**Request for Proposal (RFP)**

DS01-211

APPENDIX C – AWARD QUESTIONNAIRE (Multiple Lots)

Response Guidance, Evaluation and Marking Scheme

**Purpose of Document**

The Award Questionnaire is a standalone document incorporating all information that a Potential Provider will require in order to produce a response to the Award Questionnaire. Please follow the same headings as contained in this document. Please write your responses in the indicated areas, following the Response Guidance and Marking Scheme at the end of each question.

**Word Counts**

Word Counts, are specified in some areas of this document may exclude any attachments. Each question will define as applicable.

**General Response Guidance**

Your responses and proposed approaches should be described in terms:

* That are aligned with the [Government Service Design Manual](https://www.gov.uk/service-manual%20and%20); and
* Of how the [new / redesigned] digital service will comply with the [Digital by Default Service Standard](https://www.gov.uk/service-manual/digital-by-default).

**Minimum Pass Mark**

You must obtain at least the Minimum Pass Mark, as declared in the Scoring Matrix below, in order to proceed to the next stage of the evaluation (as described in the RFP), and be eligible to succeed in this procurement.

**SCORING MATRIX** (for internal use only)



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| **SECTION A – AVAILABILITY** |

**AVAILABILITY**

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| **QUESTION:** | | **AQA1 AVAILABILITY** |
| **GUIDANCE:** | | Please confirm whether your delivery team roles will be available at the customer’s required location(s) from the customer's required timeframe(s) (both as stated in requirements - Appendix A). |
| **RESPONSE GUIDANCE:** | | To gain maximum marks for this question, all your roles must be available at the required location(s) and within the required timeframe. |
| **MARKING SCHEME:** (Score Available and Evaluation Guidance)  **Minimum Pass Mark - PASS**, as declared in the Scoring Matrix, in order to proceed to the next stage of the evaluation (as described in the RFP), and be eligible to succeed in this procurement. | | |
| **Fail** | Roles will not be available at the required location(s) or within required timeframe | |
| **Pass** | All roles available at the required location(s) within required timeframe | |
| **POTENTIAL PROVIDERS RESPONSE** | | |
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**SUBCONTRACTORS**

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| **QUESTION:** | | | **AQA3 SUB CONTRACTORS** | | | |
| **GUIDANCE:** | | | Please confirm whether your proposed delivery team includes any sub-contractor or partnered resources, and if so which roles or individuals | | | |
| **RESPONSE GUIDANCE:** | | | To PASS this question, you must confirm the status of the proposed delivery team in terms of whether your proposed staff have been subcontracted/ partnered or not | | | |
| **MARKING SCHEME: (Score Available and Evaluation Guidance)**  **Minimum Pass Mark - PASS,** as declared in the Scoring Matrix, in order to proceed to the next stage of the evaluation (as described in the RFP), and be eligible to succeed in this procurement. | | | | | | |
| **Fail** | Information supplied is missing or incomplete | | | | | |
| **Pass** | All proposed staff who are subcontracted have been clearly identified | | | | | |
| **POTENTIAL PROVIDERS RESPONSE** | | | | | | |
| **Name of individual proposed** | | **Are they subcontracted Yes/No?** | | **Are you bidding with a partner Yes/No?** | **From which organisation is the resource being supplied?** | **Lead for this lot Yes/No?** |
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| **SECTION B – SOLUTION** | | |
| **LOT1**  **OVERALL TECHNICAL SOLUTION** | | |
| **QUESTION:** | | **AQB1-L1 OVERALL TECHNICAL SOLUTION** |
| **GUIDANCE:** | | Provide an overview of your technical solution to meet the customer’s project aims and required outcomes as described in requirements (Appendix A) of the RFP for this project. |
| **RESPONSE GUIDANCE:** | | How the proposed technical solution, will address the following points including (but not limited to):   * The proposed technical solution, including (but not limited to):   + Reference to the [GDS Digital by Default Service Standard](https://www.gov.uk/service-manual/digital-by-default)   + Use of open source / open standards   + Approach to quality / information systems management and security best practice e.g. ISO 27000 or Cyber Essentials(+)   + Approach to release management / delivery management / path to production including expected timelines * Response to specific requirements as laid out in the RFP   The response should also include the following:   * + Methodology and agile approach in relation to delivering the outcomes   + Making best use of historical requirements specification (referenced from Appendix A) to minimise/remove the Discovery phase   + Making best use of existing code base and future efficiencies / forward compatibility (for example from R-Cloud project)   + Perceived risks and dependencies   + Proposed mitigation actions   Your response should reference the relevant parts of the requirements (Appendix A). |
| **GUIDELINE WORD COUNT:** | | **2000 (excluding attachments)** |
| **MARKING SCHEME:** (Score Available and Evaluation Guidance) | | |
| **0** | Unacceptable: No ability or no evidence | |
| **1** | Not Met: – Response not connected to the requirement and/or fails to address the requirement. | |
| **2** | Partially Met: The response is incomplete and/or does not address all of the elements in the response guidance above and/or response is generic and/or not does not relate to the requirement | |
| **3** | Met: The requirement is met, the response addresses all the points in the response guidance and is specifically tailored to meet the requirement | |
| **POTENTIAL PROVIDERS RESPONSE** | | |
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**REFERENCE WORK/ CONTRACT EXAMPLES**

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| **QUESTION:** | | **AQB2-L1 REFERENCE WORK / CONTRACT EXAMPLES** |
| **GUIDANCE:** | | Describe your track record of delivery of comparable digital projects previously or currently in progress, demonstrating specific expertise, integration experience and operational experience and show how this would be relevant to the specific requirements and delivery of the solution laid out in the RFP requirement. Your response should include relevant contract examples, and highlight any areas where you applied skills beyond Agile Delivery Management (e.g. network security expertise or development) to provide greater value. |
| **RESPONSE GUIDANCE:** | | The response should illustrate experience and examples of delivering solutions  that are comparable with the customers requirement and agile methodology. |
| **GUIDELINE WORD COUNT:** | | **600 (excluding attachments)** |
| **MARKING SCHEME:** (Score Available and Evaluation Guidance) | | |
| **0** | Unacceptable: No experience or no evidence | |
| **1** | Not met: Response examples lack detail and/or fail to demonstrate expertise, integration or operational experience and/or relevance to the customer requirement | |
| **2** | Partially met: The contract examples are generic and/or do not demonstrate expertise and/or integration experience and/or operational experience and/or fails to demonstrate how they are relevant to delivery of the requirement | |
| **3** | Met: The response illustrates expertise and experience relevant to the requirement and includes at least two relevant contract examples | |
| **POTENTIAL PROVIDERS RESPONSE** | | |
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**SAMPLE CV’s**

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| **QUESTION:** | | **AQB5-L1 Sample CV(s)** |
| **GUIDANCE:** | | Attach sample CV(s) for the type of person(s) who will perform these roles. If you are successful, you will discuss and agree the specific individuals who will fulfil the Key Proposed Role(s) above to relating to this capability during the initial discussions to prepare the Call off Contract and first Statement of Work. |
| **RESPONSE GUIDANCE:** | | The sample CV(s) should demonstrate suitability, competence and experience related to delivery of comparable digital projects and capabilities. |
| **MARKING SCHEME:** (Score Available and Evaluation Guidance) | | |
| **0** | Unacceptable: No sample CVs provided, or none of the sample CVs relate to the required delivery capability | |
| **1** | Not Met: sample CV(s) are provided that do not relate to the required delivery capability, and/or lack adequate evidence of suitability and/or competence and/or experience in relation to the project requirements | |
| **2** | Partially Met: Not all sample CVs relate to the required delivery capability, and/or lack adequate evidence of suitability and/or competence and/or experience in relation to the project requirements and/or sample CV’s do not cover all of the Key Roles identified above | |
| **3** | Met: All sample CVs demonstrate evidence of suitability, competence and experience and describe how the capability will deliver the requirements, outcomes and user needs | |
| To be provided as an attachment entitled – **AQB5-L1 sample CV(s)** | | |

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| **SECTION B – SOLUTION** | | |
| **LOT 2**  **OVERALL TECHNICAL SOLUTION** | | |
| **QUESTION:** | | **AQB1-L2 OVERALL TECHNICAL SOLUTION** |
| **GUIDANCE:** | | Provide an overview of your technical solution to meet the customer’s project aims and required outcomes as described in requirements (Appendix A) of the RFP for this project. |
| **RESPONSE GUIDANCE:** | | How the proposed technical solution, will address the following points including (but not limited to):   * The proposed technical solution, including (but not limited to):   + Reference to the [GDS Digital by Default Service Standard](https://www.gov.uk/service-manual/digital-by-default)   + Use of open source / open standards   + Approach to quality / information systems management and security best practice eg ISO 27000 or Cyber Essentials(+)   + Approach to release management / delivery management / path to production * Response to specific requirements as laid out in the RFP   The response should also include the following:   * + Methodology and agile approach in relation to delivering the outcomes   + Making best use of historical requirements specification (referenced from Appendix A) to minimise/remove the Discovery phase   + Making best use of existing code base and future efficiencies / forward compatibility (for example from R-Cloud project)   + Perceived risks and dependencies   + Proposed mitigation actions   Your response should reference the relevant parts of the requirements (Appendix A). |
| **GUIDELINE WORD COUNT:** | | **2000 (excluding attachments)** |
| **MARKING SCHEME:** (Score Available and Evaluation Guidance) | | |
| **0** | Unacceptable: No ability or no evidence | |
| **1** | Not Met: – Response not connected to the requirement and/or fails to address the requirement. | |
| **2** | Partially Met: The requirement is partially met and/or response is generic and not specifically tailored to the requirement | |
| **3** | Met: The requirement is met, the response addresses all the points in the response guidance and is specifically tailored to meet the requirement | |
| **POTENTIAL PROVIDERS RESPONSE** | | |
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**REFERENCE WORK/ CONTRACT EXAMPLES**

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| **QUESTION:** | | **AQB2-L2 REFERENCE WORK / CONTRACT EXAMPLES** |
| **GUIDANCE:** | | Describe your track record of delivery of comparable digital projects previously or currently undertaken, demonstrating specific expertise, integration experience and operational experience and show how this would be relevant to the specific requirements and delivery of the solution laid out in the RFP requirement. Your response should include relevant contract examples. |
| **RESPONSE GUIDANCE:** | | The response should illustrate experience and examples of delivering solution  that are comparable with the customers requirement and agile methodology. |
| **GUIDELINE WORD COUNT:** | | **600 (excluding attachments)** |
| **MARKING SCHEME:** (Score Available and Evaluation Guidance) | | |
| **0** | Unacceptable: No experience or no evidence | |
| **1** | Not met: Response examples lack detail and/or fail to demonstrate expertise, integration or operational experience and/or relevance to the customer requirement | |
| **2** | Partially met: The contract examples are generic and/or do not demonstrate expertise and/or integration experience and/or operational experience and/or fails to demonstrate how they are relevant to delivery of the requirement | |
| **3** | Met: The response illustrates expertise and experience relevant to the requirement and includes at least two relevant contract examples | |
| **POTENTIAL PROVIDERS RESPONSE** | | |
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**TEAM STRUCTURE AND ROLE FUNCTIONS**

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| **QUESTION:** | | **AQB4-L2 Team Structure** |
| **GUIDANCE:** | | Provide an overview of the role functions and team structure you propose to meet this capability, as described in requirements Appendix A of the RFP for this project. Describe how your resources would integrate into and interplay with the customer and/or other suppliers resources as a single delivery team. |
| **RESPONSE GUIDANCE:** | | The response must include, but is not limited to:   * The numbers and seniority (Junior or Senior) * What roles/tasks they would perform * Their skills, experiences and capabilities and how these are relevant to the requirements * How your team structure would integrate and interplay with the customer and/or other supplier team members to create a single delivery team   Your response should reference the relevant parts of the requirements (Appendix A). |
| **GUIDELINE WORD COUNT:** | | **1000 (excluding attachments)** |
| **MARKING SCHEME:** (Score Available and Evaluation Guidance) | | |
| **0** | Unacceptable: No response or team structure provided | |
| **1** | Not Met: The proposed team structure is inadequate for the task and/or no information is provided of the roles, tasks, skills, experiences and capabilities in relation to the requirements | |
| **2** | Partially Met: Details of the roles, tasks, skills, experiences and how these are relevant to the requirements are incomplete, and/or not relevant and/or are missing key elements outlined above | |
| **3** | Met: The proposed team structure is suited to the task. The information provided on the roles, tasks, skills, experiences and capabilities is relevant to the requirements, and includes how the supplier team will integrate and interplay with the customer and/or other supplier team members creating an effective single delivery team | |
| **POTENTIAL PROVIDERS RESPONSE** | | |
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**SAMPLE CV’s**

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| **QUESTION:** | | **AQB5-L2 Sample CV(s)** |
| **GUIDANCE:** | | Attach sample CV(s) for the type of person(s) who will perform these roles. If you are successful, you will discuss and agree the specific individuals who will fulfil the Key Proposed Role(s) above to relating to this capability during the initial discussions to prepare the Call off Contract and first Statement of Work. |
| **RESPONSE GUIDANCE:** | | The sample CV(s) should demonstrate suitability, competence and experience related to delivery of comparable digital projects and capabilities. |
| **MARKING SCHEME:** (Score Available and Evaluation Guidance) | | |
| **0** | Unacceptable: No sample CVs provided, or none of the sample CVs relate to the required delivery capability | |
| **1** | Not Met: sample CV(s) are provided that do not relate to the required delivery capability, and/or lack adequate evidence of suitability and/or competence and/or experience in relation to the project requirements | |
| **2** | Partially Met: Not all sample CVs relate to the required delivery capability, and/or lack adequate evidence of suitability and/or competence and/or experience in relation to the project requirements and/or sample CV’s do not cover all of the Key Roles identified above | |
| **3** | Met: All sample CVs demonstrate evidence of suitability, competence and experience and describe how the capability will deliver the requirements, outcomes and user needs | |
| To be provided as an attachment entitled – **AQB5-L2 sample CVs – for Key Roles in your proposed Team Structure** | | |

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| **SECTION B – SOLUTION** | | |
| **LOT 3**  **OVERALL TECHNICAL SOLUTION** | | |
| **QUESTION:** | | **AQB1-L3 OVERALL TECHNICAL SOLUTION** |
| **GUIDANCE:** | | Provide an overview of your technical solution to meet the customer’s project aims and required outcomes as described in requirements (Appendix A) of the RFP for this project. |
| **RESPONSE GUIDANCE:** | | How the proposed technical solution, will address the following points including (but not limited to):   * The proposed technical solution, including (but not limited to):   + Reference to the [GDS Digital by Default Service Standard](https://www.gov.uk/service-manual/digital-by-default)   + Use of open source / open standards   + Approach to quality / information systems management and security best practice e.g. ISO 27000 or Cyber Essentials(+)   + Approach to release management / delivery management / path to production * Response to specific requirements as laid out in the RFP   The response should also include the following:   * + Methodology and agile approach in relation to delivering the outcomes   + Making best use of historical requirements specification (referenced from Appendix A) to minimise/remove the Discovery phase   + Making best use of existing code base and future efficiencies / forward compatibility (for example from R-Cloud project)   + Perceived risks and dependencies   + Proposed mitigation actions   Your response should reference the relevant parts of the requirements (Appendix A). |
| **GUIDELINE WORD COUNT:** | | **2000 (excluding attachments)** |
| **MARKING SCHEME:** (Score Available and Evaluation Guidance) | | |
| **0** | Unacceptable: No ability or no evidence | |
| **1** | Not Met: – Response not connected to the requirement and/or fails to address the requirement. | |
| **2** | Partially Met: The requirement is partially met and/or response is generic and not specifically tailored to the requirement | |
| **3** | Met: The requirement is met, the response addresses all the points in the response guidance and is specifically tailored to meet the requirement | |
| **POTENTIAL PROVIDERS RESPONSE** | | |
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**REFERENCE WORK/ CONTRACT EXAMPLES**

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| **QUESTION:** | | **AQB2-L3 REFERENCE WORK / CONTRACT EXAMPLES** |
| **GUIDANCE:** | | Describe your track record of delivery of comparable digital projects previously or currently undertaken, demonstrating specific expertise, integration experience and operational experience and show how this would be relevant to the specific requirements and delivery of the solution laid out in the RFP requirement. Your response should include relevant contract examples. |
| **RESPONSE GUIDANCE:** | | The response should illustrate experience and examples of delivering solution  that are comparable with the customers requirement and agile methodology. |
| **GUIDELINE WORD COUNT:** | | **600 (excluding attachments)** |
| **MARKING SCHEME:** (Score Available and Evaluation Guidance) | | |
| **0** | Unacceptable: No experience or no evidence | |
| **1** | Not met: Response examples lack detail and/or fail to demonstrate expertise, integration or operational experience and/or relevance to the customer requirement | |
| **2** | Partially met: The contract examples are generic and/or do not demonstrate expertise and/or integration experience and/or operational experience and/or fails to demonstrate how they are relevant to delivery of the requirement | |
| **3** | Met: The response illustrates expertise and experience relevant to the requirement and includes at least two relevant contract examples | |
| **POTENTIAL PROVIDERS RESPONSE** | | |
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**TEAM STRUCTURE AND ROLE FUNCTIONS**

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| **QUESTION:** | | **AQB4-L3 Team Structure** |
| **GUIDANCE:** | | Provide an overview of the role functions and team structure you propose to meet this capability, as described in requirements Appendix A of the RFP for this project. Describe how your resources would integrate into and interplay with the customer and/or other suppliers resources as a single delivery team. |
| **RESPONSE GUIDANCE:** | | The response must include, but is not limited to:   * The numbers and seniority (Junior or Senior) * What roles/tasks they would perform * Their skills, experiences and capabilities and how these are relevant to the requirements * How your team structure would integrate and interplay with the customer and/or other supplier team members to create a single delivery team   Your response should reference the relevant parts of the requirements (Appendix A). |
| **GUIDELINE WORD COUNT:** | | **1000 (excluding attachments)** |
| **MARKING SCHEME:** (Score Available and Evaluation Guidance) | | |
| **0** | Unacceptable: No response or team structure provided | |
| **1** | Not Met: The proposed team structure is inadequate for the task and/or no information is provided of the roles, tasks, skills, experiences and capabilities in relation to the requirements | |
| **2** | Partially Met: Details of the roles, tasks, skills, experiences and how these are relevant to the requirements are incomplete, and/or not relevant and/or are missing key elements outlined above | |
| **3** | Met: The proposed team structure is suited to the task. The information provided on the roles, tasks, skills, experiences and capabilities is relevant to the requirements, and includes how the supplier team will integrate and interplay with the customer and/or other supplier team members creating an effective single delivery team | |
| **POTENTIAL PROVIDERS RESPONSE** | | |
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**SAMPLE CV’s**

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| **QUESTION:** | | **AQB5-L3 Sample CV(s)** |
| **GUIDANCE:** | | Attach sample CV(s) for the type of person(s) who will perform these roles. If you are successful, you will discuss and agree the specific individuals who will fulfil the Key Proposed Role(s) above to relating to this capability during the initial discussions to prepare the Call off Contract and first Statement of Work. |
| **RESPONSE GUIDANCE:** | | The sample CV(s) should demonstrate suitability, competence and experience related to delivery of comparable digital projects and capabilities. |
| **MARKING SCHEME:** (Score Available and Evaluation Guidance) | | |
| **0** | Unacceptable: No sample CVs provided, or none of the sample CVs relate to the required delivery capability | |
| **1** | Not Met: sample CV(s) are provided that do not relate to the required delivery capability, and/or lack adequate evidence of suitability and/or competence and/or experience in relation to the project requirements | |
| **2** | Partially Met: Not all sample CVs relate to the required delivery capability, and/or lack adequate evidence of suitability and/or competence and/or experience in relation to the project requirements and/or sample CV’s do not cover all of the Key Roles identified above | |
| **3** | Met: All sample CVs demonstrate evidence of suitability, competence and experience and describe how the capability will deliver the requirements, outcomes and user needs | |
| To be provided as an attachment entitled – **AQB5-L3 sample CVs – for Key Roles in your proposed Team Structure** | | |

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| **SECTION C - CULTURAL FIT** | | |
| **CULTURAL FIT** | | |
| **QUESTION:** | | **AQC1 CULTURAL FIT** | |
| **GUIDANCE:** | | Describe your approach to working in an agile style with the customer (and alongside other suppliers) as part of an integrated, co-located, effective and efficient digital delivery team. | |
| **RESPONSE GUIDANCE:** | | Describe your approach for working with the customer (and alongside other suppliers) where the team is:   * Co-located * Genuinely multi-disciplinary * Collaborative * Led by managers from the customer organisation and/or contracted delivery managers; and * Focused on delivery   The proposed approach should in particular recognise the importance of team dynamics and the flexibility of the capability to the customer’s requirement. | |
| **GUIDELINE WORD COUNT:** | | 400 (excluding attachments) | |
| **MARKING SCHEME:** (Score Available and Evaluation Guidance) | | | |
| **0** | Unacceptable: No ability evidenced | | |
| **1** | Not Met: Response fails to demonstrate that the requirement is met | | |
| **2** | Partially Met: The response is generic, and/or ambiguous and/or incomplete and/or does not demonstrate how you will work alongside others, integrating and delivering in an effective and efficient way and/or does not address how you will meet the cultural challenges of this way of working | | |
| **3** | Met: The response is clear and unambiguous describing how you will work in an agile style with the customer (and alongside other suppliers) as part of an integrated, co-located, effective and efficient digital delivery team, addressing the cultural challenges of this way of working | | |
| **POTENTIAL PROVIDERS RESPONSE** | | | |
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| **SECTION D - PRICE** |

**PRICING REQUIREMENTS CHECKLIST**

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| **QUESTION:** | | **AQD1, AQD2, AQD3, AQD4 – Pricing Requirements** | |
| **GUIDANCE:** | | The Supplier is required to confirm compliance to the pricing requirements. Please use the below as guidance to submission of your Pricing Matrix (Appendix B) | |
| **RESPONSE GUIDANCE:** | | Using the ‘Response’ box located within Appendix B, please specify that you have included the requirement within your submission. Please note that these questions are all Pass/Fail. If you do not state “Complete” for every Question, you will not be able to proceed further in this competition. | |
| **GUIDELINE WORD COUNT:** | | N/A |
| **MARKING SCHEME:** (Score Available and Evaluation Guidance) | | | |
| **Fail** | NOT COMPLETE | |
| **Pass** | COMPLETE | |