

OnePlanet.

G-Cloud 14 Lot 2

Service Definition

OnePlanet Systems-Mapping Platform

Cloud Software

Service ID:

Version: May 2024

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1. Introduction

1.1 Company Overview

OnePlanet was founded in 2019 to provide software solutions that enable any local government, organisation or business to deliver joined-up outcomes around health, climate nature recovery and more. The OnePlanet platform maps and aligns strategies around co-benefits. The platform takes a collaborative, systems-approach to solving issues and delivering effective action with increased speed and fewer resources.

Following a period of research, development commenced in early 2019. OnePlanet launched its first products in early 2020. These products and solutions are now being used in a wide range of projects across the UK, Europe, Africa, Australia and North America.

The OnePlanet platform allows all stakeholders (customers, suppliers, residents, communities, developers, designers and executives) to be involved in strategy development and / or action delivery. This helps plans to be approved and implemented with increased speed and support.

The effectiveness of this process is based on the experience of our founder, Pooran Desai OBE, who has worked with cities, manufacturers, retailers and real estate projects. All these organisations and projects needed to involve, inform and secure agreement of multiple stakeholders (such as investors, developers, local and state governments, citizens, lobby groups and the media).

Pooran founded OnePlanet to create plans that are highly visual to help make 'co-benefits' (e.g. between climate, health and jobs) transparent and obvious. Our technology encourages people to share their points of view and the result is a dramatically reduced time to gain agreement on plans, reducing risk, enhancing compliance, fostering a greater commitment by all involved and a much higher level of satisfaction.

Our products are now being used all over the world to create better cities, communities, natural environments, products and lives.

1.2 Service Context

Faced with a growing climate crisis, the majority of UK Local Governments have declared a climate emergency and set ambitious targets that can only be met through a whole government response. Yet this is only one amongst many challenges that organisations in

the Public Sector face as they try and tackle issues ranging from affordable housing, car parking, air quality, local employment to fuel poverty.

An effective response to this complexity is to focus on the overarching Outcomes that Public Sectors are aiming to achieve – focusing on the co-benefits of environmental or social action to align objectives rather than see them as competing priorities. This requires collaboration across departments, increased understanding of the importance and co-benefits of climate action and wider community engagement.

1.3 Service Overview

OnePlanet's Systems-Mapping Platform supports the delivery of impactful climate action through the software's features:

Ecosystem plan

Create a shared vision that is visually stimulating and easy to communicate - to which all internal strategies can be connected, and external stakeholders can also connect to and contribute information.

Shared Outcomes

Create key, common goals that connect of all your strategies. View all the actions and activities across all departments, strategies and stakeholders contributing to this outcome. Track and manage implementation by identifying interconnections, duplications and gaps.

Shared Indicators

Allow tracking of multiple projects and alignment of strategies through common Shared Indicators.

Framework lenses

View and automatically organise information in different formats to allow simultaneous reporting against different frameworks (Carbon Disclosure Project, UN Sustainable Development Goals etc), and to view information from a different perspective and focus.

Action plans

Using graph database technology, connect the Ecosystem vision to actionable plans constructed from: 'Outcomes' to be achieved; the 'Actions' to reach them; and 'Indicators' to monitor progress (OAI).

Mind map view

Understand how Outcomes, Actions and Indicators are interconnected by visualising plans in mind map view. Spot synergies, co-benefits and conflicts to lead to better decision making.

Geo map view

See where all your activities are taking place.

Table View

See all your data laid out in a table format for easy editing and management.

Document view and automated reporting

Select the relevant data and see it transformed into a customisable report in the click of a button. Align reporting, save time and avoid duplication.

Tracking and monitoring

Track the progress of Actions and Indicators, assign them to responsible individuals, report on progress.

Co-benefits

Map the co-benefits of climate action to visualise them clearly. build the business case and drive cross-departmental collaboration.

Internal collaboration

Engage internal stakeholders allowing them to view, connect and edit plans. This allows information to be easily shared across the Workspace.

External collaboration

External stakeholders can be allowed to view plans, as well as to adopt Shared Outcomes and Shared Indicators allowing them to input information and contribute to delivery. Relevant updates and stories can be easily shared with all stakeholders via the platform or by publishing the Mindmap or reports online.

Search tool

Search by key word, Action Plan, Lens Category and more to easily find and retrieve information.

Connections tool

Analyse data via the Shared Outcomes and Shared Indicators; the Connection tool centralises all activity linked to them so that users can compare Action Plans and identify interconnections, duplications and gaps.

1.4 Complementary Services

OnePlanet also offers Cloud Support services including training and consultancy – these are also available on G-Cloud under OnePlanet Systems-Mapping Consultancy, Training and Support. It is highly recommended that the software is purchased with our Cloud Support service to benefit fully from the software. The Lot 3 packages supply a range of staff support hours; it is up to the customer how these hours are used. The type of support we offer includes:

- Basic training and resources
- Consultancy and technical support
- Strategy upload
- Workshops
- Software integration and custom functionality
- Template creation

See further details in section 3.5.

1.5 Contact Details

Please contact by email to:

customersuccess@oneplanet.com

2. Service Features

2.1 Technical Requirements

The OnePlanet platform is available on all major browsers with a desktop and mobile version. Therefore, the only specific system requirements are having a device with an up-to-date browser and a strong internet connection.

2.2 Service Levels

Extra Small Ecosystem <ul style="list-style-type: none">• Cost: £7,500 (+VAT) per annum• 1 Ecosystem Plan, 60 Shared Nodes• 3 Action Plans, 250 Nodes per plan• 5 Members, Unlimited Viewers• Lenses: OPL, 4P, SDGs• 1-hour on-boarding meeting	Small Ecosystem <ul style="list-style-type: none">• Cost: £10,500 (+VAT) per annum• 1 Ecosystem Plan, 60 Shared Nodes• 10 Action Plans, 250 Nodes per plan• 10 Members, Unlimited Viewers• Lenses: OPL, 4P, SDGs + 2 custom• 1-hour on-boarding meeting
Medium Ecosystem <ul style="list-style-type: none">• Cost: £24,500 (+VAT) per annum• 1 Ecosystem Plan, 60 Shared Nodes• 50 Action Plans, 250 Nodes per plan• 30 Members, Unlimited Viewers• Lenses: OPL, 4P, SDGs + 5 custom• 1-hour on-boarding meeting	Large Ecosystem <ul style="list-style-type: none">• Cost: £38,500 (+VAT) per annum• 1 Ecosystem Plan, 60 Shared Nodes• 250 Action Plans, 250 Nodes per plan• 100 Members, Unlimited Viewers• Lenses: OPL, 4P, SDGs + 10 custom• 1-hour on-boarding meeting

2.3 Details of Service

The OnePlanet Systems-Mapping Platform is designed to help users deliver joined-up solutions to build healthier, greener and regenerative futures. Users can create Action Plans for their organisation – constructed of **outcomes** they want to achieve, linked to **actions** needed to reach them, and to **indicators** that help to monitor progress (**OAls**).

Our software service makes creating, sharing and connecting multiple plans as simple as possible.

The Ecosystem plan allows users to create a vision of Shared Outcomes and Shared Indicators which can be adopted into any action plan. The Shared Indicators allow for multiple projects to be tracked. Using graph database technology, users connect the Ecosystem vision to the Action Plans.

Map the co-benefits of climate action to build the business case and drive cross-departmental collaboration. Engage both internal and external stakeholders by allowing them to view, connect and edit plans.

Each plan can be viewed in three different ways: Mind Map, Table and Document. In Mind Map view users can cut through confusion and identify inconsistencies, gaps and opportunities. It is also visually stimulating and allows for any plan to be easily communicated. In Table view the user can see all of their data laid out in a table format for easy editing. Document view allows users to view, edit and save their plans in various formats. Select the relevant data and see it transformed into a customisable report in the click of a button. Align reporting, save time and avoid duplication.

2.4 Security

OnePlanet is deployed on the Azure cloud platform. The platform uses Neo4J database and the specific platform used uses an AWS database. Azure is a popular and secure platform, and provides more information on their security on their website.

2.4.1 Data Storage and Processing Locations

All data is stored on servers in the UK.

2.4.2 Policies, Standards and Certificates

OnePlanet's program, processes and procedures to security governance is in alignment with Cyber Essentials and ISO 27001 standards. We are Cyber Essentials certified.

2.4.3 Data Back-up and Restoration

A full data back-up is undertaken every 24 hours and stored for 7 days. All information in the back-up can be restored.

2.4.4 Data Protection and Privacy

OnePlanet's system has 2 levels of access control which can be mapped to clients existing security requirements, though no additional access control levels can be created. Role Based Access Control is documented as part of the Information Security Management System Access Register. This is reviewed regularly to confirm no additional privileged access is given as part of OnePlanet's efforts to enforce the 'least privilege' principle.

Management access is protected by a VPN and 2-factor authentication.

2.4.5 Disaster Recovery and Business Continuity

The daily back-up with seven days of storage provides robust insurance against data loss.

2.5 General Support

For general enquiries OnePlanet provides a helpdesk service through online chat, Hubspot, and direct email. This is monitored during standard UK working hours and response time is within 24 hours on weekdays, normally the same day for queries made early in the day.

OnePlanet provide a [Knowledge Base](#) that covers most frequently asked topics.

Each account user will have a named OnePlanet account manager who they can contact directly about specific issues. When on leave they will have a nominated replacement.

Response time is within 24 hours on weekdays.

2.6 Maintenance

Development of the OnePlanet platform is continuous. All new functionality is fully tested on staging before being deployed to the production site. As far as possible maintenance is developed on staging and then deployed minimising disruption. Where issues are identified they are treated as urgent with the aim of resolving them within 24 hours – where this is not the case all users are notified by Hubspot or email.

2.7 Financial Recompense Model

If the OnePlanet platform is unavailable for technical reasons outside of agreed maintenance periods the Buyer will be compensated by an equivalent extension to their contract.

2.8 Trial Service

All elements of the platform have a free trial version. For the Public Sector, the free version includes a single Action Plan with 30 Nodes for a single user. There is no time limitation.

The free trial version can be accessed [here](#).

3. Service Provision & Management

3.1 Ordering

The Buyer contacts OnePlanet to directly commission the service or to discuss specific requirements.

3.2 Buyer Responsibilities

The Buyer is responsible for providing a central point of contact for the project, and identifying key team members to participate in delivery of the project.

3.3 On-boarding

Customers are on-boarded on to the platform by first nominating a Workspace Admin. This person will need to create a OnePlanet account and notify the OnePlanet team once this is done. This account will then be upgraded to the Ecosystem package they have purchased, and they will be set as the Workspace Admin for this Ecosystem.

OnePlanet we will arrange a 1-hour on-boarding meeting to support the Workspace Admin with setting up their Ecosystem to ensure it is ready to go.

3.4 Migration

OnePlanet is designed to augment and interface with existing tools and processes, and a phased approach can be taken to migrate to the use of OnePlanet. The steps involve:

- Strategy planning
 - Uploading existing plans and strategies
 - Uploading progress and updates on strategies
- Strategy management – interface with existing management platform, or transfer information to OnePlanet and manage with OnePlanet
- Data management – interface with existing management platform, or transfer information to OnePlanet and manage with OnePlanet
- Reporting – develop reporting templates.

3.5 Training

OnePlanet provides an additional four levels of training and staff support which can be purchased on G-Cloud 14 under OnePlanet Consultancy, Training and Support.

This can be purchased where further support than that included in the software package is required. It is the client's decision to decide how they use their consultancy, training and support hours from their package, our services include:

Basic training and resources

We offer 1-hour training sessions to provide clients with all the knowledge they need to get set up on the OnePlanet platform. The training will allow users to create, update and manage their Action Plans on the OnePlanet platform. These sessions can range from one-to-one training to large group sessions of 20 people.

Clients will then be supplied with all the resources they need to support their learning and use of the OnePlanet platform.

Consultancy and technical support

We offer consultancy services and technical support to help clients create a roadmap for implementing the OnePlanet platform throughout their organisations and to external stakeholders. This enables our customers to get the most use out of the platform, receiving expert advice from our team about how to use the platform to integrate their plans and strategies with their health, nature recovery and climate goals.

Strategy upload and alignment

Support in uploading action plans and strategies onto the OnePlanet platform and aligning them with the OnePlanet logical framework of Outcomes: what you want to achieve; Actions: how you will achieve these outcomes; Indicators: how you are measuring progress.

From this, OnePlanet will support customers with the review of key goals and metrics and setting as Shared Outcomes and Shared Indicators in the platform and cross-referencing of these into the action plans.

Workshops

OnePlanet staff can support the planning and delivery of Workshops with customers. Workshops can range in content depending on the customer's goals, examples include using OnePlanet:

- To learn collaboratively, either internally or with external stakeholders, about key interventions and best practice for customers to achieve their goals
- For analysing existing activity and using this to inform and create new strategies

- To collaboratively design templates which will streamline processes to deliver the customer's goals

Software integration and custom functionality

- Integrations with software the customer is already using to embed OnePlanet into existing, familiar processes and to avoid duplication.
- Exploring technology functionality that needs to be created on the OnePlanet platform to support the customer further to deliver their goals.

Template creation

Templates can be made on the OnePlanet platform to help customers:

- Create Action Plans that are guided by best practice and sustainability frameworks
- Support in setting up reporting templates to allow automatic reporting
- Embed carbon mitigation, climate adaptation and equity into major decisions

Levels of Lot 3 Consultancy, Training and Support

Staff support	Hours of support	Cost of support
Level 1	8	£800
Level 2	14	£1400
Level 3	32	£3200
Level 4	50	£5000

3.6 Invoicing and Payment

Payment terms for service level 1 are 100% on agreement of contract.

For service level 2 software charges are 100% in advance and consultancy services 50% in advance and remainder on meeting of agreed milestones.

3.7 Service Management

Service level 1 is managed on a reactive basis with OnePlanet responding to questions and general enquiries as outlined in 2.5. For Service level 2 and 3, regular meetings (monthly or biweekly) are organised to keep all parties informed on progress.

3.8 Termination

The software licence is for one year, at the end of the year the licence terminates automatically.

3.9 Off-Boarding

A month prior to the end of the contract the Buyer will receive notification so that they can prepare to extract all information if they do not wish to renew the contract. While the contract is annual, OnePlanet allows additional months to be purchased if the user needs more time to export all information.

Users can then download all information into PDF format. All information entered onto the platform can be easily extracted and downloaded.

4. Track record

4.1 Enfield Council

London Borough of Enfield declared a state of climate emergency in 2019 and in August 2020 adopted its ambitious Climate Action Plan. They are committed to becoming a carbon neutral authority by 2030 and have set a target of 2040 for the rest of the Borough.

The main outcome of the partnership is to support Enfield Council in achieving their climate action targets whilst producing a technology solution that can be utilised by a range of different local authorities moving forward.

Challenges

Enfield Council used the review of the Climate Action Plan as an opportunity to look at innovative approaches for mapping and monitoring climate action across the authority and Borough.

Key challenges:

- Small team trying to deliver an ambitious strategy
- Ensuring collaboration and accountability on climate action across all departments
- Reporting on carbon is resource intensive and not in real time

OnePlanet Solution

Responding to the growing climate crisis can only be met through a whole government response. OnePlanet supported Enfield in addressing this complexity by focusing on the overarching Outcomes that Enfield is aiming to achieve and aligning objectives across departments.

The OnePlanet is supported the review of the Climate Action Plan by:

- **Strategy mapping.** Mapping out close to 10 of Enfield's key existing strategies to understand where there are synergies and conflicts across departments.
- **'Ecosystem Plan'.** Synergies are identified as Shared Outcomes and Shared Indicators which are used to create the overall sustainability vision of the Council in an Ecosystem Plan.
- **Alignment and collaboration.** Shared Outcomes and Indicators can be adopted into the different Council strategies to facilitate collaboration towards climate action.
- **Action management and accountability.** All Actions can be allocated to Council staff simplifying management and tracking of cross departmental strategies.

- **Framework mapping and filtering.** The 'Lens' function in the platform allows users to reorganise, filter and visualise data in multiple different fashions; UN Sustainability Goals, One Planet Living or the Council's own categories.
- **Automated reporting.** The data structure allows Council wide, service or specific indicator reports to be created at the touch of a button.

Benefits and Return on Investment

- Enhanced collaboration and simplified management increases effectiveness – adding value.
- Streamlined reporting – saving time.
- Allows climate team to focus on delivery of key actions.

4.2 Horsham District Council

In 2019, Horsham District Council formally recognised the global environmental crisis and committed to becoming carbon neutral by 2030. The Council has also committed to achieving carbon neutrality for the whole District by 2050. Horsham wanted to fast track the development of an inclusive Climate Action Strategy that could be a focus for collaboration between Horsham, the County Council, key business stakeholders and residents to deliver collective climate action.

Horsham District Council is a small rural district with two tiers of government, therefore delivery of any Climate Action Strategy will require collaboration between different government actors and other key stakeholders.

Key challenges:

- The Climate Action Strategy and its delivery plan must put partnership working at its core.
- Compressed timeline to develop the strategy.
- Identifying and building on existing work around climate action.
- Ensuring collaboration and accountability on climate action both internally, but critically also externally with other levels of government and stakeholders.
- Small team trying to deliver an ambitious strategy.

OnePlanet solution

Responding to the growing climate crisis can only be met through a whole government response. Working with Useful Projects, OnePlanet supported Horsham in developing a strategy that was embedded into existing plans and strategies.

OnePlanet supported the development of the Climate Action Strategy by:

- **Internal strategy mapping.** Mapping out Horsham’s key existing strategies to understand where there are synergies and conflicts across departments.
- **External strategy mapping.** Mapping out the relevant strategies of the County Council and key stakeholders, such as the National Farmers Union, South Downs National Park and Southern Water, to identify key areas of partnership working.
- **Internal Opportunity analysis.** Using the embedded Net Zero Navigator to prioritise likely opportunities.
- **Alignment and collaboration.** Shared Outcomes and Indicators can be adopted into existing Council strategies, as well as external strategies, to facilitate a joined-up approach to climate action.
- **Action management and accountability.** All Actions can be allocated to Council staff or departments to simplify management and tracking of cross departmental strategies.
- **Community engagement.** Create resources to connect the community with Horsham’s Climate Action Strategy.

Benefits and return on investment

- Opportunity analysis and policy mapping using the OnePlanet platform saved time in developing the strategy and getting buy-in which allowed the ambitious timetable to be met.
- The collaborative process ensured early engagement with key stakeholders and allowed Horsham to focus on the areas where the Council could have the biggest impact.
- The OnePlanet platform presents the Climate Action Strategy in an engaging manner to boost community climate action – increasing impact and saving council resources.

4.3 South Downs National Park Authority

Overview

In early 2023, the [South Downs National Park Authority \(SDNPA\)](#) won funding from Innovate UK’s Funding Competition called Net Zero Living: Pathfinder Places. The aim of the programme is to support up to 30 places to develop a plan, with local authorities, to accelerate their transition to net zero. In phase 1 each participant must develop innovative solutions to overcome barriers to implementation. Successful projects from phase 1 will then be invited for phase 2 to deliver their proposals.

The SDNPA teamed up with OnePlanet to deliver their Project: **‘Pathfinder Parks: Modelling a common framework to track and accelerate progress towards Net Zero in National Parks using the OnePlanet Platform.’** The project was supported also by [Lewes District Council](#) and the [Ouse Valley Climate Action \(OVCA\)](#) Partnership.

The overall aim is to develop a new, joined up approach to accelerating Net Zero in National Parks and Areas of Natural Beauty using OnePlanet's innovative technology solutions. Key outcomes include:

- An 'Ecosystem' vision of shared priorities and trackable sustainability measures.
- Coordinated activity of the SDNPA, OVCA partnership and key stakeholders.
- Knowledge exchange and collaboration across stakeholders.

This project has enabled us to test how the platform can operate at scale with many connected plans and users. This brought up new but exciting challenges for us.

Challenges

- Deliver a successful and compelling proof of concept for the Innovate UK competition
- Use the OnePlanet platform to create an 'Ecosystem' framework which focuses on key, shared priorities and supports the setting and monitoring of clear, evidence-based targets for sustainability measures.
- Scale up the OnePlanet platform across a large spatial area such as the South Downs.
- Engage with a large number of stakeholders and use the OnePlanet Ecosystem to connect them through Shared Outcomes and Shared Indicators to facilitate collaborative action.

OnePlanet Solution

The use of the OnePlanet platform is central to delivering a joined-up approach for tracking and driving progress towards net zero across different sectors whilst also meeting other key social, health and environmental outcomes.

The OnePlanet platform achieves this through:

- **Strategy mapping.** The OnePlanet team mapped up to 25 different organisations in the South Downs National Park area. Ranging from local governments to local businesses and large businesses to community organisations.
- **'Ecosystem Plan'.** Common goals were identified to create a vision of Shared Outcomes that the South Downs National Park was trying to achieve.
- **Workshops.** Participants in the project were brought together to collaborate on the finalisation of the Ecosystem Plan.
- **Training.** Individual online sessions and a second round of workshops were carried out to deliver basic training to participants.
- **Connections.** Opportunities for collaboration between the participants were identified using the Connections tool on the OnePlanet platform.

- **Search Tool.** Opportunities to share knowledge and learn from other partners were enabled by using the Search Tool to inquire key terms such as 'retrofit' or 'tree planting'.

Benefits and return on investment

- **Overcoming systemic barriers:** by creating a common framework for participants in the South Downs National Park.
- **Collaboration:** by using the OnePlanet platform to identify activity around Shared Outcomes and opportunities to work together.
- **Knowledge sharing:** by using the OnePlanet platform to centralise all participants actions in a visual and engaging manner where they can learn from each other.
- **Avoid double counting:** by centralising data and using Shared Indicators to monitor activity.