Evaluation Guidance

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# tender EVALUATION procedure

## This document sets out how we will evaluate tender responses in order to ensure an open, fair and transparent assessment of tenders. It outlines the evaluation criteria and respective weightings, as well as the evaluation methodology to be applied.

## The evaluation procedure is divided into the following key stages, which may run concurrently or in any order:

* Compliance/Validation Stage
* Selection Stage
* Award Stage

## An Evaluation Panel consisting of suitably experienced members from Government Departments will carry out the evaluation. A consensus manager will act as moderator during the Selection and Award stages of the evaluation.

## We reserve the right (as we are entitled to) to amend the evaluation criteria and the weightings. We will only do so upon prior written notification being given to participating Potential Providers.

# Compliance/validation stage

## We will check your Tender to ensure it is compliant with the requirements of this Procurement and to ensure that your responses are valid. This includes satisfying all the participation requirements listed in *Attachment 2 – Terms of Participation*.

## We may exclude Potential Providers that do not provide full and accurate information.

# Selection Stage and the Selection Questionnaire (“SQ”)

## The purpose of the selection stage is to assess your suitability and capability to perform the contract. You must complete the Selection Questionnaire which can be found in the Qualification Envelope of the e-sourcing system. It is based on the template that all Government departments must use following [Procurement policy note 8/16](https://www.gov.uk/government/publications/procurement-policy-note-816-standard-selection-questionnaire-sq-template). Some questions ask for essential details about your organisation. Other questions seek to find out about your financial health and your technical and professional ability.

## We will assess your responses in accordance with the selection criteria, guidance and scoring matrix set out in the Selection Questionnaire Assessment section below. We will exclude Potential Providers that do not meet the selection criteria.

Selection Questionnaire Assessment

|  |  |  |
| --- | --- | --- |
| **SELECTION CRITERIA** | | |
| **PART 1: POTENTIAL PROVIDER INFORMATION** | | |
| **Section** | **Assessment Criteria** | **Weighting** |
| Section 1: Potential Provider information | You are required to provide full and accurate information about who you are and what is your approach to this Procurement.  You are required to answer Yes to confirm your acceptance of the participation requirements set out in question 1.3. If you do not answer Yes to these questions you will not be permitted to participate in this Procurement.  We may exclude Potential Providers that do not provide full and accurate information. | N/A |
| **PART 2: EXCLUSION GROUNDS** | | |
| Section 2: Grounds for mandatory exclusion | If you answer Yes to any of the questions in this section, you are required to provide evidence of ‘self cleaning’ (see Regulation 57 (13) of the Regulations) against the relevant conviction.  If you cannot provide evidence of ‘self cleaning’ which is acceptable to us, you will be excluded from further participation in this Procurement. | Pass or Fail |
| Section 3: Grounds for discretionary exclusion | If you answer Yes to any of the questions in this section you are required to upload evidence of ‘self cleaning’ (see Regulation 57 (13) of the Regulations) against the relevant conviction.  If you cannot provide evidence of ‘self cleaning’ which is acceptable to us, you may be excluded by us from further participation in this Procurement. | Pass or Fail |
| **PART 3: SELECTION QUESTIONS** | | |
| Section 4: Economic and Financial Standing | Pass or Fail based on the following criteria:  We will exclude Potential Providers where there is a high risk of:   * Insolvency over the lifetime of the contract * Inability to cope with the contract size * Insufficient financial capacity to deliver the services effectively   You will be awarded a pass in this section if you meet these requirements:   * Your turnover for each of the last two years must be greater than or equal to [£ insert amount] (twice the estimated contract value) * You must have a current ratio (current assets/current liabilities as referenced in the last audited accounts) greater than or equal to 1 * Your D&B Failure score is equal to or greater than either 51 or the Industry Average figure (whichever is the lower)   Where these requirements are not met (or where information is not available), we may seek further information including unaudited accounts, management accounts, cash-flow statements and any other appropriate documentation.  An assessment will be made using all available information, including financial accounts submitted, established indicators of risk and financial strength through D&B (or equivalent), financial value and nature of the project.  We may (at our sole discretion) award a pass mark where Potential Providers can provide a guarantee of performance and financial standing through a parent company guarantee from the ultimate asset-owning parent and/or a performance bond.    Only in the event material concerns may not be rectified will Potential Providers receive a Fail. | Pass or Fail |
| Section 6: Modern Slavery Act 2015 | Pass or Fail  Since 1 October 2015, commercial organisations that carry on a business or part of business in the UK, supply goods or services and have an annual turnover of £36 million or more ("relevant commercial organisations") have been required under Section 54 of the Act to prepare a slavery and human trafficking statement as defined by section 54 of the Act.  You will fail this question if you fall under the definition of “relevant commercial organisation” and are not compliant with the requirement to publish a slavery and human trafficking statement. | Pass or Fail |

* 1. If you score a "fail" for any question, your bid will be non-compliant and will not be considered further.

Outcome of Selection Stage

## We will evaluate your responses using the selection criteria, guidance and scoring matrix set out in the next section (Selection Questionnaire Assessment). Your questionnaire will be evaluated with a Pass or Fail score.

# Award Stage and the award questionnaire (“AQ”)

## The Award Stage evaluation consists of an evaluation of your response to *Attachment 7 – Award Questionnaire* and an evaluation of the prices tendered in response to *Attachment 8 – Pricing Matrix.*

## Award of this contract will be on the basis of “Most Economically Advantageous Tenderer” (MEAT). This will consist of a quality / price ratio to determine the outcome of the evaluation where quality and price are weighted and scored individually before being combined.

## The maximum possible consolidated score is 100 points which is broken down as follows:

| **MAXIMUM QUALITY SCORE** | **MAXIMUM PRICE SCORE** | **MAXIMUM CONSOLIDATED SCORE** |
| --- | --- | --- |
| 80 | 20 | 100 |

## The Authority will assess your response to Attachment 6 – Award Questionnaire in accordance with the criteria, guidance and scoring matrix set out below.

Award Questionnaire Assessment

| **Number** | **Subject** | **Question** | **Response Guidance** | **Weighting** | **Word Count** |
| --- | --- | --- | --- | --- | --- |
| **AQ1** | Delivering Counselling Services to Vulnerable People | Please provide details of how you will meet the expected requirements of the contractor and how you will ensure that counsellors working on the contract meet the expected requirements of them.  Potential providers must demonstrate that they have experience of delivering services to vulnerable people as set out in section 5 of the specification. | Your response should include at least three examples of where you have provided the type of services set out in section 5 of the specification.  You should set out clearly and specifically how you will meet the expected requirements of the contractor and how you will ensure counsellors working on the contract meet the expectations of them. Please refrain from making generalised statements. | 30% | 1500 |
| **AQ2** | Delivering Counselling Services Remotely | Please provide details of how you will meet the expected requirements of the contractor in providing a service which is delivered remotely, using online communications or telephony.  Potential providers must demonstrate that they have experience of delivering services to vulnerable people as set out in section 5 of the specification. | Your response should include at least three examples of where you have provided the type of services set out in section 5 of the specification.  You should set out clearly and specifically how you will meet the expected requirements of the contractor | 25% | 1500 |
| **AQ3** | Safeguarding | Please provide evidence to demonstrate that you are experienced and competent in assessing and managing safeguarding situations and have experience in making safeguarding referrals as set out in section 5 of the specification. | Your response must set out how you would identify a single point of contact for your staff to escalate issues of a safeguarding nature to. Please supply copies of your safeguarding policy and procedures as part of the tender submission and confirm who the nominated safeguarding leads are within your organisation. | 20% | 1500 |
| **AQ4** | Managing Complaints | Please demonstrate how you will handle any complaints received in line with the requirements and timescales set out in section 5 of the specification. | You should focus on specific proposals in your response and refrain from making generalised statements. | 15% | 1500 |
| **AQ5** | Service Levels and Performance | Please demonstrate how you will meet the required service level and key performance indicators set out in section 6 of the specification. Your response should include details of how you will provide the management information in the form of a monthly report as set out in section 6 of the specification. | Please include a proposal for the monthly management information report in your response. | 10% | 1500 |

Scoring Descriptors

## The aim of the scoring during the Award Stage Evaluation is to place emphasis on the degree of confidence that the proposals are deliverable, as opposed to them being merely a reassuring and can-do form of words. A higher degree of confidence is gained where there is a deep discussion and provision of example that reduce an evaluator’s perception of performance risk. In addition, where applicable, the greater the effort made to make the proposals sufficiently certain and detailed so that they can be relied on from a contractual point of view (vague words are difficult to enforce as an obligation), the higher the score.

## Scored questions will be allocated a score out of 4 using the following marking scheme:

|  |  |
| --- | --- |
| **SCORE** | **JUDGEMENT** |
| 0 | Failure to understand and/or failure to substantial failure to provide and/or provides no confidence that the requirements will be delivered. |
| 1 | Some misunderstandings and a generally low level of information and detail provided. Fails to meet the requirements in many ways and/or materially in one or more ways, and provides insufficient confidence of ability to meet and deliver the requirements. |
| 2 | Generally understands the issues and addresses them appropriately with sufficient information but some areas demonstrate a misunderstanding, a low level of detail, and/or provides more of a “model answer” than a true commitment, and so only provides some confidence that they will be able to deliver in line with the requirements. |
| 3 | Good understanding of the issues, good level of detail, and demonstrated that proposals are feasible so that there is a good level of confidence that they will deliver the requirements. |
| 4 | High degree of confidence that the Potential Provider’s proposal will meet the requirements, demonstrated through a very good understanding of the issues and what is being asked for. Proposals set out how and what will be delivered. |

Consensus Marking

## Tenders that are scored and require evaluation will be evaluated in accordance with the procedure described in this paragraph (at both Selection and Award Stage)

## The Consensus Marking Procedure is a two-step process consisting of independent evaluation followed by group consensus marking.

## During the independent evaluation process each evaluator will independently apply the criteria applicable to the question as set out in the evaluation guidance to determine the overall quality of each answer. Each evaluator will then allocate a mark for the answer in accordance with the Marking Scheme applicable to that question. Each evaluator will also provide a justification for the mark he/she attributed to an answer.

## When the independent evaluation exercise has been completed by all of the evaluators, a consensus manager will arrange for the evaluators to meet and discuss the marks they have allocated to responses provided in the Tender. The consensus manager will facilitate discussion among the evaluators regarding the marks awarded and the related justifications until the evaluators reach a consensus regarding the mark that should attributed to each Potential Provider’s answer to the question. The process above will be repeated until all applicable answers in the Tender have been consensus marked by evaluators. The consensus manager will record the consensus mark.

Determining the Quality Score

## The Award Questionnaire contains five questions. All five of these questions are evaluated using the Scoring Descriptors above.

## The maximum score available for each question is 4. Each award question is weighted and the total weightings amount to 100. The maximum number of points across all questions is therefore 400. Your score for each question will be multiplied by the weighting for each question to arrive at a score out of 400.

## The quality/price ratio for this exercise is 80:20. Your score will be divided by the maximum of 400 and multiplied by the Maximum Quality Score of 80. The Quality score will be rounded to two decimal places.

Minimum Quality Threshold

## An agreed consensus score of zero (0) in any of the evaluated Award stage questions shall constitute a failure to evidence satisfactory delivery of the Procurement and will automatically disqualify the Potential Provider.

## Potential Providers must also meet an overall minimum Quality Score of 40, consisting of 50% of the Maximum Quality Score of 80.

# Tender Clarification Meeting

## Following the assessment of the tender proposals, we may invite you to a clarification meeting. If required this will take place between receipt of tenders and announcement of successful tender. It is anticipated you will be provided with at least two days’ notice if a meeting is to be required.

## If we decide to hold a clarification meeting the number of Potential Providers to be invited will be determined by us (at our sole discretion).

## At clarification meetings, Tenderers will be invited to give a short presentation on their proposals. Key personnel in the delivery should attend and be involved in all aspects of the meeting.

## The purpose of the meeting is to gain a greater understanding of proposals and you will generally be asked to deliver a short presentation followed by a question and answer session.

## Although not scored on a separate basis, the session will be used to confirm the quality score assessments of the tender evaluation.

# Clarification

## We may need to clarify aspects of the tender, particularly where there are aspects that are unclear or appear to contain minor errors. In this case, we may request further information from you through the e-Sourcing portal. The evaluators may adjust the scores given in any section following clarification.

## We are required to seek an explanation from Potential Providers where a price appears to be abnormally low in relation to the supplies and services being offered. We may reject any tender where the explanations given and any evidence supplied do not satisfactorily account for the low level of price concerned.

# Price Evaluation Process

## You are required to submit a price as described in *Attachment 8 – Pricing Matrix*

## The Potential Provider with the lowest price will be awarded the Maximum Score Available. The remaining Potential Providers will be awarded a percentage of the Maximum Score Available relative to the lowest price submitted using the following formula:

|  |
| --- |
| **lowest price tendered** |
| **Tender price** |

## **Price Score = 20 (Maximum Price Score)**

## The Price Score will be rounded to two decimal places.

## For example:

|  | **Price** | **Calculation** | **Price Score** |
| --- | --- | --- | --- |
| Bidder A | £1,000 (lowest price tendered) | £1,000/£1,000 x 20 | 20 |
| Bidder B | £2,000 | £1,000/£2,000 x 20 | 10 |
| Bidder C | £2,500 | £1,000/£2,500 x 20 | 4 |

Consolidated Score

## The Quality Score will be added to the Price Score to determine the final score for each Potential Provider (“Consolidated Score”).

# CONTRACT AWARD

## The Potential Provider that achieves the highest Consolidated Score will be awarded the Contract provided that they have achieved any minimum score required.

## If two or more Potential Providers obtain an equal Consolidated Score, the Potential Provider with the highest score for the Quality element will be deemed the winner and awarded the Contract.

## If the Authority receives only one Tender in relation to this Procurement, the Potential Provider will be awarded the Contract at the discretion of the Authority.