**CUSTOMER REQUIREMENTS METHOD STATEMENTS (Overall weighting 40 %)**

1. **Overview**

1.1City College Plymouth requires Tenderers to prepare Customer Requirement Method Statements indicating their approach to the delivery of **the Internal Audit Services**.

1.2 Tenderers should be aware that these Method Statements will form a fundamental part of their Tender submission. For this reason it is vital that the Method Statement is realistic and thorough, but does not contain promises as to levels of Audit Service that cannot be achieved or maintained.

1.3 Responses to each Method Statement question should be limited to 4 sides of A4. Attachments are permissible where these aid the understanding of the response e.g. establishment charts.

1.4 Tenderers should use the Method Statement as an opportunity to demonstrate how they will bring their experience and ability to bear in delivering an Internal Audit Service to City College Plymouth.

1.5 The maximum score available from this section will be 400 (4 x 100) . This will be multiplied by 0.40 to give the 40% weighting for this section.

1.6 This will be combined with the pricing score, to give an overall score for each tenderer. The maximum points score available will be 220 (Price 60 + Customer requirements 400 x 0.40 = 160)

**2. Detailed method Statements**

**2.1 Managing & Resourcing the Work (Weighting 20%)**

 Your tender submission should outline how you, if appointed, would set up a team of individuals to deliver all the required elements within the outline specification presented in this tender document.

 Your response should address, but not be limited to, the following areas:

1. Describe the management structure you would put in place to support the successful performance of this contract. Please provide full descriptions of each of these roles in relation to their intended role within the contract and include full CV’s for key members of the management team.
2. Describe how you propose to ensure there are adequate resources to fulfil all aspects of the contract in relation to Internal Audit Services.
3. You should include:
* Details on whether there will be a dedicated team
* Details on whether you intend to draw on pooled resources
* Number of staff you anticipate working on the contract
* Detailed information on the individuals you are proposing to work on this contract
* Level of staff to undertake the fieldwork
* Relevant qualifications or training they are undertaking
1. Describe the arrangements you will put in place to ensure the timely availability of staff resources to support the delivery of the Internal Audit Service. In addition to day to day resource requirements your response should address how you intend to ensure management availability for the Agreement, including the requirements at Partner level.
2. Describe how you intend to manage resource shortfalls due to sickness absence, training and extended leave and how you would resource any unexpected additional requirements for audit days.
3. Describe your organisation’s understanding of the role of an Account Manager for the College. The response should include examples of the seniority, qualifications, experience and qualities required to fulfil this role and how much time you would expect them to be on site.
4. Provide a methodology for providing strategic insights, guidance and support in all matters of internal audits practice and explain how and why your methodology will enable an effective partnership with the College.

**2.2 Contract Management (Weighting 20%)**

Your response should outline how you would work with the College to ensure this contract is tightly managed so that it provides a high quality, successful external audit service that is affordable.

Your response should address, but not be limited to, the following areas:

1. Describe how you envisage the set-up process and the types and nature of relationships you would plan to build within the College. The methodology presented should include details of how the account would be serviced internally.
2. Explain how you will work with the College to foster a culture of continuous improvement and, as part of this process, what added value you believe you would bring to the contract.
3. Set out the key stages and time scales of your plan for implementing the new contract to provide Internal Audit Services to City College Plymouth should your Tender be successful.
4. Outline your proposals for monitoring and maintaining customer satisfaction.
5. Describe your internal processes for performing quality reviews and how this is documented and evidenced.
6. Outline what you see as the potential risks to both parties associated with the services required under this contract and what steps can you (and the College) take to mitigate these.
7. Provide detail of your proposed exit strategy at the end of the period if following re-tender, you are not re-appointed.

**2.3 Professional and Technical Ability (Weighting 35%)**

This section should demonstrate your organisations practical knowledge and experience of operating the services required under this contract.

Your response should address, but not be limited to, the following areas:

(i) Demonstrate how you will use experience of previous contracts/working with other agencies in delivering this contract outlining any previous experience in the further education (FE) sector, and also with other education or third-party clients.

(ii) Please complete the summary below showing details of the number of Internal Auditors and the % of staff holding professional qualifications or are training for a relevant professional qualification that you estimate would be assigned to this contract.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Total Number General Internal Auditors | CCAB Qualified % | \*Other Relevant Professional Qualification % | Training for Relevant Professional Qualification % | Unqualified % |  |
|  |  |  |  |  |

\*Please provide details of these other relevant qualifications.

(iii) Detail any other specialist knowledge or expertise that will be drawn upon as part of this contract.

(iv) Demonstrate how you will use your quality systems to benefit this contract.

(v) Company and charity law brings a key requirement, in the context of financial management, for example City College Plymouth is incorporated by the FE & HE Act 1992 regarding its charitable status. Please describe your knowledge of delivering Internal Audit against this requirement in the Education Sector and what real and perceived barriers you have experienced and overcome or that you anticipate may be encountered.

1. Outline how you keep up to date with changes in legislation both within and outside the FE sector and detail how you will ensure the college is kept up to date with these changes.
2. Indicate the amount of professional indemnity insurance held by your firm in respect of the services for which you are tendering.
3. State the names, addresses and contact persons of 3 existing, relevant clients of yours (FE colleges within the South west if possible) whom we can contact for a reference.

**2.4 Audit Methodology and Software (Weighting 20%)**

This section should explain the systems utilised in line with this tender and outline your detailed proposed approach to the annual audit cycle.

Your response should detail the following areas.

(i) Explain your system based audit methodology including details of any audit software utilised for planning, carrying out and recording audits.

(ii) Detail any specific audit software that you use and describe how you intend to provide your audit documentation to City College Plymouth.

(iii) Describe what, if any, you see as potential unique internal audit challenges of City College Plymouth and how you would approach these.

This should include:-

* Key areas of risk that you would focus on
* Level of staff you would allocate to the review
* How they would be briefed and supervised

Please ensure this covers the steps you would take to address the specific challenges of Internal Auditing any areas of City College Plymouth, including satellite locations.

(iv) Provide an average estimate for the days and skills mix for a City College Plymouth Internal Audit that you would estimate are required for a full annual cycle.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Enter Type of Work in this column | Days | CCAB Qualified | AAT Qualified | Trainee | Other |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

(v) Provide an example of the Internal Audit reports you produce for clients monitoring progress on delivery against the annual audit plan and performance targets.

(vi) Given financial constraints the College is under pressure to deliver more for less. Describe the initiatives you would propose for City College Plymouth to provide effective Internal Audit reports that meet the assurance needs of the College’s Audit Committee using reduced resources whilst still adding value for management.

1. Set out any other factors which you would like to add to your submission that demonstrates your ability to provide effective Internal Audit Services to City College Plymouth.

**2.5 Value Added (Weighting 5%)**

This is your opportunity to add any further information or benefits you can add to the contract which will support the College to deliver its strategic plan.

You may use this section to:

1. List the areas in which you feel your firm can provide useful advice to this College outside Internal Audit.

(ii) Outline areas where your firm could provide student opportunities, such as work experience, apprenticeship opportunities, and industry talks or visits that you could support.