

ARMYRTD/00021 – THE PROVISION OF CHALLENGE WEEKENDS FOR JUNIOR SOLDIERS AT THE ARMY FOUNDATION COLLEGE HARROGATE

REQUIREMENTS OF RESPONSE

Serial	Detailed Requirement	Requirements of Response	Weight	Score	Evaluation Criteria
1.0 Service Delivery and Operational Management					
1.1	SOR	<p>Provide a detailed Method Statement which clearly demonstrates how you intend to deliver the Contract requirement in accordance with the terms of the specification detailed at Schedule 2 (Statement of Requirement). The Method Statement must be capable of being monitored, updated and amended by agreement as necessary during the period of the Contract.</p> <p>Specifically, the Method Statement shall contain, but not be limited to the following information:</p> <ul style="list-style-type: none"> • Methodology to be used to deliver the service • Staffing arrangements (i.e. numbers) • Supervisory and communication arrangements • Management and administrative arrangements • Systems and procedures for dealing with complaints • Details of staff recruitment procedures and selection policy • Staff training policy • Details of facilities and resources materials etc, required to deliver the service. 	60	0	Does not meet the requirement. Does not comply and/or insufficient information provided to demonstrate that the bidder has the ability, understanding, experience, skills, resources and quality measures required to provide the services, with little or no evidence to support the response.
				1	Major reservations of the bidder's relevant ability, understanding, experience, skills, resources and quality measures required to provide the services, with little or no evidence to support the response.
				2	Some minor reservations of the bidder's relevant ability, understanding, experience, skills, resources and quality measures required to provide the services, with little or no evidence to support the response.
				3	Satisfies the requirement. Demonstration by the bidder of the relevant ability, understanding, experience, skills, resources and quality measures required to provide the services, with evidence to support the response.
				4	Satisfies the requirement with minor additional benefits. Above average demonstration by the bidder of the relevant ability, understanding, experience, skills, resources and quality measures required to provide the services. The response identifies factors that will offer potential added value, with evidence to

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		<ul style="list-style-type: none"> Any other information deemed relevant by the Tenderer. 		5	<p>support the response.</p> <p>Exceeds the requirement. Exceptional demonstration by the bidder of the relevant ability, understanding, experience, skills, resources and quality measures required to provide the services. The response identifies factors that will offer potential added value, with evidence to support the response.</p>
2.0 Contract Management					
2.1	SOR	<p>Provide a detailed Method Statement which clearly demonstrates how you intend to manage the Contract requirement in accordance with the terms of the specification detailed at Schedule 2 (Statement of Requirement). The Method Statement must be capable of being monitored, updated and amended by agreement as necessary during the period of the Contract.</p> <p>Specifically, the Method Statement shall contain, but not be limited to, the following information:</p> <ul style="list-style-type: none"> Service delivery arrangements (i.e. ability to meet demand in a timely manner, arrangements for holiday and sickness cover for all staff) Management and staffing arrangements (i.e. structure, responsibilities and reporting arrangements) Reporting aspects (i.e. operational structure showing staff numbers and span of control of managerial and supervisory staff) 	40	<p>0</p> <p>1</p> <p>2</p> <p>3</p> <p>4</p>	<p>Does not meet the requirement. Does not comply and/or insufficient information provided to demonstrate that the bidder has the ability, understanding, experience, skills, resources and quality measures required to provide the services, with little or no evidence to support the response.</p> <p>Major reservations of the bidder's relevant ability, understanding, experience, skills, resources and quality measures required to provide the services, with little or no evidence to support the response.</p> <p>Some minor reservations of the bidder's relevant ability, understanding, experience, skills, resources and quality measures required to provide the services, with little or no evidence to support the response.</p> <p>Satisfies the requirement. Demonstration by the bidder of the relevant ability, understanding, experience, skills, resources and quality measures required to provide the services, with evidence to support the response.</p> <p>Satisfies the requirement with minor additional benefits. Above average demonstration by the bidder</p>

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		<ul style="list-style-type: none"> • Performance Monitoring arrangements (i.e. methodology for monitoring of service delivery and details of quality control mechanisms) • Business Continuity arrangements • Quality assurance (i.e. how the quality standards will be achieved and maintained) • Customer Satisfaction (i.e. how satisfaction levels are measured and maintained) • Health, Safety, and Environmental Management processes and procedures (where applicable) • Risk Assessment/Management processes and procedures (where applicable) • Management Information processes and procedures (i.e. collating numbers of complaints and customer satisfaction levels) • Security arrangements (i.e. maintenance of a security cleared workforce) • Any other information deemed relevant by the Tenderer. 		5	<p>of the relevant ability, understanding, experience, skills, resources and quality measures required to provide the services. The response identifies factors that will offer potential added value, with evidence to support the response.</p> <p>Exceeds the requirement. Exceptional demonstration by the bidder of the relevant ability, understanding, experience, skills, resources and quality measures required to provide the services. The response identifies factors that will offer potential added value, with evidence to support the response.</p>