



## 1 INTRODUCTION

- 1.1 This document provides an overview of the methodology which will be adopted by the Authority and its Agent to evaluate Potential Provider responses to each question set out within the e-Sourcing event. It also sets out the marking scheme which will apply.
- 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 Providers to consider
  - 1.2.3 Marking Scheme – details the marks available to evaluators during evaluation
- 1.3 The defined terms used in the ITT document shall apply to this document.

## 2 OVERVIEW

- 2.1 The e-Sourcing event is broken down into the following Questionnaires:

Questionnaire Reference	Questionnaire Title
1	KEY PARTICIPATION REQUIREMENTS
2	CONFLICTS OF INTEREST
3	INFORMATION ONLY
4	QUALITY: SUPPLIER CAPABILITY
5	QUALITY: QUALITY OF PROGRAMME CONTENT AND DESIGN APPROACH
6	QUALITY: SERVICE DELIVERY AND RELATIONSHIP MANAGEMENT
7	PRICE

### 2.2 Quality Evaluation Process

- 2.2.1 The evaluation of each response to the Quality/Service Delivery Questionnaire(s) will be conducted and consensus checked in accordance with the Consensus Marking Procedure set out in paragraph 2.3 below.



2.2.2 Each response to questions within the Quality/Service Delivery Questionnaire(s) will be marked in accordance with the table below:

Mark	Comment
0	Failed to provide confidence that the proposal will meet 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.

2.2.3 Each mark achieved will be multiplied by the corresponding weighting to provide an overall question score.

2.2.4 When the score for each question has been determined they will be added together to provide an overall score for the Quality Evaluation (“Quality Score”).

### 2.3 Consensus Marking Procedure

2.3.1 Tenders that are scored and require evaluation will be evaluated in accordance with the procedure described in this paragraph.

2.3.2 The Consensus Marking Procedure is a two-step process, comprising of:

- 2.3.2.1 Independent evaluation; and
- 2.3.2.2 Group consensus marking.

2.3.3 During the independent evaluation process, each evaluator will separately (i.e. without conferring with other evaluators) scrutinise the quality of answers given by Potential Providers in their Tender. Each evaluator will then allocate a mark for the answer in accordance with the Marking Scheme applicable to that question.

2.3.4 The Agent will review the marks allocated by the individual evaluators before facilitating a group consensus marking meeting.

2.3.5 During the meeting, the evaluators will discuss the independent marks until they reach a consensus regarding the marks that should be attributed to each Potential Providers’ answer to the questions.



2.3.6 Once all quality responses have been evaluated in accordance with Section 8 of the Invitation to Tender the individual scores attributed to each response will be added together to provide a ‘Quality Score’.

## 2.4 Price Evaluation Process

2.4.1 Prices submitted by Potential Providers’ in the Price Schedule for those Lots tendered for will be recorded and evaluated in accordance with the following process.

2.4.2 Potential Providers’ are required to provide a completed pricing schedule against the ‘Price’ Questionnaire within the e-Sourcing event.

2.4.3 Prices offered will be evaluated against the range of prices submitted by all Potential Providers for that item.

2.4.4 The Potential Provider with the lowest price for the requirement in each Lot shall be awarded the Maximum Score Available. The remaining Potential Providers shall be awarded a percentage of the Maximum Score Available equal to their price, relative to the lowest price submitted.

2.4.5 The calculation used is the following:

$$2.4.6 = \frac{\text{Lowest Price Tendered}}{\text{Tender price}} \times \text{Maximum Score Available}$$

Potential Provider	Price Submitted	Score Calculation	Maximum Score Available	Score Awarded
Potential Provider A	£1,000	£1,000/£1,000 *100	100	100
Potential Provider B	£2,000	£1,000/£2,000 *100	100	50
Potential Provider C	£2,500	£1,000/£2,500 *100	100	40

## 2.5 Final score

2.5.1 The Quality Score awarded for a Lot will be added to the Price Score for the same Lot to determine the final score for each Potential Provider in the applicable Lot (“Final Score”).



### 3 EVALUATION CRITERIA

- 3.1 A summary of all the questions contained within the e-Sourcing event, along with; the minimum acceptable score, maximum score available and weighting (where applicable) are set out below:
- 3.2 Questionnaires 1 and 2 contain ‘Pass/Fail’ questions and act as a doorway for progression to the following stages of the evaluation. Potential Providers are strongly advised to read and understand the specific guidance provided before responding to these questionnaires.
- 3.3 Questionnaire 3 is for information only. Although this questionnaire does not form part of the evaluation process, Potential Providers are advised to complete it in full as any omissions could affect the award process.
- 3.4 The Authority and its Agent reserve the right to challenge any information provided in response to Questionnaire 3 and request further information in support of any statements made therein.

QUESTIONNAIRE 1 – KEY PARTICIPATION REQUIREMENTS			
GUIDANCE	The following questions are ‘Pass/Fail’ questions. If Potential Providers are unwilling or unable to answer “Yes”, their submission will be deemed non-compliant and shall be rejected. Potential Providers should confirm their answer by selecting the appropriate option from the drop down menu.		
Question Number	Question	Max Score	Weighting (%)
1.1	Have you read, understood and agree with Appendix A, Terms of Participation? By answering “Yes”, you are confirming your ‘Declaration of Compliance’ at Annex 1 of Appendix A, Terms of Participation.	Pass/Fail	N/A
1.2	Have you read, understood and accepted the Invitation to Tender and all associated appendices, specifically Appendix B, Statement of Requirement?	Pass/Fail	N/A
1.3	Do you agree, subject to the Authority’s consideration of non-material proposed changes that in the event that you are successful the Crown Commercial Service’s Terms and Conditions within Appendix C, Draft Contract Document will govern the provision of this contract?	Pass/Fail	N/A
1.4	Do you confirm your Organisation’s e-Sourcing suite profile is complete and accurate at the time of Tendering and that any amendments made following acceptance of this event will be notified to the buyer in writing.	Pass/Fail	N/A

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<b>QUESTIONNAIRE 2 – CONFLICTS OF INTEREST</b>			
<b>GUIDANCE</b>	<p>Question 2.1 is a 'Yes/No' question and will dictate whether or not question 2.2 needs to be answered.</p> <p>Question 2.2 is a Pass / Fail 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. Therefore if Potential Providers cannot or are unwilling to suitably demonstrate that they have suitable safeguards to mitigate any risk then their Tender will be deemed non-compliant and will be rejected.</p>		
Question Number	Question	Max Score	Weighting (%)
2.1	Please confirm whether you have any potential, actual or perceived conflicts of interest that may be relevant to this requirement.	None	N/A
2.2	We require that any potential, actual or perceived conflicts of interest in respect of this ITT 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.	Pass/Fail	N/A

<b>QUESTIONNAIRE 3 – INFORMATION ONLY</b>			
<b>GUIDANCE</b>	<p>The following questions are for information only and do not form part of the evaluation. Information provided in response to these questions may be used in preparation of any Contract Award and any omissions may delay completion of this Tender exercise.</p>		
Question Number	Question	Max Score	Weighting (%)
3.1	Please provide the name, office address, telephone number and email address for your organisations Tender point of contract.	None	N/A
3.2	Please confirm whether your organisation is an SME as defined within <a href="#">EU recommendation 2003/361</a>	None	N/A
3.3	Please provide details of any sub-contractors you propose to use in order to meet your obligations should	None	N/A



	<p>you be awarded a Contract. Your response must include their;</p> <ul style="list-style-type: none"> <li>• Trading Name(s)</li> <li>• Registered Address(es) and contact details</li> <li>• Goods/Services to be provided</li> </ul>		
3.4	<p>If you are the Lead contact for a Group of Economic Operators, please provide details of all the members of the Group. Your response must include their;</p> <ul style="list-style-type: none"> <li>• Trading Names(s)</li> <li>• Registered address(es)</li> <li>• Dunns Number(s)</li> <li>• Role/responsibility within the Group</li> </ul>	None	N/A

- 3.5 The following Quality/Service Delivery Questionnaires are designed to test Potential Providers' ability to deliver the requirement as set out in Appendix B, Statement of Requirements. Potential Providers *MUST* answer all Quality/Service Delivery questions.
- 3.6 Potential Providers must achieve the minimum acceptable Quality Score, as described, for each of the questions below. Only those responses which achieve the minimum acceptable Quality Score will be included in the Price Evaluation Process.
- 3.7 Where only one (1) submission is received which does not meet the minimum acceptable Quality Score, the Authority reserves the right to enter into dialogue and seek assurances regarding the delivery of the requirement.
- 3.8 Potential Providers must insert their responses into the relevant text fields in the e-Sourcing Suite.
- 3.9 Potential Providers' responses must clearly demonstrate how they propose to meet the requirements set out in the question and address each element in the order they are asked.
- 3.10 Potential Providers' responses should be limited to, and focused on each of the component parts of the question posed. They should refrain from making generalised statements and providing information not relevant to the topic.
- 3.11 Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these areas including identifying key sections within responses.
- 3.12 Potential providers will be marked in accordance with the marking scheme at Section 2.

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- 3.13 The page limit on attachments is set in each question. Potential Providers are required to **upload one complete document of 20 pages at questionnaire 4.1 which answers all 6 quality questions. Any additional pages over this limit will not be evaluated.** A guidance is below each individual question with the estimation of the length of each response. This excludes the CV's required under 4.2. This excludes Appendix E – Pricing schedule, which can be uploaded separately at questionnaire 7.1. Attachments may be submitted in Microsoft Word, Excel, PDF format and be in Arial font size 11.

QUESTIONNAIRE 4 – QUALITY: SUPPLIER CAPABILITY				Weighting – 20%	
<p>Potential providers should clearly label the response against each of the questions within the attachment which contains all 6 quality questions.</p> <p><b>All Potential Providers MUST answer ALL the following questions</b></p>					
Question Number	Question	Minimum Acceptable Score	Maximum Available Score	Weighting [X]%	
4.1	<p>Potential Providers are requested to provide up to two case studies of how your organisation successfully delivered a similar relevant requirement to central government in terms of scale, scope and complexity and how this experience will add value to the requirements outlined in Appendix B.</p> <p>(Brief client testimonials and feedback are encouraged as part of the case studies)</p> <p><i>Page limit: No more than 2 sides of A4</i></p>	50	100	50%	
4.2	<p>Potential Providers are required to demonstrate the relevant experience and capability that individuals in your team have in undertaking assignments</p>	50	100	50%	



	<p>with central government in terms of scale, scope and complexity.</p> <p>Please provide:</p> <p>(a) Details of the structure of the delivery team and how resources across your organisation will be used to meet the services showing.</p> <p>(b) CVs for the account manager and trainers (to be identified as the Key Personnel for the purposes of the contract) who will be involved in the design and delivery of the programme. Please state clearly who will be responsible for designing, delivering, facilitating etc. and give details of their specific relevant experience and knowledge of the subject area(s).</p> <p><i>Page Limit: No more than 6 sides of A4 excluding the CV's.</i></p>			
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QUESTIONNAIRE 5 – QUALITY: QUALITY OF PROGRAMME CONTENT AND DESIGN APPROACH			Weighting – 30%	
<p>Potential providers should clearly label the response against each of the questions within the attachment which contains all 6 quality questions.</p> <p><b>All Potential Providers MUST answer ALL the following questions</b></p>				
Question Number	Question	Minimum Acceptable Score	Maximum Available Score	Weighting [X]%
5.1	Potential Providers are required to set out their proposed methodology for approaching the design requirements of	50	100	50%



	<p>the programme, in line with the curriculum list set out by the Authority, and specify how they plan to use interactive learning elements.</p> <p><i>Page Limit: No more than 1 side of A4.</i></p>			
5.2	<p>Potential Providers must provide case studies and example materials from similar programmes delivered to central government to demonstrate the type of content set out in 5.1, that they have delivered in the past; or could offer in the future.</p> <p><i>Page Limit: Case studies limited to no more than 4 sides of A4 and example materials of an appropriate length can be added with CV's outside of the 20 page limit.</i></p>	50	100	30%
5.3	<p>Potential Providers are requested to set out the evaluation principles and solutions they would employ to measure the impact of the programme on participants learning.</p> <p><i>Page Limit: No more than 1 side of A4.</i></p>	50	100	20%

**QUESTIONNAIRE 6 – QUALITY: SERVICES DELIVERY AND RELATIONSHIP MANAGEMENT**

**Weighting – 30%**

Potential providers should clearly label the response against each of the questions within the attachment which contains all 6 quality questions.

**All Potential Providers MUST answer ALL the following questions**

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Question Number	Question	Minimum Acceptable Score	Maximum Available Score	Weighting [X]%
6.1	<p>Potential Providers are requested to set out their proposals for management of the full programme from design to delivery and evaluation. Potential Providers should take into account that this should be in close cooperation with the Authority's officials. This should detail the specific risks relevant to the Authority at each stage, and how they intend to mitigate them.</p> <p><i>Attachments of project plans and separate Risk, Assumptions, Issues and Dependencies (RAID) logs are permitted up to a maximum of 6 sides of A4, project plans can be designed to be printed on A3.</i></p>	50	100	100%

QUESTIONNAIRE 7 – PRICE		Weighting – 20%
<b>GUIDANCE</b>	<p>Potential Providers must enter costs upload the price schedule at the question level on the e-Sourcing event.</p> <p>Prices should be submitted in pounds Sterling inclusive of any expenses but exclusive of VAT.</p> <p>Potential Providers will be marked in accordance with the marking scheme at Section 2.</p>	
Question Number	Question	Max Score
7.1	Please confirm, by selecting 'YES' that you have attached a completed Price Schedule to the response to this question. In so doing, you are also confirming that prices offered are inclusive of any expenses, exclusive of	100



	VAT and firm for a period of 90 days following the Deadline for Submission.	
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