold a minimum of 9 full design reviews per year looking at least 4 schemes per full design review. Where IGNITE identifies additional funds, the SP will be invited to undertake one or two additional full reviews if practical. In addition, the SP will offer 3 interim reviews per year consisting of the panel chair and SP lead officer, to review revised proposals and give a view on relatively minor schemes.
- 3.10 Reporting: the SP will meet the Head of IGNITE on a monthly basis, and provide IGNITE with monitoring information and progress reports quarterly as minimum and provide an annual published report on the work of the panel (see above).
- 3.11 Governance: ONE North East is the funder of this service and the ultimate client. The client sponsor role is held by the IGNITE Steering Group (ISG) delegated on a day to day basis to the Head of IGNITE. The ISG reports to One North East via the Sub Committee structure, currently the Regeneration Committee. To ensure probity, the ISG reserves the right for observers to join the meetings. These will be selected from professional member organisations, CABE and the local authorities.
- 3.12 To ensure a smooth transition, the existing consultant, who has been advising IGNITE, through a hand over period, will provide the SP with three months support to run the panel event and provide a briefing on intelligence gathered over this set up phase.
- 3.13 Contract term : This will be defined by the supplier by stating the length of term offered to One North East on behalf of IGNITE for the sum of £150,000 which will include vat and travel costs, but excludes the costs of the Panel Members.

It is anticipated that the Design Review Service will have commenced by 1<sup>st</sup> March 2009 with the first Panel event taking place by April 2009 and cover the three month hand over period. The SP will state the date of completion of this service.

## 4. SUPPORTING SERVICE DESCRIPTION INFORMATION

As part of the scoping of the service, the Project Group discussed the Service Terms of Reference (TOR), the criteria for projects to be selected for review, confidentiality protocol and job roles ( as a JD for an employee) this should give the SP a clear picture of the service and service standards required. The agreed outcomes of these discussions are described in the following sections 4.1 – 4.6.

### 4.1 The Terms of Reference (TOR)

To date, the agreed vision for the service TOR is as follows:

#### 4.1.1. Purpose of a North East design review

The purpose of the North East Design Review Service is to achieve high design quality in the built environment in the region by offering expert, constructive, impartial advice to developers, planning authorities, and regional agencies on the architectural, landscape and urban design aspects and on climate change impacts, of master plans and major development proposals.

The reviews will take place at meetings with the North East design review panel members, made up of acknowledged built environment design experts. The panel's views will be summarised in written reports for use by planning authorities and scheme proponents to help them evaluate and improve scheme designs.

The panel's regional remit is intended to help raise design aspirations and encourage adoption of more consistent design standards across the region.

The panel will consider schemes of more than local significance.

The panel meetings will, in time, provide an opportunity for non specialists, including design champions, to develop a better understanding of design assessment.

After a reasonable period of operation, say one year, the remit of design review panel events may be extended to embrace an educational role for children and young people.

#### 4.1.2. Key attributes

- **Scope** – The panel's remit extends to the built environment in its broad sense, including issues of architecture, urban design, landscape architecture, highway engineering, major civil engineering works, public art, sustainable regeneration and community safety.
- **Expertise** – Panel members will represent a broad range of interests and be widely regarded as expert practitioners in their respected fields.
- **Independence** – Advice will be independent and provided as a non statutory consultee within the planning system. Panel views will have regard to established policy at national, regional and local level.

- **Constitution** – The panel is to be comprised of individual members. It will operate under Chatham House rules with their comments and views recorded in that manner.
- **Procedures** - The conduct of meetings will follow those established by CABE national design review panel as closely as is practically possible.
- **Evaluation** – The work and process of the panel is to be subject to ongoing evaluation and a formal review after 1 year of operation.
- **Early Consultation** -One of the principal means of increasing the impact of design review will be to encourage developers and their agents to consult the panel at the earliest possible stage where 'significant' or 'sensitive' schemes are proposed. This should normally be prior to submission as a planning application

#### 4.1.3. Key benefits

Independent advice and guidance through an independent design review process can ensure that projects and plans help make quality places and sustainable communities in the North East of England. The design review process:

- Brings a depth of specialist experience on complex issues that may not be available to the project team or planning authority
- Provides a valuable second opinion which can add value to the design process
- Can challenge design concepts and promote innovation at a formative stage of a project
- Can identify weak design concepts before they become too deeply engrained
- Can offer support and encouragement for appropriate innovative high quality design
- Promotes a strategic view
- Can provide a valuable training and support role for people in positions of responsibility and influence on design quality in local areas.
- Can help bring about better development early in the process, and so avoid undue delay caused by changes at a late stage in the process.

#### 4.1.4. Management arrangements

The design review panel will be overseen by a work-group as agreed; the Ignite Steering Group, which shall have overarching responsibility for the performance of the review, including the panel, chair(s) and staff.

This work-group will likely be a mix of public, private and NFP sectors. It will be chaired by the Sustainable Regeneration Manager for ONE North East, whose remit is as Head of the Regional Centre of Excellence for Sustainable Communities, IGNITE.

There will be two levels of staff: a design review manager and a design review officer.

A chairperson and up to two vice chairs shall be appointed. The chair and vice chair positions will have a tenure of two years, after which the posts will be re advertised. It is likely that chairs and vice chairs will be asked to remain as panel members thereafter.

The design review manager and the chair and vice chair will be given a performance review after every six months, by representatives of the steering group.



#### **4.1.5. Composition of the panel**

As a minimum attendance at each North East Design Review meeting will comprise:

- A chairperson with a national or regional reputation in the field of built environment planning or design;
- Up to four further independent built environment planning or design advisors.

Other representation will be invited, in an advisory capacity as follows:

- One senior planning or regeneration officer of each of the councils in whose area the schemes for review are located,
- One representative of a relevant regional or sub regional organisation, where appropriate
- The local authority or other appropriate design champion [e.g. from an NHS Trust Board],
- Other representatives as from time to time may be deemed appropriate by the steering group, such as English Heritage or a representative of a relevant local civic society or amenity group.

#### **4.1.6. Operation of the panel**

The geographical coverage of the panel shall be the North East region of England.

The panel will meet in rotation in at least two different venues, reflecting the geographical diversity of the region. It is an aspiration that venues will be offered at no charge and serviced by a 'host organisation', however, in some cases the venue may be funded directly by ONE North East.

The Panel will meet up to 9 times per annum on a six weekly basis, to provide a design review of significant development proposals selected by planning authorities, the scheme developer, regional organisations or sub regional organisations.

The Panel will be regarded as quorate if a minimum of three of the invited panel members are present.

The Panel will review up to 40 significant development proposals in its first year (around 4 proposals per meeting of the Panel). The proposals should ideally be in the form of pre-application schemes but may exceptionally be at planning application stage.

The design review panel manager and officer shall attend and shall make accurate notes of the meeting in order to produce draft reports on each scheme reviewed. The officers will not be members of the panel.

Following panel meetings, the design review manager will produce reports in consultation with the panel chair, to inform the evolution of scheme design. Developers will be encouraged to use the reports to consider ways of adapting their schemes to accommodate the suggested

changes. Planning authority officers should use the reports in negotiations with developers and should incorporate a summary of the panel's recommendations in their reports to planning committee, together with an explanation of how the scheme has or has not subsequently evolved.

For schemes which are not confidential, including those which have reached the planning application stage, reports will be posted on the Ignite website. Proponents of some pre application schemes may wish these to remain confidential, in which case the review reports on them will not be published and, under the terms of the Freedom of Information Act 2000, will be withheld from public scrutiny.

After a reasonable period of operation, the remit of Ignite Design Review Service may be extended to take on a more explicitly educational role. For example, after the panel meeting, a parallel review of selected schemes in the public domain may be undertaken using a panel of young people, and its views may be incorporated into the design review manager's report on each of the selected schemes.

The panel will run for an initial period of 2 years, with extension subject to performance review and identification of further funding, including the possibility of funding by service beneficiaries after that time, or as procured at IGNITE's discretion.

#### **4.1.7. Panel membership**

A pool of around 35 experts in the fields of architecture, planning, urban design, the arts, landscape design, environmental sustainability, surveying and other relevant disciplines shall be appointed following national advertisement for prospective panel members. Generally, but not exclusively, members will be drawn from the North East region. Each panel meeting shall comprise the chair or a vice chair and up to 4 experts selected from the pool.

#### **4.1.8. Panel chair and vice chairs**

The chairperson shall be appointed by an interview panel, chaired by the Sustainable Regeneration Manager at One North East. Comprised of a CABE, local authority and private sector representative, In addition to the chair, up to two vice chairs may subsequently be appointed. Vice chairs may be invited to chair meetings during the absence of the chair or in rotation.

It is essential that the panel chair is a highly regarded professional with the personal qualities to gain the respect of the other panel members, the skill to be able to shepherd the discussion, and to draw a complex range of issues into a coherent and meaningful conclusion. Key characteristics include:

A strong track record of achievement in a relevant field

Good critical and analytical abilities

A polite but authoritative manner

Able to synthesise and summarise a range of views to achieve consensus and to guide its translation into an appropriate written form

Skill in dealing with strong personalities

#### **4.1.9. Format of panel meetings**

A schedule of meetings will be posted on the Ignite web site.

Each panel meeting will take place over a full day, with one hour being allocated to the review of each scheme and time available between each scheme review for the chair to confer with the panel to confirm its views.

At each meeting the panel will review up to 4 significant development proposals nominated by local authority partners, developers, or agencies operating at national, regional or sub regional level.

The proposals should normally be in the form of pre-application schemes, but statutory planning applications will also be considered for review by exception.

The design review manager will distribute summary information of each scheme to panel members one week before the date of the relevant panel meeting.

Criteria for selecting proposals for design review are set out in Appendix A.

At each review, schemes from throughout the region will be considered. However, the normal practice will be to review at least one scheme from the locality in which the panel is meeting.

Although it will not be possible to arrange site visits to all schemes under review, due to the wide geographical spread of the North East region, the location of every scheme will be visited in advance of the review by a member of staff or a panel member.

#### **4.1.10. Conduct of panel meetings**

Meetings will be chaired by the design review panel chair, or vice chair.

Prior to considering each proposal, the panel will consider a range of information provided to it, including:

A short presentation by the design review manager on the site attributes, including contextual photographs. (This will already have been provided in the summary report to all panel members a week prior to the panel meeting).

An exhibition of between 3 and 6 A1 sized illustrative information panels. (Where proposals are considered at the pre-application stage it will be the responsibility of the developer or architect concerned to provide this. In the case of planning applications it will be the responsibility of the relevant local authority partners to provide this.)

A short (maximum 15 minute) presentation by a representative of the developer. Normally this will be the architect, although in appropriate circumstances it may be the developer. PowerPoint presentations using a maximum of 5 slides and/or short computer visualisations of designed proposals will be allowed, providing that they take up no more than five minutes of the presentation in total. The presentation should be based around the A1 illustrative material.

In addition the local planning authority representative should be prepared to provide a short statement on how well the proposal satisfies the relevant planning and regeneration policy context and any other information that will add value to the project being considered.

Panel members may then ask questions to clarify any issues.

The panel will then discuss the proposal and form views on it including suggestions as to how it might be altered or improved to better relate to its context and stated objectives.

The chairperson will conclude the discussion, reconciling any differences of opinion on the merits of the scheme and summarising the panel's advice.

The discussion will take place in the presence of all those invited to the meeting. Whilst there may be advantages to holding discussions *in camera*, including a greater freedom to express challenging views which might not be appropriate in the presence of an audience, one of the objectives of this design review is to educate and inform those who are in day to day positions of influence in improving design in the local area. The benefit of the training element of the review is seen to outweigh any disadvantages of discussions taking place in front of an audience.

Panel members who are, or have been, personally or professionally involved with a particular proposal under discussion, or who may otherwise be considered to have a conflict of interest, are requested to notify the design review coordinator in advance of the meeting. The composition of the panel for that meeting will then be arranged to avoid any conflict. Where a conflict of interests arises at the panel meeting, panel members must declare their interest and must not take part in the Panel's discussions on the proposal and must leave the meeting while the item in question is being considered. A detailed policy on conflicts of interest is contained in appendix B.

#### **4.1.11. Feedback from panel meetings**

Following the panel meeting within five working days for statutory applications, and within seven working days for pre-application proposals, the design review manager will provide the scheme proponents and planning authorities with a concise written design review report, commenting on the architectural and urban design qualities and implications of each proposal, and recommending actions or options for improving the design of the proposal. This report will have been discussed with and approved by the panel chair prior to its release.

The aim of the design review report is to assist and encourage the potential developer or applicant to achieve high quality design. In the case of formal planning applications the contents of the design review report will be conveyed to the relevant local authority development control committee through the planning case officer's report. Local authority planning and development control committees will be actively encouraged to regard the panel's comments as a material consideration in the exercise of their statutory planning powers.

#### **4.1.12. Interim reviews**

At his or her discretion, interim design reviews may be undertaken by the chair alone or with a smaller than normal panel, with the support of the design review manager. Such reviews may be introduced to provide opinion on the progress of previously reviewed schemes. The reporting process for these reviews will follow the procedure adopted for the main reviews.

#### **4.1.13. Relationship with national and local design reviews**

This review is not intended to replace either the CABE national design review or any existing or proposed local design review, but rather to contribute to raising standards of design in the built environment and to occupy a different niche position.

The criteria for this review are intended to embrace schemes of a more than local significance, that are not taken up by CABE at national design review. There will be an efficient and effective dialogue between the coordinators of IGNITE design review and CABE national design review, to ensure where possible, that all schemes that would benefit from review are reviewed by one or other of the two review bodies and that there is no duplication of effort. The principle of subsidiarity is proposed, whereby any scheme that CABE decides need not be dealt with at national level should be delegated to the regional level and any scheme that need not be dealt with at the regional level may be dealt with at city or borough level, where a local review exists. The design review manager will invite CABE national design review staff to inspect draft agendas and where CABE consider a scheme to be more appropriate for national review and are able to offer a review within 2 months, the scheme shall be submitted to CABE and not to this review.

The design review manager will invite schemes for review from city and borough councils, sub regional organizations and directly from developers. Where local authorities intend to submit schemes for regional review, they should notify CABE in advance, in accordance with the advice from the chief planner in the DCLG contained in his letter of December 2006.

Schemes to be considered Nationally and Regionally will be identified by the CABE Protocol as set out in appendix A. This establishes the core schemes that will normally be considered by the regional review.

#### **4.1.14. Publicity**

In the case of proposals which are within the statutory planning system, as development plan documents or planning applications, or which are otherwise in the public domain, the design review panel will publish relevant reports on the Ignite web site. In other cases including preliminary schemes, the design review panel will not publish the associated review reports without the express agreement of the developer or scheme proponent.

#### **4.2 Indicative criteria for development proposals that will be considered by the design review panel**

- a) Master plans for development within regeneration areas.
- b) Other development benefiting from public regeneration funding which is located in priority areas for the Regional Economic Strategy
- c) Development significantly affecting the character or appearance of a city centre, town centre, or rural service centre.
- d) Any development of more than 50 dwellings, or which otherwise could have a significant impact on the quality of place.

- e) Any other development contributing to a total development of more than 1,000 square metres floor space, or which otherwise could have a significant impact on the quality of place.
- f) Other development requested for consideration by local planning authorities and subject to agreement by the design review manager.

Notes:

1. The design review manager will invite CABE national design review staff to inspect draft agendas and where CABE consider a scheme to be more appropriate for national review and are able to offer a review within 2 months, the scheme shall be submitted to CABE and not to this review.
2. Schemes should normally be brought forward in advance of their submission for planning approval, in order to allow sufficient time for changes to be negotiated.

### **4.3 CONFLICTS OF INTEREST**

#### **4.3.1 Definitions of 'interest'**

There is no formal definition of 'interest'. Panel members, officers and steering/appointments group members are, however, are expected to adhere to the principles laid down in the Nolan report on standards in public life. The success of the panel rests on its impartiality. The panel must not only be independent and objective, but must be perceived to be so by the development industry and the public at large.

Panel members should declare any known cases where they or their employer have a direct commercial interest in a project being considered at either a full or desktop meeting with which they are scheduled to be involved. They should also declare any cases where there is a non-commercial connection which might be considered relevant by a third party. Examples of this include, but are not limited to, the following:

- Being engaged on a different project for the developer or client putting forward a scheme.
- Being involved on a different project in a consortium with a party involved in a project being considered by the Ignite design review panel.
- Being involved in a contiguous or nearby or related project where the two have a bearing on each other.
- Being, or having been, involved in a scheme which is a rival to the one proposed.
- Involvement in another group concerned with a project, e.g. an amenity society.
- Family relationship with party involved in a project.

#### **4.3.2 Notification of interests**

Lists of projects to be considered at both full and desktop meetings of the Ignite design review panel will be circulated in advance by e-mail. Panel members will be asked at this stage to declare any direct or indirect interests in the projects listed to the design review coordinator. The coordinator will consult the chair if necessary and advise whether or not the panel member should attend the review of the project in question.

The general test is that if a panel member is in any doubt as to whether something might be perceived as an interest, they should declare it.

#### **4.3.3 Withdrawing from meetings and recording interests**

Panel members should not participate in reviews where they have a direct interest. They may attend other presentations in the same session, leaving the room for the scheme(s) where they are conflicted. Panel members' interests which have been declared are recorded in the agenda, the minutes, and at the foot of advice letters.

Declarations which have been made but are not considered significant enough to require withdrawal will be noted in the record of the meeting but not declared to those receiving advice (unless they ask).

#### **4.3.4 Schemes put forward by Panel Members**

Panel members may attend meetings as part of a team presenting a project. In this case, however, they should not attend any other part of the same meeting in their capacity as a panel member. In such instances the meeting note should record their attendance as applicants and make it clear that they did not take any part in the discussions.

#### **4.3.5 Probity of the Service Provider**

The service provider must also operate to the highest standards of public life as set out in Para. 4.3.1. In addition, the service provider will also need to demonstrate how they propose to manage any conflict of interest between their organisation and those of the panel members and how the organisation will be structured to ensure that there is no organisational benefit gained through the transfer of the confidential information gained through the Design Review Panel Process or transfer to a third party. A non disclosure agreement will required by One North East.

### **4.4 CONFIDENTIALITY PROTOCOL**

Under normal circumstances, and unless otherwise agreed in advance and confirmed in writing, the findings of the panel will be made public.

In order to guide the development of projects during their formative stages, the Ignite design review panel will encourage early consultation. Mindful of potential commercial sensitivities around early discussion, in special circumstances subject to agreement between the chair and the design review manager, the panel will also consider providing its views in confidence.

The panel will only provide its views in confidence in the case of projects that have not been submitted for planning permission, and are not otherwise in the public domain as a result of being publicised by their promoters or others associated with the project.

The Ignite design review panel will be subject to the Freedom of Information Act 2000. Information will be disclosed as required and in accordance with that Act. In the case of confidential advice the panel would claim qualified exemption, on the grounds that disclosure would be prejudicial either to commercial interests or to the effective conduct of public affairs or both. However, this may be subject to legal challenge.

## **4.5 JOB Requirements: Ignite Design Review Manager.**

### **Overall purpose**

To establish North East design review as a respected service which helps to secure high quality development in the region. To increase design expertise, influence policy, promote regional identity and diversity, and raise design awareness and aspirations across all the region's communities.

### **Dimensions**

- Leading the development and delivery of North East Design Review and assisting with other initiatives to influence the design quality of the region's buildings and spaces.
- Promoting the work of the Design Review Panel and Design Champions Programme in the region.
- Taking an integrated approach to delivery: demonstrating awareness of regional local contexts and policies, accumulating evidence of best practice in design in the built environment,
- Connecting with the full range of Ignite's strategies and programmes and
- Working as a full member of the Ignite team.

### ***Liaison with:***

The Head of Ignite who is also the ONE North East Sustainable Regeneration Manager, Northern Architecture staff, the design review chair, vice chairs and panel members, CABI regional representatives, CABI national design review team, developers, regional agencies and planning authorities.

### **Responsibilities**

#### **Design review**

- Coordinating the design review panel, ensuring that it meets at least 9 times per year to provide an expert design review service for significant development proposals
- Coordinating interim panel reviews by the design review chair or vice chairs.
- Ensuring that the panel operates to stated protocols and timescales.
- Upholding a commitment to promoting diversity and equality across the performance of the service.
- Advocating the design review process to local authorities, regional agencies, developers and design practitioners in the region.
- Procuring sufficient appropriate schemes for review, in accordance with stated criteria.
- Writing up reports of meetings, ensuring that they are fair, constructive, professionally sound, concerned solely with criteria relevant to the planning process, and that they meet the approval of the relevant chair or vice chair.
- Ensuring scheme reports are sent to scheme proponents, and where appropriate posted on the Ignite website, to specified deadlines.
- Ensuring that design review contributes to and works well with the other components of Ignite's wider programmes.
- Line managing the design review officer
- Liaising with and sharing practice with CABI, ONE North East and local design review panels.



### **Partnerships**

- Collecting intelligence on plans and aspirations in design, planning and development within the North East.
- Engaging with the region's major regeneration programmes including those associated with Building Schools for the Future; LIFT; Housing Market Renewal; Urban regeneration Companies, and Regional Economic Strategy priority areas, ensuring that key personnel are aware of the benefits of design review and the design champions network.
- Contributing to the development of strong regional partnerships in promoting good design in the built environment.
- Presenting the work of the Ignite North East design review at conferences and seminars.
- Liaising with press and media as appropriate.

### **Evaluation and Development**

- Evaluating programmes and writing evaluation reports to timescales required by the Steering group.
- Managing the work programme and performance of the Design Review Officer.
- Developing new resources and controlling budgets.
- Contributing to other aspects of Ignite's programmes as may be requested from time to time by the Ignite North East design review steering group.
- Working to secure continuation of design review beyond the pilot phase.

### **4.6 Job Requirements: Design Review Officer**

- Assisting the development and delivery of Ignite North East Design Review.
- Working as a full member of the design review team.
- Assisting with additional tasks of a nature appropriate to the job, at the request of the host organisation line manager. (Approximately 30 % of the time)
- Servicing the administrative needs of the design review panel
  
- Book meeting rooms for meetings of the design review, ensuring that catering requirements are fulfilled and that any equipment requirements are met.
  
- Ensure design review panel members are given essential information on design review in a timely manner, including details of meeting venues and agendas.
  
- Assist in transporting and assembling display panels, and pinning up and taking down exhibits of design schemes for review.
  
- Type and distribute agendas and reports.
  
- Upload reports and other design review information to the Ignite website and ensure that it is kept up to date.
  
- Maintain and manage the design review budget monitoring system, providing information for the design coordinator as requested.
  
- Coordinate processing of invoices.

- Sort mail and maintain a mail database by monitoring and tracking items of post passed through the office.
- Deal with incoming calls promptly and efficiently, screening calls at all times.
- Maintain and update the filing system.
- Carry out other administrative tasks as necessary, including photocopying, data inputting, distributing documents and replenishing stationary.
- Receive visitors and provide routine information on the business of Ignite design review.
- Maintain the team holiday and sickness monitoring forms.
- Support other functions of the host organisation, including the Design Champions programme and the Ignite schools initiative, as requested by the line manager (approximately 30% of the time)

- **5. SUPPLEMENTARY BACKGROUND INFORMATION**

This outlines the service provider's role in more detail and the transitional activities required following the scoping and gearing up activities of the Consultant in preparation for service delivery:

Refine and develop the existing long list compiled by One North East into a programme of projects to be submitted to the design review panel by liaising with the relevant planning authority, developer and design teams. This activity is extremely fluid and usually subject to last minute adjustments.

Advise service users of the appropriate presentation materials to ensure that there is a consistently high standard of quality and succinct presentation material.

Select and invite four members from the Panel to undertake the review. Selecting those panel members who have the appropriate knowledge of design and other relevant thematic issues that will be discussed

Visit the sites, with at least one panel member, making notes and a photographic record for use in powerpoint format as a presentation to the panel. Making use of the IGNITE portal for storage and retrieval of design review agenda information.

Attend the panel meeting and record the learning points from the session

Provide feedback to the consultant (first three months) and IGNITE

At the end of two months provide a marketing and communications plan that identifies:

- A draft programme of projects in the pipeline within the region
- A list of contacts for these projects
- Guidelines for the quality standards for presentation materials
- Recommendations for other audiences
- The Service marketing strategy and materials, costed.
- How the IGNITE portal will be used for the storage and retrieval of salient information.

Provide a financial profile of monthly outgoings to IGNITE at the start of the project.

## 5.1 The role of Ignite

- o Responsible for the overall direction of the Design Review Service.
- o Organise (first three months only whilst under the guidance of the consultant prior to the SP taking over) and pay for the room and catering for the event
- o Administer the reimbursements for the design review panel
- o Ensure that learning is captured and where appropriate, transferred
- o Provide the stationery and other marketing materials
- o Procure, recruit and jointly manage with the SP the panel of 35 professionals and practitioners on whom the Service Provider may call.

## 5.2 Transitional Activities and Arrangements

During this period the ***existing consultant (JS)*** will:

- Where appropriate, organise and facilitate training for new panel members
- Utilise his high-level skills and experience to facilitate Panel discussions and ensure that Panel discussion and recommendations are written up in a consistent and clear form, providing clear guidance to those submitting proposals.
- Hand over the long list of potential projects to be brought to the panel to the SP.
- Brief and support the Chair
- Draft the letters for the Chair to sign off
- Discuss the outcomes with IGNITE

The SP will shadow the above activity and will be expected to take on all of the functions established by the third review, enabling the initial consultant to act as observer and mentor for that third review.

The initial consultant will withdraw from the process on or before the reporting of the third design review.

## 6 Additional services.

- 6.1 Part of the vision for the North East Design Review Service is to disseminate the learning from these meetings, when appropriate. The SP should identify the cost (excluding venue and catering) of hosting four sub regional events that supports the work of the Regional Design Champion and Heritage Environment Network and two events for other stakeholders. Stakeholders could include key One North East partners, EP / HCA, the Housing Market Pathfinder, RSLs and house builders. The SP should state whether this cost can be accommodated within the budget as added value to IGNITE.

## **7. OUTPUTS REQUIRED**

The list of outputs form part of the commentary of the Service standards outlined in Section 3. These are summarised below:-

- A minimum of 40 schemes p/a to be considered
- A minimum of 9 full design panel reviews p/a or part thereof
- A minimum of three interim reviews
- An annual published report on the work of the panel highlighting where the Panel has made a difference.
- Monthly meetings with and a quarterly progress reports for the IGNITE manager
- A methodology for record keeping that ties into the formal evaluation framework
- An agreed communications and marketing plan
- A rolling programme of projects to bring to the panel
- A record of the Panel discussions where Sustainability Matters! form the basis of the probing and the formal letter advising the "customer" of the views of the panel.
- A costed Plan for four dissemination events.

## **8. SCOPE**

The SP will be expected to use the marketing materials supplied by IGNITE and to operate under this brand name.

The SP will be expected to adhere to the values of IGNITE, in particular commit to the knowledge transfer and principles of raising standards that drive the business ethos of IGNITE.

The SP will agree not to provide a similar service in competition with IGNITE at any time unless it is specifically requested in writing by IGNITE.

## **9. PROJECT TEAM**

Tenderers should provide the names of the key members of the proposed team for delivering the requirements, their respective roles and details of their relevant experience.

CVs should be submitted for all key members of the proposed team.

Tenderers should provide evidence of the nominated project manager's track record of delivering work, of the type detailed in this Specification, including whether such services were provided on time.

The SP will be asked to sign a Non Disclosure Agreement (NDA) with One North East.

## 10. CONTRACT MANAGEMENT AND CONTRACT REQUIREMENTS

The contract will be managed as described in section 3; the SP should be familiar with 3.4 and 3.5.

As per the One North East General Conditions of Contract for Services One North East will retain any and all Intellectual Property Rights produced at a cost to this contract.

The Successful Tenderer will be required to:

- Deliver the requirements outlined in Sections [3] and [4] above.
- Ensure compliance with State Aid, One North East's procurement policy on awarding contracts and comply with an open recruitment policy;
- Maintain full records including financial and accounting records for the contract;
- Provide monthly contract progress reports to One North East. A standard reporting format will be provided;
- Attend meetings of the and present project progress;
- Proactive rather than reactive;
- Cooperate with auditors and evaluators as required. These may either be staff from One North East or independent third parties;
- Adopt a flexible approach in order to direct its activities in a way which will achieve the maximum economic benefits for the region's businesses.
  
- Ensure that the knowledge and IPR is embedded with IGNITE. As this activity will give the SP exposure to a wide number of IGNITE stakeholders and customers. Information and intelligence gathered will be shared with IGNITE solely and the use of such intelligence and information will be used for the sole benefit of the purpose of IGNITE. The SP will not use this position to market additional or supplementary services to the customer base (in its widest definition) unless this is agreed in writing with IGNITE.

## 11. QUALITY ASSURANCE

Tenderers should describe their procedures for quality assuring their work and the fit with the service protocol as described.

## 12. PAYMENT ARRANGEMENTS AND CONTRACT PRICE

The SP will be paid monthly in arrears according to the agreed work plan which will be submitted within 2 weeks of the appointment.

## 13. TENDER SUBMISSIONS

Tenderers should provide details within their tender proposals of:

- their proposed model for delivery of the Service, which will meet the specification requirements as set out in Section 3, amplified in Section 4 and will achieve the required outputs listed in Section 5
- the programming of the service from inception to launch and to the end of the contract term. Indicating the milestones that need to be achieved.
- How the SP will address the probity issues of internal conflicts of interest; conflicts of interest of Panel Members and the need to create a transparent and neutral service. This should address the option in the brief but additional option may also be considered.
- how their model for delivery will meet the outcomes and demonstrate added value by stage to the outcome of the contract;
- a full cost breakdown of their proposal. This should include details of the numbers and status of staff involved, their time and associated costs. VAT and expenses should be identified separately;
- an exit strategy; stating how they see this service becoming sustainable from or handed over or being terminated

Tenders will be evaluated against the award criteria as set out in section 14 and tenderers should demonstrate:

- Capability to meet the contract requirements;
- Ability and flexibility to deliver the service to the agreed timescales
- Evidence of added-value delivery and innovative approaches to delivering this service/project/goods;
- Experience of working within the Planning, Regeneration / Delivery, and Sustainable Communities sector, which identifies their ability to deliver this service to a high standard;
- Value for money.

## 14. AWARD CRITERIA

As indicated in the Contract Notice, the award criteria for this requirement is the most economically advantageous tender evaluated against the following criteria.

Criteria	Weighting %
Price – Including added value and value for money <ul style="list-style-type: none"> <li>• Cost competitive</li> <li>• Cost effectiveness of the proposed solution</li> </ul>	25
Suitability of proposed solution:- <ul style="list-style-type: none"> <li>• Quality of Tender including the way in which they address and indicate the way in which they will meet the Specification Requirements</li> <li>• The delivery model and road map from inception to launch;</li> <li>• Probity and conflict resolution proposal;</li> <li>• Exit strategy</li> </ul>	45
Functional Characteristics: <ul style="list-style-type: none"> <li>• Project management to provide the services to provide a timely response to ensure delivery of the services required within the specified timescales.</li> <li>• Suitable project management approach to deliver the contract requirements.</li> <li>• Effective marketing and public strategy</li> <li>• Demonstration of evaluation techniques and approaches</li> </ul>	30

Tenderers may be short-listed, and required to meet with One North East to discuss their approach, experience and other capabilities with an assessment panel. Should this be the case the Agency will use the criteria as stated above to revisit the original scores following clarifications and presentations.

## 15. QUERIES

All queries in connection with this tender should be made through the messaging area of the eTendering toolkit ([www.onenortheast.bravosolution.com](http://www.onenortheast.bravosolution.com)).



To ensure a fair and transparent tender process no approach of any kind in connection with this tender should be made to any other person within, or associated with, One North East. Failure to comply may result in disqualification from the process.

#### **16. TENDER RETURN**

The completed Tender and associated documents must be submitted via the eTendering toolkit ([www.onenortheast.bravosolution.com](http://www.onenortheast.bravosolution.com)) by no later than **12:00 noon 19 December 2008**. **Attachments should contain the reference 'Tender Documents OJEU0809-017'.**

**End of Document**