

Category	Criteria
Strategic control (20%)	<p>Does the proposal allow for flexibility to meet emerging needs in and post 2023?</p> <p>Do revised KPIs and PIs assist in meeting strategic concerns?</p>
Quality (35%)	<p>Do the proposals address identified performance issues in the service area? (outside of KPI remit)</p> <p>Does the proposal deliver expected improvements in customer experience? (assume changes in investment will impact in this area)</p> <p>Will the proposal lead to improvements in client/contractor relationships and enable client leads to exercise appropriate influence on service delivery and priorities?</p> <p>Does the proposal allow for the latest upgrades to the latest functionality of technologies which are best in class/ sector leading?</p> <p>Can Capita evidence examples of success from other authorities?</p> <p>Is the investment cost in the service area in line with council's expectations of service improvements required?</p>
Value for money (35%)	<p>Does the proposal fall within the current budget envelope (management fee, change requests and indexation)?</p> <p>What financial and commercial impact are the revised financial clauses offering (KPIs, gainshare)?</p> <p>Existing contract outputs vs revised profile outputs in line with price (getting more for our money – risk and reward)</p> <p>Cost avoidance – e.g. does the new proposal allow for reduction in SPIR expenditure, gainshare and volumetrics?</p>
Social Value (10%)	<p>Does the proposal address social value and leveraging their own supply chain within the borough? (this would demonstrate partnership working with the council)</p>
Overall strategic, commercial and financial viability of proposal	<p>Overall, does the proposal provide an acceptable level of commercial and financial risk, in a manner that fits with the council's values and strategic priorities</p>

Social Value Examples

Expectation that the Capita proposal will include wider social, economic and environmental benefits and support the council's core social value themes to deliver better outcomes for Barnet

LBB Social Value Theme	Examples
Vulnerable Customers and Digital inclusion	Digital inclusion strategy Lap top donation for the digitally deprived Community based digital skills training
Upskilling and Employment	Apprenticeships Work placements Volunteering Job ready support (CV advice, mock interviews etc)
Support for enterprise	Training and support to SMEs including community groups and voluntary organisation Business Mentoring and Coaching
Environment and wellbeing	Adoption of Green technology Wellbeing Programme Mental Health First Aid Training
Equality, Diversity and Inclusion	Increase diversity in workforce EDI networks and groups Mentoring and Coaching Diversity and Inclusion training