

1. INTRODUCTION

- 1.1 This Appendix D sets out the questions that will be evaluated as part of this Procurement.
- 1.2 The following information has been provided in relation to each question (where applicable):
- 1.2.1 Weighting – highlights the relative importance of the question.
 - 1.2.2 Guidance – sets out information for the Potential Provider to consider when preparing a response.
 - 1.2.3 Marking Scheme – details the marks available to evaluators during evaluation.

2. DOCUMENT COMPLETION

- 2.1 You **must** provide a response to every question. Please provide your response via the e-sourcing portal, submitting the responses into each of the corresponding question textboxes, unless otherwise specified in the individual question.
- 2.2 You **must not** submit any additional information with your Tender other than that specifically requested in this document or Appendix B – Service Description.

3. RESPONSE GUIDANCE

1 Company Information	
1.1	Please state your full company name.
1.2	Please state your registered office address.
1.3	Please state your company or charity registration number.
1.4	Please state whether your company is a SME.
1.5	Please state whether your company is a voluntary, community or social enterprise organisation.
1.6	Please state the name of your immediate parent company.

2 Tender Contact	
2.1	Please state the contact's name.
2.2	Please state the contact's address, Postcode and Country.
2.3	Please state the contact's telephone number.
2.4	Please state the contact's mobile number.
2.5	Please state the contact's e-mail address.

3 Mandatory Requirements		Pass/Fail
Please Note: The following question is a Pass / Fail question, therefore if a Potential Provider cannot or is unwilling to answer 'Yes', their Tender will be deemed non-compliant and they will be unable to be considered for this requirement.		
3.1	Do you agree, without caveats or limitations, that in the event you are successful in this Procurement, you will unreservedly sign the Terms and Conditions of Contract as set out at Appendix C upon award of the Contract?	
3.2	The Authority requires a commitment that the team members for whom CVs are supplied will provide the services and will only be replaced if they leave the firm and then only by a staff member of similar or greater calibre.	

4 Conflict of Interests		Information
Please Note: Question 4.1 is a Yes / No question and will dictate whether or not the following question needs to be answered. Question 4.2 is a Pass / Fail question, therefore if a Potential Provider cannot or is unwilling to suitably demonstrate that they have suitable safeguards to mitigate any risk then their Tender will be deemed non-compliant and they will be unable to be considered for this requirement.		
4.1	Please confirm whether you have any potential, actual or perceived conflicts of interest that may be relevant to this requirement.	
4.2	We require that any potential, actual or perceived conflicts of interest in respect of this mandate are identified in writing that companies outline what safeguards would be put in place to mitigate the risk of actual or perceived conflicts arising during the delivery of these services.	

5 Capability		Weighting 30%	
Guidance:			
<ul style="list-style-type: none">Potential Providers should submit their response to each question into each of the corresponding question textboxes, unless otherwise specified in the individual question.Potential Providers are therefore limited to 4096 characters (roughly equivalent to 1 page of A4) per individual question.The maximum score available for this questionnaire is 400.			
Question:			
		Max Score	Weighting %
5.1	Potential Providers are requested to demonstrate evidence of previous expertise and experience relevant to this contract, including: <ul style="list-style-type: none">knowledge and experience of debt management, including loss prevention;	100	25

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	<ul style="list-style-type: none"> capability to develop strategy including vision, objectives, performance metrics and critical success criteria, that is considerate of the diverse operating environments of multiple stakeholders in a multi Government Department environment or equivalent. 		
5.2	Potential Providers are requested to demonstrate evidence of previous expertise and experience in developing functional design principles that deliver or enable critical outcomes, aligned to broader corporate strategy.	100	25
5.3	Potential Providers are requested to demonstrate evidence of previous expertise and experience of creating a taxonomy of debt.	100	25
5.4	Potential Providers are requested to provide full CVs of team members proposed (not summary sheets). Your references and experience should clearly show evidence of successful implementation and / or outcomes resulting from the work referred to in para 5.1-5.3. Please provide a PDF document this is in addition to the above character limit this should be no longer than 2 pages.	100	25

6 Service Delivery and Approach		Weighting 50%	
Guidance:			
<ul style="list-style-type: none">Potential Providers should submit their response to each question into each of the corresponding question textboxes, unless otherwise specified in the individual question.Potential Providers are therefore limited to 4096 characters (roughly equivalent to 1 page of A4) per individual question.The maximum score available for this questionnaire is 300.			
Question:			
		Max Score	Weighting %
6.1	Potential Providers are requested to set out how your firm proposes to manage the project effectively.	100	50
6.2	Potential Providers are requested to confirm their understanding of the requirement and provide a clear statement of how you will resource the requirement through providing a base level of support as well as being able to call upon additional expertise in specialist areas and additional general support during peak periods.	100	30
6.3	Potential Providers are requested to set out the elements of additional value that your firm proposes to provide, over and above the provision of services set out in the requirement. This could include, for example, access to additional expertise within your firm.	100	20

Marking Scheme:	
The following marking scheme will be used to assess the response provided to the qualitative questions set out above at 5 and 6:	
0	Failed to meet any aspect of the requirements. An unacceptable response with serious reservations.
25	A Poor response with reservations. The response lacks convincing detail with risk that the proposal will not be successful in meeting all the requirements.
50	Meets the requirements – the response generally meets the requirements, but lacks sufficient detail to warrant a higher mark.
75	A Good response that meets the requirements with good supporting evidence. Demonstrates good understanding.
100	An Excellent comprehensive response that meets the requirements. Indicates an excellent response with detailed supporting evidence and no weaknesses resulting in a high level of confidence.

7	Price	Weighting 20%
Guidance:		
<p>The Authority requires the Potential Provider to provide a total capped price to deliver the requirements set out in Appendix B – Service Description.</p> <p>Potential Providers should submit a total price within the question below as well as completing the relevant bid fields.</p> <p>Prices should be submitted in Pound Sterling inclusive of expenses but exclusive of VAT.</p>		
Question:		
Please populate the bid field entitled “price” to provide the total capped price to deliver the requirements set out in Appendix B – Service Description. Potential Providers are required to attach one document at the questionnaire entitled price which provides a transparent breakdown of costs.		
Marking Scheme:		
<p>The maximum mark available for Price will be 100. This mark will be awarded to the lowest priced Potential Provider. Remaining Potential Providers will receive a mark out of this maximum mark on a pro rata basis dependent on how far they deviate from the lowest price.</p> <p>The calculation that will be used to determine marks is as follows:</p> $\text{Score} = \frac{\text{Lowest Tender Price}}{\text{Tender Price}} \times 100 \text{ (maximum mark available)}$		