

# Guidance notes: how to participate in the DWP Supplier Excellence Awards scheme 2010

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## General information

All current suppliers of goods and services to DWP can participate.

Choose the category of award you want to enter from the list below.

- innovation;
- sustainability;
- value for money;
- customer delivery;
- collaboration.

A separate entry form must be submitted for each category of award for which you wish to be considered.

There will be special awards for the best entry, in any category, from a Small or Medium Enterprise (SME) and a Third Sector organisation. Applications are encouraged from SME and Third Sector subcontractors, with the support of their prime contractor partners.

We are defining an SME to be any organisation which meets all of the following criteria:

- number of employees – up to 249
- turnover – less than £50 million
- size of balance sheet total assets less than £5.6 million

The Third Sector includes voluntary and community organisations as well as social enterprises. These organisations sit between the private and public sector, and can be registered charities. We are defining Third Sector organisations to be those that have specific social, environmental or cultural objectives, are independent and non profit making.

Read the judging criteria carefully.

Your entry should refer to work undertaken on a DWP contract which was in force on or after **1 April 2008**.

## Completing the application form

The entry form for each category of award must be sent to the relevant contract manager or supplier relationship manager (SRM)\* for them to endorse and support the application. The form should then be submitted, by the relevant contract manager or SRM, to [Supplier.awards@dwp.gsi.gov.uk](mailto:Supplier.awards@dwp.gsi.gov.uk) by **21 May 2010**.

A maximum of four sides of A4 is permitted in Microsoft Word format using 12pt Arial font (single spacing). Graphics, charts, tables and pictures are allowed within the page limit. No embedded files are permitted.

Applications should get early agreement from the contract/category manager and ensure their availability for endorsement ahead of the deadline.

Entries should be succinct, put the work in context, and outline the benefits delivered to the Department. The entry should be free from jargon and clearly illustrate the quantifiable results.

The entry should be written in a case study style. One case study can be submitted in up to three award categories but it is unlikely to be successful unless tailored to meet the criteria of each award category.

Five main headings should be used to structure the entries:

- **Executive Summary:** Aim for a short paragraph or two which clearly states the scope of work and the benefits achieved.
- **Background and scope to the work:** This should provide the background and scope and clearly state the expected outcomes.
- **Your Approach:** Here you need to outline what contribution you made i.e. your approach, actions undertaken and the scope of your input. Clearly state the involvement of other parties.
- **Barriers/Challenges:** In this section you should to identify the barriers and challenges you encountered and how you overcame them. Please illustrate the complexities of the issues and the reasons for your choice of action.
- **Output/Results:** Here you must clearly state what you achieved, and what the quantifiable results were to DWP.

The deadline for endorsed entries is **21 May 2010**

(\* Please note that the terms 'performance manager' and 'account manager' will replace 'contract manager' and 'supplier relationship manager' within DWP from April 2010).

## **Conditions of entry**

The entry deadline of **21 May 2010** is binding.

The judges reserve the right to move an entry to an alternative category if deemed more appropriate. If this happens the organisation submitting the application, and the relevant DWP contract manager, will be notified.

The judge's decision is final and there will be no appeals or feedback provided on entries.

Prize winners will have their details published on DWP websites, internally and externally. Winners may further publicise their awards in external media, but permission should be sought from their DWP contract manager or SRM beforehand. DWP reserves the right to restrict such publicity where we deem it to be inappropriate.

DWP may use winning case studies for its own publicity purposes including sharing of material at future Supplier Conferences. DWP may also disseminate best practice, outlined through award applications, elsewhere among its supply base.

The award event will take place on 9 June 2010. Two representatives from each shortlisted supplier will be invited to attend the event, along with the DWP contract manager or supplier relationship manager who has endorsed the application.

## **Evaluation method**

Each category will have a shortlist of five, from which the winning application will be selected.

### **The innovation award**

The Department will be looking for evidence of beneficial innovation over and above the routine delivery of contractual obligations. Examples might include, but not be limited to:

- new, innovative ways of working which add value and/or save costs or time;
- value analysis of the supply chain to eliminate unnecessary processes;
- the use of new technology to streamline processes;
- innovative use of sub-contractual arrangements, such as the sourcing of a new niche sub-contractor, to save costs and/or improve quality.

## **The sustainability award**

The Department welcomes positive contributions to the sustainability agenda, to include the promotion of social goals such as diversity and equality as well as environmental improvements and benefits. Examples might include, but not be limited to:

- supply chain re-engineering to reduce energy consumption and/or carbon footprint;
- greater use of electronic communications methods to save time, materials and costs;
- positive efforts to promote a more diverse workforce, such as reaching out to under-represented groups when recruiting new staff;
- positive efforts to increase supplier diversity, such as utilising Small Medium Enterprises, Ethnic Minority Enterprises, Women Owned Businesses and Supported Factories and Businesses as sub contractors;
- greater visibility of supply chains to allow for identification, mitigation and management of any sustainability risks;

Suppliers will need to demonstrate an understanding of the DWP sustainability agenda and the way(s) in which their actions contribute to that agenda and the wider sustainability agenda. The extent and impact of actions will be taken into account and higher scores will be given for initiatives which deliver sustainability benefits whilst not compromising other key deliverables

## **The value for money award**

In this case, the Department will seek initiatives which have delivered genuine cost reductions and a clear demonstration of value for money, whether articulated in product features, value-added-service or a combination of both for the price. Examples might include:

- suppliers tracking and exploiting new entrants to the market;
- suppliers delivering cost reductions through vertical integration;
- top quality outsourcing deals,

The Department does not want to be in any sense prescriptive here and wants to hear about any and all initiatives which have delivered verifiable and real financial benefits to DWP and the bidding supplier.

### **The customer delivery award**

The emphasis here will be on customer service above and beyond the call of duty – going the extra mile for DWP, perhaps in difficult and challenging circumstances. Examples might include:

- delivering a complex and demanding project against tight deadlines;
- delivering a high profile, politically sensitive requirement on time and within budget;
- reacting quickly and positively to an unforeseen event such as an emergency situation;
- providing more without expecting extra reward, e.g. bringing in enhancements to services and supplies at the supplier's own initiative without seeking extra payments.

### **The collaboration award**

The key here will be demonstrable close and integrated working to achieve objectives, for example:

- close collaboration with DWP in an integrated team with common goals;
- exemplary use and motivation of subcontractors;
- collaboration across functional boundaries to reduce or eliminate 'silo' working;
- outstanding contributions to stakeholder engagement and motivation.

### **Small or medium enterprise award**

This award will go to the small medium enterprise that is deemed to have made the best contribution to the aims of DWP and will be selected from entries made in the five categories above.

### **Third sector organisation award**

This award will go to the third sector enterprise that is deemed to have made the best contribution to the aims of the DWP and will be selected from entries made in the five categories above.

## **DWP Supplier of the Year award**

This award will go to the supplier who is deemed to have made the best contribution to the aims of DWP, and will be selected from entries made in the five categories above.

## **Further information**

Please either approach your DWP Contract Manager or Supplier Relationship Manager for further information, or contact the Awards Project Manager, David Greensmith, ([david.greensmith@dwpgsi.gov.uk](mailto:david.greensmith@dwpgsi.gov.uk)), tel 0114 2601754 or 07919 014809.