

APPENDIX D
RESPONSE GUIDANCE

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 as a separate document at each question. All responses must be provided as either Word or PDF documents using Arial font, no less than size 11.
- 2.2 You **must not** submit any additional information with your Tender other than that specifically requested in this document or Appendix B – Statement of Requirements and Appendix D – Response Guidance.

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.

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[2.4]	Please state the contact's mobile number.
[2.5]	Please state the contact's e-mail address.

[3]	MANDATORY REQUIREMENTS	Pass/Fail
<p>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. The Potential Provider should confirm by selecting the appropriate answer.</p>		
[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]	Please confirm that you have read and agree with all mandatory points detailed within Appendix B Statement of Requirements	
[3.3]	<p>Please confirm you have understood the points raised in Appendix B Statement of Requirements, section 9 (Security Requirements)</p> <p>Also, please confirm that you agree to destroy any classified information on completion of the contract.</p>	
[3.4]	<p>Please confirm your acceptance of participating in monthly contract review meetings / telephone conference calls.</p> <p>Please also confirm that DfT or its representatives can view the dogs at any time throughout their training. Observation of training will occur either through the supply of video footage or through visits to the training venues of the supplier.</p>	
[3.5]	Please confirm that you possess an explosive licence and are able to store and handle explosive training aids?	
[3.6]	Please provide an index of all documentation / attachments uploaded as part of your tender response. This question is for the Authority's information and will not be scored / evaluated.	

[4] CONFLICT OF INTEREST	Pass/Fail
<p>Please Note: Question 4.1 is a Yes/No question and will dictate whether or not the following question needs to be answered. This question is for information purposes only.</p> <p>Question 4.2 is a Pass / Fail question. Where a yes response is provided to the previous question, Potential Providers are required to provide details of how the identified conflict will be mitigated. The Contracting Authority will review the mitigation in line with the perceived conflict of interest, to determine what level of risk this poses to them. Where the contracting authority deems the mitigation unsatisfactory against the conflict outlined representing risk to the contracting authority, their response will be deemed a fail and the tender will not be considered further.</p> <p>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.</p>	
[4.1]	<p>Please confirm whether you have any potential, actual or perceived conflicts of interest that may be relevant to this requirement. If so, you are required to detail what they are.</p>
[4.2]	<p>We require that any potential, actual or perceived conflicts of interest in respect of this mandate are identified in writing and 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.</p>

[5] QUALITY		Weighting 35%	
Guidance:			
<ul style="list-style-type: none"> As outlined at section 2 of this document, potential providers should attach one document at the questionnaire level that forms their response to the set questions below. Potential providers should clearly label the response against each of the questions within the attachment and the document must be submitted as PDF documents. The Maximum score available for this questionnaire is 100. The Maximum score available for each question is 100. Bidders must score a minimum of 50 for each question to be considered further. <p>(Note: If any part of this requirement is to be subcontracted, full details of the sub-contractor and the areas to be subcontracted must be provided, <u>clearly highlighted, you must also describe how you will manage the extra complexity this will involve.</u></p>			
Question:			
		Max Score	Weighting %
[5.1]	You must provide a methodology statement that describes your understanding of our requirements and how the supplier will provide additional value to the screening of people using canines.	100	40
[5.2]	You must provide a timed Project Plan, with a breakdown of key milestones and deliverables. The plan should demonstrate the capability and approach to complete the engagement within the desired time-scales.	100	30
[5.3]	How will you demonstrate that you are working efficiently and deliver real value to the Department across all members of your team?	100	10
[5.4]	How will you demonstrate that you procure dogs from reputable sources and that at the conclusion of the project there is a clear process in place to rehome/redeploy the dogs?	100	10
[5.5]	Confirmation that the housing, husbandry and welfare needs of the dogs will be considered and the best standard of care offered for the duration of the project.	100	10
[5.6]	Please provide details of the security arrangements you have in place to ensure the requirements of Appendix B, Section 9, "Security Requirements," are complied with.	For the Authority's information only, not scored.	
Marking Scheme:			
The following marking scheme will be used to assess the response provided to this			

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question:	
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.

[6] EXPERIENCE		Weighting 25%	
Guidance:			
<ul style="list-style-type: none"> As outlined at section 2 of this document, potential providers should attach one document at the questionnaire level that forms their response to the set questions below. Potential providers should clearly label the response against each of the questions within the attachment and the document must be submitted as PDF documents. The Maximum score available for this questionnaire is 100. The Maximum score available for each question is 100. Bidders must score a minimum of 50 for each question to be considered further. 			
Question:			
		Max Score	Weighting %
[6.1]	Evidence of previous expertise and experience relevant to this contract, within last five years, to current day i.e. examples of previous contracts completed. Contact details must be provided (name; role; email address; phone number) should the CCS wish to pursue references.	100	45
[6.2]	Full CVs of team members proposed must be included (not summary sheets). How do your references and recent experience clearly show the strength of your technical capabilities <u>and</u> your team's ability? (CVs must be a max. of 2 pages of A4 in size).	100	40
[6.3]	Evidence that you are experienced in handling and concealing target materials in a way that will stretch and challenge a dog, but minimise contamination.	100	10
[6.4]	Evidence that you are able to consider and work within scientific parameters.	100	5

Marking Scheme:

The following marking scheme will be used to assess the response provided to this question:

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] PROGRAMME DELIVERY,
SUPPORT AND ACCOUNT
MANAGEMENT**

Weighting 10%

Guidance:

- As outlined at section 2 of this document, potential providers should attach one document at the questionnaire level that forms their response to the set question below.
- Potential providers should clearly label the response against each of the questions within the attachment and the document must be submitted as PDF documents.
- The Maximum score available for this questionnaire is 100.
- The Maximum score available for the question is 100.
- Bidders must score a minimum of 50 for the question to be considered further.

Question:

		Max Score	Weighting %
[7.1]	<p>The requirement goes beyond simple provision of a group of appropriately experienced individuals / animals they have trained. The supplier should demonstrate with relevant examples from past engagements, how they will provide a broader / deeper level of support from their organisation's capability pool to underpin the contribution of the individuals and to provide a level of assurance around overall programme direction and delivery.</p> <p>Detailed breakdown of proposed account management, which must include, but not be limited to:</p> <p>a) Confirmation of dedicated contact names who will be assigned to this contract; and</p>	100	100

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	<p>b) Confirmation of a robust approach to delivering client satisfaction and dealing with complaints, including escalation.</p> <p>c) A clear understanding and evidence of a partnering ethos and strong stakeholder working.</p> <p>Details of business continuity / disaster recovery plans that will ensure conclusion of the Department's project by its Feb 2016 expiry date.</p>		
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Marking Scheme:

The following marking scheme will be used to assess the response provided to this question:

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.

[8]	PRICE	Weighting 30%
Guidance:		
<p>The Department requires the potential provider to provide a total firm price to deliver the requirements set out in Appendix B – Statement of Requirements.</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:		
[8.1] Please Complete Appendix E – Pricing Matrix with details of your costings and attach it at the questionnaire entitled price, in order to provide 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> $\text{Score} = \frac{\text{Lowest Tender Price}}{\text{Tender Price}} \times 100 \text{ (maximum mark available)}$		