

Invitation to Tender

Attachment 2 – How to Bid

RM6355 Provision of Safeguarding Support for Covid-19 Inquiry

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# **How to Make your Bid**

* 1. Your bid must be made by the organisation that will be responsible for providing the goods and/or services if your bid is successful.
  2. You may bid for one or more of the Lots, ensure you read section 3 of attachment 1.
  3. Your bid must be entered into the eSourcing Suite. We can only accept bids that we receive through the eSourcing Suite.
  4. If you are bidding as a consortium, please submit your bid in the name of the lead member and follow the instructions when completing the Qualification Envelope, including providing the name of the consortium in Section 1.12.2.
  5. If you are bidding as a single entity on a Lot and as a consortium on another Lot, you will need to set up an additional account in the eSourcing Suite. Please submit your bids as follows:
* For your bid as a single entity, please submit your bid in the eSourcing Suite in the name of your organisation.
* For your bid as a consortium, please create an additional account in the eSourcing Suite in the name of your consortium

In both cases, when submitting your bid(s) please continue to follow the instructions when completing the Qualification Envelope section 1.12 Group or Consortium Details.

* 1. If you are bidding as a consortium, each consortium member (other than the consortium member responding to the electronic Selection Questionnaire within the eSourcing Suite) will be required to complete an Attachment 4a – Information & Declarations\_Consortium. In this attachment, consortium members will respond to part 1 and 2 Selection Questionnaire declarations and some part 3 selection questions in their own right. It is clearly indicated within the electronic Selection Questionnaire (a copy of which can be found at Attachment 2a Selection Questionnaire) when the consortium member completing the electronic Selection Questionnaire should respond on behalf of ALL consortium members for part 3 selection questions.
  2. Upload ONLY those attachments we have asked for. Do not upload any attachments we haven’t asked for.
  3. Make sure you answer every question.
  4. You must submit your bid before the bid submission deadline, in section 5 “Timelines for the competition” in attachment 1 - About the Contract.
  5. You must regularly check for messages in the eSourcing Suite throughout the competition. You must log on to the eSourcing Suite and access your message inbox for this competition to check for messages.
  6. If anything is unclear, or you are unsure how to complete your bid submission, you can raise a question before the clarification question deadline, via the eSourcing Suite. Read section 6 “When and how to ask questions” in Attachment 1 - About the Contract.
  7. We may require you to clarify aspects of your bid in writing and/or provide additional information. Failure to respond within the time required, or to provide an adequate response will result in the rejection of your bid and your exclusion from this competition.

# **Selection Stage**

* 1. At the selection stage, we evaluate Bidders’ technical, professional and financial capabilities. We will ask a range of questions appropriate to the procurement. It is important that you answer these questions accurately.
  2. When responding to part 1 and part 2 Selection Questionnaire declarations, you must respond on behalf of all relevant persons in your organisation as per PCR 2015, regulation 57(2), i.e., members of the administrative, management or supervisory body of your organisation including those with powers of representation, decision or control.
  3. If you are relying on any Key Subcontractors to meet the selection criteria within Part 3 of the Selection Questionnaire, you must tell us. If a Key Subcontractor is being relied on to meet Part 3 selection criteria, you must clearly tell us within Attachment 7 – Key Subcontractor Details which criteria you are relying on them for and you must ensure that each of these applicable Key Subcontractors completes Attachment 4b – Information and Declarations - Key Subcontractor Guarantor and this is submitted via the applicable question within the electronic Selection Questionnaire.
  4. If, following financial assessment, we require you to nominate a guarantor, we will contact you and tell you. You are not permitted to nominate a guarantor for Part 3 – Financial Risk Viability Assessment (FVRA) at the point of tender submission. You must undergo the financial assessment within your own right initially. Should we deem it appropriate to offer you the opportunity to nominate a guarantor post-tender submission, we will also require the nominated guarantor to complete Attachment 4b – Information and Declarations\_Key Subcontractor\_Guarantor.

# **Selection Process**

* 1. After the bid submission deadline, we will check all bids to make sure we have received everything we have asked for.
  2. We may ask you to clarify information you provide, if that is necessary. Don’t forget to check for messages in the eSourcing Suite throughout the competition on a daily basis. You must log on to the eSourcing Suite and access your message inbox for this competition to check for messages.
  3. If your bid is not compliant we will reject your bid and you will be excluded from the competition. We will provide an explanation regarding the reason(s) your bid is not compliant.
  4. Not all selection questions need guidance as the questions are self-evident. However other questions such as the financial question, require a process to be undertaken before we can assess your response. In those instances, we have told you what we will do in the **evaluation guidance**.

# **Selection Criteria**

* 1. We will exclude you from the competition at the selection stage if:
* You, or a member of your consortium, receive a ‘fail’ for any of the evaluated selection questions.
* you, or a member of your consortium, do not pass the economic and financial standing assessment to the satisfaction of CCS.
* your bid is deemed non-compliant.
* any of the information you have provided proves to be false or misleading.
* you have broken any of the competition rules in Attachment 1 About the Contract, or not followed the instructions given in this ITT pack.
  1. If we exclude you from the competition we will tell you and explain why.

# **Selection Questionnaire**

* 1. Please refer to Attachment 2a Selection Questionnaire. Remember you must complete the questionnaire online in the eSourcing Suite (Qualification Envelope).

# **Award Stage**

* 1. If you have successfully passed the selection stage, you will proceed to the award stage.
  2. Your bid must provide the Buyer with the evidence that your organisation will be able to provide a quality service in accordance with the requirements stated at a most advantageous price to the Buyer.
  3. When completing your bid you must:
* Read through the entire ITT pack, including Attachment 1a - Contract Schedule 1 (Specification)carefully, and read more than once.
* Read each question, the response guidance, marking scheme, evaluation criteria, and the instructions on response parameters and required format.
* Read the contract terms set out in Attachment 9 - Contract Documents.
* If you are unsure, ask questions before the clarification questions deadline See section 5 ‘Timelines for the competition’ and section 6 ‘When and how to ask questions’ in attachment 1 - About the Contract document
* Allow plenty of time to complete your responses; it always takes longer than you think to submit your bid via the eSourcing Suite and to ensure any completion errors are rectified before the bid submission deadline.
* Your prices should be in line with the service level you offer in response to the award quality questions.

# **Award Criteria**

* 1. The Award Stage consists of a quality evaluation (see section 9 and 10 of this document) and a price evaluation (see section 11 of this document).
  2. The award of this Contract will be on the basis of the ‘Most Economically Advantageous Tender’ (MEAT).
  3. In this competition, the weighting for the quality evaluation is 70 marks; and, the weighting for the price evaluation is worth 30 marks for each Lot.

# **Award Process**

* 1. What YOU must do:
* answer the quality questions section A and section B of the quality questionnaire in the eSourcing Suite in the Technical Envelope.
* Complete the price matrix attachment 3 for the Lot(s) for which you are bidding.
* Upload your completed price matrix into the eSourcing Suite in the Commercial Envelope to question PQ1.
  1. What **WE** will do at the award stage

| 1. | **Compliance Check**  First, we will do a check to make sure that you completed the questionnaires and pricing matrix in line with our instructions. |
| --- | --- |
| 2. | **Quality Evaluation**  We will give your responses to our evaluation panel. Each evaluator will independently assess your responses to the quality questions using the response guidance and the evaluation criteria. Each evaluator will give a mark and a reason for their mark for each question they are assessing. Each evaluator will enter their marks and reasons into the eSourcing Suite. |
| 3. | **Consensus**  Once the evaluators have independently assessed your answers to the questions we will arrange for the evaluators to meet and we will facilitate the discussion. At this consensus meeting, the evaluators will discuss the quality of your answers and discuss their marks and reasons for that mark. The discussion will continue until they reach a consensus regarding the mark, and a reason for that mark, for each question. These final marks will be used to calculate your Quality Score for each Lot you have bid for. |
| 4. | **Moderation**  ​Once the consensus meetings have taken place, the consensus manager(s) will review the consensus marks and reasons for the marks agreed with evaluators for any errors or discrepancies. If any errors or discrepancies are identified, marks may be changed as a result of this moderation exercise. The reasons for revisiting the marks and the outcome of revisiting the marks will be fully recorded. |
| 5. | **Quality Threshold**  The Section A – Mandatory Service Requirements are Pass/Fail questions. If you cannot or are unwilling to select ‘Yes’ to these questions, you will be disqualified from further participation in this competition. We will tell you that your bid has been excluded from the competition and why.  The minimum pass mark for all Section C Award questions (excluding Section B 2.2 Social Value) is 50.  If you receive a mark of 25 or less for any of the quality questions in Section C (excluding Section B 2.2 Social Value), your bid will be excluded from the competition. We will tell you that your bid has been excluded from the competition and why.  The minimum pass mark for question 2.2 Social Value within section B is 25.  If you receive a mark of 0 for quality question 2.2 Social Value, your bid will be excluded from the competition. We will tell you that your bid has been excluded from the competition and why.  Refer to tables at section 9.6 for an example of how your **Quality Score** for each Lot will be calculated. |
| 6. | **Evaluate Pricing**  We will give your pricing to the price evaluation panel, who are different evaluators from those who assess your quality responses.  They will calculate your Price Score for each Lot you have bid for using the evaluation criteria in section 11 – Price Evaluation. |
| 7. | **Final Score**  For each Lot you have bid for, your Quality Score will be added to your Price Score, to create your Final Score for each Lot, as illustrated in section 12 Final decision to award. |
| 8. | **Award**  Award(s) will be made to the successful Bidders following the standstill period, subject to contract. |

# **Quality Evaluation**

* 1. Questions at Section A 2.1 are mandatory questions and will be evaluated PASS / FAIL. If you answer no to this one or more of the questions, we will reject your bid and you will be excluded from the competition. We will tell you that your bid has been excluded and why.
  2. Each question must be answered in its own right. You must not answer any of the questions by cross referencing other questions or other materials for example reports or information located on your website.
  3. Each of the quality questions, in section B and section C of the quality questionnaire will be independently assessed by our evaluation panel.
  4. When the consensus meeting has taken place and the final mark for each question has been agreed by the evaluators, your final mark for each question will be multiplied by that question's weighting to calculate your weighted mark for that question.
  5. Each weighted mark for each question for each Lot you have submitted a bid for will then be added together to calculate your Quality Score.
  6. Please see tables A, B and C below for an example of how your Quality Score will be calculated.

Table A – Lot 1

| **Question** | | **Question Weighting** | **Maximum Mark Available** | **Your Final Mark** | **Your Weighted Mark** | **Your weighted score (out of 70)** |
| --- | --- | --- | --- | --- | --- | --- |
| 2.2 | Social Value | **15%** | 100 | 100 | 15.00 | 10.50 |
| 2.3 | Delivery of the requirements (Lot 1 only) | **30%** | 100 | 100 | 30.00 | 21.00 |
| 2.4 | Risk Management | **15%** | 100 | 100 | 15.00 | 10.50 |
| 2.5 | Safeguarding Approach | **20%** | 100 | 100 | 20.00 | 14.00 |
| 2.6 | Inclusivity and Accessibility | **20%** | 100 | 100 | 20.00 | 14.00 |
| **Quality Score** | | | | | | **70.00** |

Table B – Lot 2

| **Question** | | **Question Weighting** | **Maximum Mark Available** | **Your Final Mark** | **Your Weighted Mark** | **Your weighted score (out of 70)** |
| --- | --- | --- | --- | --- | --- | --- |
| 2.2 | Social Value | **15%** | 100 | 100 | 15.00 | 10.50 |
| 2.7 | Delivery of the requirements (Lot 2 only) | **30%** | 100 | 100 | 30.00 | 21.00 |
| 2.8 | Risk Management | **15%** | 100 | 100 | 15.00 | 10.50 |
| 2.9 | Safeguarding Approach | **20%** | 100 | 100 | 20.00 | 14.00 |
| 2.10 | Inclusivity and Accessibility | **20%** | 100 | 100 | 20.00 | 14.00 |
| **Quality Score** | | | | | | **70.00** |

Table C – Lot 3

| **Question** | | **Question Weighting** | **Maximum Mark Available** | **Your Final Mark** | **Your Weighted Mark** | **Your weighted score (out of 70)** |
| --- | --- | --- | --- | --- | --- | --- |
| 2.2 | Social Value | **15%** | 100 | 100 | 15.00 | 10.50 |
| 2.11 | Delivery of the requirements (Lot 3 only) | **30%** | 100 | 100 | 30.00 | 21.00 |
| 2.12 | Risk Management | **15%** | 100 | 100 | 15.00 | 10.50 |
| 2.13 | Safeguarding Approach | **20%** | 100 | 100 | 20.00 | 14.00 |
| 2.14 | Inclusivity and Accessibility | **20%** | 100 | 100 | 20.00 | 14.00 |
| **Quality Score** | | | | | | **70.00** |

# **Award Quality Questionnaire**

* 1. The quality questionnaire is split into 3 sections:
* Section A – Mandatory Questions
* Section B – Generic Questions
* Section C – Lot specific Questions
  1. A summary of all the questions in the quality questionnaire, along with the marking scheme, and weightings for each question is set out below:

| **Question** | | **Marking scheme** | **Weighting %** | | |
| --- | --- | --- | --- | --- | --- |
| **Lot 1** | **Lot 2** | **Lot 3** |
| 2.1.1 | Accept Competition Rules | Pass/Fail | N/A | N/A | N/A |
| 2.1.2 | Accept Contract Terms | Pass/Fail | N/A | N/A | N/A |
| 2.1.3 | Compliance with Mandatory Service Requirements Mid-Tier\_Schedule\_02\_\_Specification\_\_v1.2 (ALL LOTS) | Pass/Fail | N/A | N/A | N/A |
| 2.1.4 | Compliance with Mid-Tier\_Schedule\_16\_\_Security\_\_v1.2 (ALL LOTS) | Pass/Fail | N/A | N/A | N/A |
| 2.1.5 | Accreditation for Clinical Lead/Lead Clinician  (ALL LOTS) | Pass/Fail | N/A | N/A | N/A |
| 2.2 | Social Value | 100/75/50/25/0 | 15 | 15 | 15 |
| 2.3 | Delivery of the requirements (Lot 1 only) | 100/75/50/25/0 | 30 |  |  |
| 2.4 | Risk Management (Lot 1 only) | 100/75/50/25/0 | 15 |  |  |
| 2.5 | Safeguarding Approach (Lot 1) | 100/75/50/25/0 | 20 |  |  |
| 2.6 | Inclusivity and accessibility (Lot 1 only) | 100/75/50/25/0 | 20 |  |  |
| 2.7 | Delivery of the requirements (Lot 2 only) | 100/75/50/25/0 |  | 30 |  |
| 2.8 | Risk Management (Lot 2 only) | 100/75/50/25/0 |  | 15 |  |
| 2.9 | Safeguarding Approach (Lot 2) | 100/75/50/25/0 |  | 20 |  |
| 2.10 | Inclusivity and accessibility (Lot 2 only) | 100/75/50/25/0 |  | 20 |  |
| 2.11 | Delivery of the requirements (Lot 3 only) | 100/75/50/25/0 |  |  | 30 |
| 2.12 | Risk Management (Lot 3 only) | 100/75/50/25/0 |  |  | 15 |
| 2.13 | Safeguarding Approach (Lot 3) | 100/75/50/25/0 |  |  | 20 |
| 2.14 | Inclusivity and accessibility (Lot 3 only) | 100/75/50/25/0 |  |  | 20 |

| **Section A – Mandatory Service Requirements** | |
| --- | --- |
| **2.1.1 Accept Competition Rules** | |
| Do you accept the competition rules, as described in the ITT pack Attachment 1 - About the Contract, paragraph 9 Competition rules?  Please answer ‘Yes’ or ‘No’  **Yes -** You accept the competition rules, as described in the ITT pack Attachment 1 - About the Contract, paragraph 9 Competition rules.  **No** **-** You do not accept the competition rules, as described in the ITT pack Attachment 1 - About the Contract, paragraph 9 Competition rules. | |
| **2.1.1 Response Guidance**  This is a Pass/Fail question.  If you cannot or are unwilling to select ‘Yes’ to this question, you will be disqualified from further participation in this competition.  You are required to select either option YES or NO from the drop down list within the eSourcing suite.  Providing a ‘Yes’ response means you accept the competition rules, as described in the ITT pack Attachment 1 - About the Contract, paragraph 9 Competition rules.    If you select ‘No’ to indicate that you do not accept the competition rules, as described in the ITT pack Attachment 1 - About the Contract, paragraph 9 Competition rules, you will be excluded from further participation in this competition. | |
| **Marking Scheme** | **Evaluation Guidance** |
| Pass | You have selected option ‘Yes’ confirming that you accept the competition rules, as described in the ITT pack Attachment 1 - About the Contract, paragraph 9 Competition rules. |
| Fail | You have selected ‘No’ confirming that you do not accept the competition rules, as described in the ITT pack Attachment 1 - About the Contract, paragraph 9 Competition rules. |

| **2.1.2 Accept Contract Terms** | |
| --- | --- |
| Do you accept the contract terms as incorporated in the Contract Award Form?  Please answer ‘Yes’ or ‘No’  **Yes -** You accept the contract terms as incorporated in the Contract Award Form.  **No** **-** You do not accept the contract terms as incorporated in the Contract Award Form. | |
| **2.1.2 Response Guidance**  This is a Pass/Fail question.  If you cannot or are unwilling to select ‘Yes’ to this question, you will be disqualified from further participation in this competition.  You are required to select either option YES or NO from the drop down list within the eSourcing suite.  Providing a ‘Yes’ response means you accept the contract terms as incorporated in the Contract Award Form.    If you select ‘No’ to indicate that you do not accept the contract terms as incorporated in the Contract Award Form, you will be excluded from further participation in this competition. | |
| **Marking Scheme** | **Evaluation Guidance** |
| Pass | You have selected option ‘Yes’ confirming that you accept the contract terms as incorporated in the Contract Award Form. |
| Fail | You have selected ‘No’ confirming that you do not accept the contract terms as incorporated in the Contract Award Form. |

| **2.1.3 Compliance with Mid-Tier\_Schedule\_02 (Specification)** | |
| --- | --- |
| If you are awarded a Contract, will you unreservedly deliver in full, all of the service requirements (applicable to the Lot(s) you have bid for) as set out in Attachment 1a /1b /1c – Mid-Tier\_Schedule\_02 (Specification)?  Please answer ‘Yes’ or ‘No’.  Yes - You will unreservedly deliver, in full, all of the service requirements for the Lot(s) you have bid for, as set out in Attachment 1a /1b /1c – Mid-Tier\_Schedule\_02 (Specification).  No - You will not, or cannot, deliver, in full, all of the service requirements for the Lot(s) you have bid for, as set out in Attachment 1a /1b /1c – Mid-Tier\_Schedule\_02 (Specification). | |
| **2.1.3 Response Guidance**  This is a Pass/Fail question.  If you cannot or are unwilling to select ‘Yes’ to this question, you will be disqualified from further participation in this competition.  You are required to select either option YES or NO from the drop down list within the eSourcing suite.  Providing a ‘Yes’ response means you will unreservedly deliver in full all of the service requirements for the Lot(s) you have bid for, as set out in Attachment 1a /1b /1c – Mid-Tier\_Schedule\_02 (Specification).  If you select ‘No’ (or do not answer the question) to indicate that you will not, or cannot, deliver in full all of the service requirements as set out in Attachment 1a /1b /1c – Mid-Tier\_Schedule\_02 (Specification)for all the lots you have bid for, you will be excluded from further participation in this competition. | |
| **Marking Scheme** | **Evaluation Guidance** |
| Pass | You have selected option ‘Yes’ confirming that you will unreservedly deliver in full all of the service requirements for the Lot(s) you have bid for, as set out in Mid-Tier\_Schedule\_02\_\_Specification\_\_v1.2 |
| Fail | You have selected ‘No’ confirming that you will not, or cannot, deliver in full all of the service requirements for the Lot(s) you have bid for, as set out in Mid-Tier\_Schedule\_02\_\_Specification\_\_v1.2. |

| **2.1.4 Compliance with Special Term 1 – Schedule\_16\_\_Security\_\_v1.2** | |
| --- | --- |
| If you are awarded a Contract, will you unreservedly comply with the security requirements of Special Term 1 **–** 16\_\_Security\_\_v1.2 in full?  Please answer ‘Yes’ or ‘No’.  Yes - You will unreservedly comply, in full, with the security requirements for the Lot(s) you have bid for, as set out in Special Term 1 – Schedule\_16\_\_Security\_\_v1.2.  No - You will not, or cannot, comply, in full, all of the security requirements for the Lot(s) you have bid for, as set out in Special Term 1 – \_Schedule\_16\_\_Security\_\_v1.2. | |
| **2.1.4 Response Guidance**  This is a Pass/Fail question.  If you cannot or are unwilling to select ‘Yes’ to this question, you will be disqualified from further participation in this competition.  You are required to select either option YES or NO from the drop down list within the eSourcing suite.  Providing a ‘Yes’ response means you will unreservedly comply in full all of the security requirements for the Lot(s) you have bid for, as set out in Special Term 1 – Schedule\_16\_\_Security\_\_v1.2.  If you select ‘No’ (or do not answer the question) to indicate that you will not, or cannot, comply in full all of the security requirements as set out in Special Term 1 – Schedule\_16\_\_Security\_\_v1.2 for all the lots you have bid for, you will be excluded from further participation in this competition. | |
| **Marking Scheme** | **Evaluation Guidance** |
| Pass | You have selected option ‘Yes’ confirming that you will unreservedly comply in full all of the security requirements for the Lot(s) you have bid for, as set out in Special Term 1 – Schedule\_16\_\_Security\_\_v1.2. |
| Fail | You have selected ‘No’ confirming that you will not, or cannot, comply in full all of the security requirements for the Lot(s) you have bid for, as set out in Special Term 1 –Schedule\_16\_\_Security\_\_v1.2. |

| **2.1.5 Accreditation for Clinical Lead/Lead Clinician** | |
| --- | --- |
| If you are awarded a Contract, will you provide proof of accreditation (such as HCPC, UKCP, BACP, or equivalent) that your organisation's Clinical Lead/Lead Clinician holds at the Intent to Award stage (beginning of Standstill)?  Please answer ‘Yes’ or ‘No’.  Yes - You will provide proof of accreditation (such as HCPC, UKCP, BACP, or equivalent) that your organisation's Clinical Lead/Lead Clinician holds at the Intent to Award stage (beginning of Standstill).  No - You will not, or cannot, provide proof of accreditation (such as HCPC, UKCP, BACP, or equivalent) that your organisation's Clinical Lead/Lead Clinician holds at the Intent to Award stage (beginning of Standstill). | |
| **2.1.5 Response Guidance**  This is a Pass/Fail question.  If you cannot or are unwilling to select ‘Yes’ to this question, you will be disqualified from further participation in this competition.  You are required to select either option YES or NO from the drop down list within the eSourcing suite.  Providing a ‘Yes’ response means you will provide proof of accreditation (such as HCPC, UKCP, BACP, or equivalent) that your organisation's Clinical Lead/Lead Clinician holds at the Intent to Award stage (beginning of Standstill).  If you select ‘No’ (or do not answer the question) to indicate that you will not, or cannot, provide proof of accreditation (such as HCPC, UKCP, BACP, or equivalent) that your organisation's Clinical Lead/Lead Clinician holds at the Intent to Award stage (beginning of Standstill) for all the lots you have bid for, you will be excluded from further participation in this competition. | |
| **Marking Scheme** | **Evaluation Guidance** |
| Pass | You have selected option ‘Yes’ confirming that you will provide proof of accreditation (such as HCPC, UKCP, BACP, or equivalent) that your organisation's Clinical Lead/Lead Clinician holds at the Intent to Award stage (beginning of Standstill). |
| Fail | You have selected ‘No’ confirming that you will not, or cannot, provide proof of accreditation (such as HCPC, UKCP, BACP, or equivalent) that your organisation's Clinical Lead/Lead Clinician holds at the Intent to Award stage (beginning of Standstill). |

| **Section B – Generic Question - Social Value** |
| --- |
| **2.2 Requirement:**  The Contracting Authority requires that you will ensure that the Government’s Social Value agenda will be implemented throughout the life of the contract, in accordance with PPN 06/20 and the Social Value Model:  [**https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\_data/file/940828/Social-Value-Model-Quick-Reference-Table-Edn-1.1-3-Dec-20.pdf**](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/940828/Social-Value-Model-Quick-Reference-Table-Edn-1.1-3-Dec-20.pdf)  **This question requires you to address:**  **Theme 4: Equal opportunity**  **Policy Outcome: Tackle workforce inequality**  **MAC 6.1: Demonstrate action to identify and tackle inequality in employment, skills and pay in the contract workforce**  **Sub-criteria for MAC 6.1: Tackling inequality in the contract workforce**   * Illustrative example of measures to tackle inequality in employment, skills and pay in the contract workforce (to support your response to question 2.2). Illustrative examples:   + Inclusive and accessible recruitment practices, and retention-focussed activities.   + Offering a range of quality opportunities with routes of progression if appropriate, e.g. T Level industry   + placements, students supported into higher level apprenticeships.   + Working conditions which promote an inclusive working environment and promote retention and progression.   + Demonstrating how working conditions promote an inclusive working environment and promote retention and   + progression.   + A time-bound action plan informed by monitoring to ensure employers have a workforce that proportionately   + reflects the diversity of the communities in which they operate, at every level.   + Including multiple women, or others with protected characteristics, in shortlists for recruitment and promotions.   + Using skill-based assessment tasks in recruitment.   + Using structured interviews for recruitment and promotions.   + Introducing transparency to promotion, pay and reward processes.   + Positive action schemes in place to address under-representation in certain pay grades.   + Jobs at all levels open to flexible working from day one for all workers.   + Collection and publication of retention rates, e.g. for pregnant women and new mothers, or for others with   + protected characteristics.   + Regular equal pay audits conducted. |
| **2.2 Response Guidance**  **All Bidders must answer this question.**  Please describe the commitment your organisation will make to ensure that opportunities under the contract deliver the Policy Outcome and Model Award Criteria.  Your response MUST include, but not limited to:   1. Your ‘Method Statement’, stating how you will achieve this and how your commitment meets the Award Criteria. 2. A plan and process, including how you will implement your commitment 3. How you will monitor and measure on your commitments/the impact of your proposals. 4. Your response must include activities that demonstrate and describe your existing or planned:  * Understanding of the issues affecting inequality in employment, skills and pay in the market, industry or sector relevant to the contract, and in your own organisation and those of its key sub-contractors. * Measures to tackle inequality in employment, skills and pay in the contract workforce (such as those provided within the Sub-criteria for MAC 6.1 Illustrative examples).   **You must upload your response as an attachment to the correct question level in the eSourcing Suite. The maximum page count for this question is set at 2 sides of A4 - information over the page limit will be discounted.**  Attachments must be submitted in Microsoft Word Arial font size 11 (pdf’s will NOT be accepted).  Page limits include the use of headers, footers and diagrams (external links will NOT be accepted). Upload ONLY those attachments we have asked for – any other supporting evidence, certificates for, will be requested separately by us.  **No costings should be included in responses to this Question.** |

| **Marking Scheme 100/75/50/25/0** | |
| --- | --- |
| **Marking scheme** | **Evaluation criteria** |
| **100** | A VERY GOOD ANSWER  The response is relevant to the requirement, unambiguous, and comprehensively demonstrates how your approach will meet the requirement.  Full and detailed relevant evidence has been provided to address all the component parts of the Response Guidance. This evidence clearly demonstrates how your approach will meet the requirement.  Overall, there are no concerns with the response. It provides a very high level of confidence that the approach will meet the requirement and has a strong potential to exceed this requirement for the delivery of services. |
| **75** | A GOOD ANSWER  The response is relevant to the requirement and is sufficiently detailed to demonstrate how your approach will meet the requirement.  A good level of relevant evidence has been provided to address each of the component parts of the Response Guidance. The evidence demonstrates how your approach will meet the requirement.  Overall, there are only very minor concerns with the response. It provides a good level of confidence that the approach will meet this requirement for the delivery of services. There may be some minor issues that need further exploration or attention. |
| **50** | A SATISFACTORY ANSWER  The response is relevant to the requirement and is satisfactorily detailed so that it demonstrates how your approach will meet the requirement to a large extent but not entirely.  Satisfactory relevant evidence has been provided to address the component parts of the Response Guidance, but the response is not sufficiently detailed and/or does not include sufficient explanation in some elements of the component parts. The evidence demonstrates how your approach will meet the requirement, but not entirely.  Overall, there are moderate concerns with the response. It provides an adequate level of confidence that the approach will meet this requirement for the delivery of services. |
| **25** | A BELOW STANDARD ANSWER  The response is not fully relevant to, or only partially addresses, the requirement, and it does not satisfactorily demonstrate how your approach will meet the requirement.  Evidence has been provided to address some of the component parts of the Response Guidance, but not all, and there is a lack of relevant detail and/or lack of explanation and/or ambiguity in the response. The evidence does not satisfactorily demonstrate how your approach will meet the requirement.  Overall, there are significant concerns with the response. It provides a low level of confidence that the approach will meet this requirement for the delivery of services. |
| **0** | AN UNACCEPTABLE ANSWER  The response is not relevant to, or does not address, the requirement, and it entirely fails to demonstrate how your approach will meet the requirement.  No relevant evidence has been provided and none of the component parts of the Response Guidance have been addressed. There is an unacceptable lack of relevant detail and/or unacceptable lack of explanation and/or unacceptable ambiguity in the response, so that it entirely fails to demonstrate how your approach will meet the requirement.  Overall, there are such extensive concerns with the approach that it is considered unacceptable. It provides no confidence that the approach will meet this requirement for the delivery of services.  OR  No response provided. |

**Section C – Lot Specific Questions**

**Lot 1**

| **Section C – Lot 1: Delivery of the requirements** |
| --- |
| **2.3 Requirement:**  The Buyer requires you to successfully deliver the requirements for Lot 1: Digital Offer as detailed in the “Attachment 1a - Statement of Requirements (Contract Schedule 2)”. |
| **2.3 Response Guidance**  **All Bidders must answer this question.**  Please demonstrate your approach to successfully deliver the requirements as detailed in the “Attachment 1a - Statement of Requirements (Contract Schedule 2)”. Your response MUST include, but not limited to:  **a. Delivery Plan**: A proposal on how you would deliver the website and SMS/web-text emotional support service (including associated timings) to meet the requirements as stated at section 5 and 6, and an outline of your proposed operating model (this should include any service provided by subcontractors you are anticipating using).  **b. Supplier Staff:** An outline of the support staff involved in the delivery of the service (including contract staff), their professional skills and experience, the clinical/psychological/support training and support you provide to staff. Please provide a staff organogram and communication pathways.  **c. Clinical Needs:** How you will ensure that support staff can provide effective support to users of the service and can adapt appropriately to a wide range of clinical needs (e.g. those with Long Covid, traumatic bereavement, pre-existing mental health difficulties and current trauma symptoms). How you would ascertain if a user needed more support and a referral to Tier 2 could be appropriate. How you will enable regular access to clinical supervision, reflective practice and support and advice to all support staff on the text-based support service, including the provision of a Single Point of Contact clinical lead for each “shift”.  **d. Technical:** Provide an outline of the platform technology you would deploy including any 3rd party technology being used. How you will ensure that the Content Management System (CMS) you use will allow Inquiry staff to execute basic content updates independently. Outline any limitations you envisage to the direct control the Inquiry would have to edit content independently rather than seek support from the supplier to implement. How you will mitigate against machine learning/algorithm/AI bias in the use of technology (if used).  Responses to questions within each Lot should be tailored to the specific Lot you are bidding. You must not duplicate responses across Lots. Question responses for each Lot will be scored separately in relation to meeting the specific requirements for that Lot.  **You must upload your response as an attachment to the correct question level in the eSourcing Suite. The maximum page count for this question is set at 6 sides of A4 - information over the page limit will be discounted.**  Attachments must be submitted in Microsoft Word Arial font size 11 (pdf’s will NOT be accepted).  Page limits include the use of headers, footers and diagrams (external links will NOT be accepted). Upload ONLY those attachments we have asked for – any other supporting evidence, certificates for example, will be requested separately by us.  **No costings should be included in responses to this Question.** |

| **Marking Scheme 100/75/50/25/0** | |
| --- | --- |
| **Marking scheme** | **Evaluation criteria** |
| **100** | A VERY GOOD ANSWER  The response is relevant to the requirement, unambiguous, and comprehensively demonstrates how your approach will meet the requirement.  Full and detailed relevant evidence has been provided to address all the component parts of the Response Guidance. This evidence clearly demonstrates how your approach will meet the requirement.  Overall, there are no concerns with the response. It provides a very high level of confidence that the approach will meet the requirement and has a strong potential to exceed this requirement for the delivery of services. |
| **75** | A GOOD ANSWER  The response is relevant to the requirement and is sufficiently detailed to demonstrate how your approach will meet the requirement.  A good level of relevant evidence has been provided to address each of the component parts of the Response Guidance. The evidence demonstrates how your approach will meet the requirement.  Overall, there are only very minor concerns with the response. It provides a good level of confidence that the approach will meet this requirement for the delivery of services. There may be some minor issues that need further exploration or attention. |
| **50** | A SATISFACTORY ANSWER  The response is relevant to the requirement and is satisfactorily detailed so that it demonstrates how your approach will meet the requirement to a large extent but not entirely.  Satisfactory relevant evidence has been provided to address the component parts of the Response Guidance, but the response is not sufficiently detailed and/or does not include sufficient explanation in some elements of the component parts. The evidence demonstrates how your approach will meet the requirement, but not entirely.  Overall, there are moderate concerns with the response. It provides an adequate level of confidence that the approach will meet this requirement for the delivery of services. |
| **25** | A BELOW STANDARD ANSWER  The response is not fully relevant to, or only partially addresses, the requirement, and it does not satisfactorily demonstrate how your approach will meet the requirement.  Evidence has been provided to address some of the component parts of the Response Guidance, but not all, and there is a lack of relevant detail and/or lack of explanation and/or ambiguity in the response. The evidence does not satisfactorily demonstrate how your approach will meet the requirement.  Overall, there are significant concerns with the response. It provides a low level of confidence that the approach will meet this requirement for the delivery of services. |
| **0** | AN UNACCEPTABLE ANSWER  The response is not relevant to, or does not address, the requirement, and it entirely fails to demonstrate how your approach will meet the requirement.  No relevant evidence has been provided and none of the component parts of the Response Guidance have been addressed. There is an unacceptable lack of relevant detail and/or unacceptable lack of explanation and/or unacceptable ambiguity in the response, so that it entirely fails to demonstrate how your approach will meet the requirement.  Overall, there are such extensive concerns with the approach that it is considered unacceptable. It provides no confidence that the approach will meet this requirement for the delivery of services.  OR  No response provided. |

| **Section C – Lot 1: Quality and Risk Management** |
| --- |
| **2.4 Requirement:**  The Buyer requires you to manage risks, issues and quality of service to ensure continued successful delivery of the services, as detailed in “Attachment 1a - Statement of Requirements (Contract Schedule 2)”, throughout the duration of the contract. |
| **2.4 Response Guidance**  **All Bidders must answer this question.**  Please demonstrate how you will manage risks and issues to ensure continued successful delivery of the services throughout the duration of the contract. Your response MUST include, but not limited to:   * 1. **Risk Management**: A description of your processes in ensuring that all risks that would directly affect users and the delivery of the contract are identified, recorded and managed; including your mitigation processes in ensuring they do not become issues.   **b. Service Quality:** How you will ensure the delivery of high-quality services throughout the contract in order to meet the SLAs and KPIs, and how you will drive continuous improvement in the delivery of the services based on feedback received from users and the Inquiry. Please provide evidence of how you will flex your operating model to adapt to changes in demand for services.  c. **Data Security:** How you will ensure any data collected in the delivery of the contract (including potentially sensitive data from those receiving emotional support) is kept secure and the risk of data loss, leak, and the breach is minimised. How you will ensure compliance with data protection legislation. How you will approach penetration testing to ensure the security of the solution.  **d. Business Continuity**: Details of your business continuity planning and how it will meet Contract Schedule 14 ( Business Continuity and disaster recovery).  Responses to questions within each Lot should be tailored to the specific Lot you are bidding. You must not duplicate responses across Lots. Question responses for each Lot will be scored separately in relation to meeting the specific requirements for that Lot.  **You must upload your response as an attachment to the correct question level in the eSourcing Suite. The maximum page count for this question is set at 3 sides of A4 - information over the page limit will be discounted.**  Attachments must be submitted in Microsoft Word Arial font size 11 (pdf’s will NOT be accepted).  Page limits include the use of headers, footers and diagrams (external links will NOT be accepted). Upload ONLY those attachments we have asked for – any other supporting evidence, certificates for example, will be requested separately by us.  **No costings should be included in responses to this Question.** |

| **Marking Scheme 100/75/50/25/0** | |
| --- | --- |
| **Marking scheme** | **Evaluation criteria** |
| **100** | A VERY GOOD ANSWER  The response is relevant to the requirement, unambiguous, and comprehensively demonstrates how your approach will meet the requirement.  Full and detailed relevant evidence has been provided to address all the component parts of the Response Guidance. This evidence clearly demonstrates how your approach will meet the requirement.  Overall, there are no concerns with the response. It provides a very high level of confidence that the approach will meet the requirement and has a strong potential to exceed this requirement for the delivery of services. |
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| **25** | A BELOW STANDARD ANSWER  The response is not fully relevant to, or only partially addresses, the requirement, and it does not satisfactorily demonstrate how your approach will meet the requirement.  Evidence has been provided to address some of the component parts of the Response Guidance, but not all, and there is a lack of relevant detail and/or lack of explanation and/or ambiguity in the response. The evidence does not satisfactorily demonstrate how your approach will meet the requirement.  Overall, there are significant concerns with the response. It provides a low level of confidence that the approach will meet this requirement for the delivery of services. |
| **0** | AN UNACCEPTABLE ANSWER  The response is not relevant to, or does not address, the requirement, and it entirely fails to demonstrate how your approach will meet the requirement.  No relevant evidence has been provided and none of the component parts of the Response Guidance have been addressed. There is an unacceptable lack of relevant detail and/or unacceptable lack of explanation and/or unacceptable ambiguity in the response, so that it entirely fails to demonstrate how your approach will meet the requirement.  Overall, there are such extensive concerns with the approach that it is considered unacceptable. It provides no confidence that the approach will meet this requirement for the delivery of services.  OR  No response provided. |

| **Section C – Lot 1: Safeguarding Approach** |
| --- |
| **2.5 Requirement:**  The Buyer requires you to effectively manage safeguarding issues within the messaging support service. |
| **2.5 Response Guidance**  **All Bidders must answer this question.**  Please demonstrate how you would manage **safeguarding issues** within the messaging support service. Your response MUST include, but not limited to:   * 1. **a. Safeguarding Approach:** An outline of your organisation’s current approach to safeguarding issues and risk assessment, including how you manage informed consent and the need to waive consent and how you approach safeguarding thresholds and decision making and how these approaches are consistently applied.   2. **b. Training**: An outline of the training your staff receive in identifying and managing safeguarding issues, including level/grade of training, duration and frequency.   3. **c**. **Quality Audit:** How you would keep a record of the process and how you would monitor the quality of decision-making and outcomes with respect to safeguarding concerns.   Responses to questions within each Lot should be tailored to the specific Lot you are bidding. You must not duplicate responses across Lots. Question responses for each Lot will be scored separately in relation to meeting the specific requirements for that Lot.  **You must upload your response as an attachment to the correct question level in the eSourcing Suite. The maximum page count for this question is set at 3 sides of A4 - information over the page limit will be discounted.**  Attachments must be submitted in Microsoft Word Arial font size 11 (pdf’s will NOT be accepted).  Page limits include the use of headers, footers and diagrams (external links will NOT be accepted). Upload ONLY those attachments we have asked for – any other supporting evidence, certificates for example, will be requested separately by us.  **No costings should be included in responses to this Question.** |

| **Marking Scheme 100/75/50/25/0** | |
| --- | --- |
| **Marking scheme** | **Evaluation criteria** |
| **100** | A VERY GOOD ANSWER  The response is relevant to the requirement, unambiguous, and comprehensively demonstrates how your approach will meet the requirement.  Full and detailed relevant evidence has been provided to address all the component parts of the Response Guidance. This evidence clearly demonstrates how your approach will meet the requirement.  Overall, there are no concerns with the response. It provides a very high level of confidence that the approach will meet the requirement and has a strong potential to exceed this requirement for the delivery of services. |
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| **25** | A BELOW STANDARD ANSWER  The response is not fully relevant to, or only partially addresses, the requirement, and it does not satisfactorily demonstrate how your approach will meet the requirement.  Evidence has been provided to address some of the component parts of the Response Guidance, but not all, and there is a lack of relevant detail and/or lack of explanation and/or ambiguity in the response. The evidence does not satisfactorily demonstrate how your approach will meet the requirement.  Overall, there are significant concerns with the response. It provides a low level of confidence that the approach will meet this requirement for the delivery of services. |
| **0** | AN UNACCEPTABLE ANSWER  The response is not relevant to, or does not address, the requirement, and it entirely fails to demonstrate how your approach will meet the requirement.  No relevant evidence has been provided and none of the component parts of the Response Guidance have been addressed. There is an unacceptable lack of relevant detail and/or unacceptable lack of explanation and/or unacceptable ambiguity in the response, so that it entirely fails to demonstrate how your approach will meet the requirement.  Overall, there are such extensive concerns with the approach that it is considered unacceptable. It provides no confidence that the approach will meet this requirement for the delivery of services.  OR  No response provided. |

| **Section C – Lot 1: Inclusivity and Accessibility** |
| --- |
| **2.6 Requirement:**  The Buyer requires you to ensure that website, web-resources and the messaging and text chat are inclusive and accessible, with particular reference to seeking to meet the needs of people from a diverse range of backgrounds. |
| **2.6 Response Guidance**  **All Bidders must answer this question.**  Please demonstrate how you would ensure that the website, web resources and the web or SMS-text chat are inclusive and accessible, with particular reference to seeking to meet the needs of people from a diverse range of backgrounds. Your response MUST include but is not limited to:   1. **Service Accessibility:** How you will maximise the accessibility of the website, website resources and messaging/text services, including how you will ensure consistent innovation to improve accessibility for those with alternative language needs and how you would ensure you are meeting the needs of people that are seldom-heard. How you will mitigate against forms of digital and human/personal bias in these areas. How you will go about accessibility testing and remediation to ensure conformance to AA Standard of WCAG. 2. **Staff Training:** How you will ensure all your staff are trained and competent in areas of diversity and inclusion, disability awareness, and cultural competency. 3. **Assessment:** How you would assess the accessibility of the services provided under this contract.   Responses to questions within each Lot should be tailored to the specific Lot you are bidding. You must not duplicate responses across Lots. Question responses for each Lot will be scored separately in relation to meeting the specific requirements for that Lot.  **You must upload your response as an attachment to the correct question level in the eSourcing Suite. The maximum page count for this question is set at 3 sides of A4 - information over the page limit will be discounted.**  Attachments must be submitted in Microsoft Word Arial font size 11 (pdf’s will NOT be accepted).  Page limits include the use of headers, footers and diagrams (external links will NOT be accepted). Upload ONLY those attachments we have asked for – any other supporting evidence, certificates for example, will be requested separately by us.  **No costings should be included in responses to this Question.** |

| **Marking Scheme 100/75/50/25/0** | |
| --- | --- |
| **Marking scheme** | **Evaluation criteria** |
| **100** | A VERY GOOD ANSWER  The response is relevant to the requirement, unambiguous, and comprehensively demonstrates how your approach will meet the requirement.  Full and detailed relevant evidence has been provided to address all the component parts of the Response Guidance. This evidence clearly demonstrates how your approach will meet the requirement.  Overall, there are no concerns with the response. It provides a very high level of confidence that the approach will meet the requirement and has a strong potential to exceed this requirement for the delivery of services. |
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| **25** | A BELOW STANDARD ANSWER  The response is not fully relevant to, or only partially addresses, the requirement, and it does not satisfactorily demonstrate how your approach will meet the requirement.  Evidence has been provided to address some of the component parts of the Response Guidance, but not all, and there is a lack of relevant detail and/or lack of explanation and/or ambiguity in the response. The evidence does not satisfactorily demonstrate how your approach will meet the requirement.  Overall, there are significant concerns with the response. It provides a low level of confidence that the approach will meet this requirement for the delivery of services. |
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**Section C – Lot Specific Questions**

**Lot 2**

| **Section C – Lot 2: Delivery of the requirements** |
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| **2.7 Requirement:**  The Buyer requires you to successfully deliver the requirements for Lot 2 as detailed in the “Attachment 1b - Statement of Requirements (Contract Schedule 2)”. |
| **2.7 Response Guidance**  **All Bidders must answer this question.**  Please demonstrate your approach to **successful delivery** of the requirements as detailed in “Attachment 1b - Statement of Requirements (Contract Schedule 2)”.  Your response MUST include, but not limited to:   * 1. **Delivery Plan**: A proposal on how you would deliver the emotional support service via remote contact (telephone and video calls) and in-person emotional support at Inquiry events (including associated timings) to meet the requirements at section 5 and 6, and an outline of your proposed operating model (this should include the service provided by any sub-contractors you are anticipating using)   **b. Supplier Staff:** An outline of the support staff involved in the delivery of the service (including contract staff), their professional skills and experience, the clinical/psychological/support training and support you provide to staff.  Please provide a staff organogram and communication pathways.  **c.**  **Clinical Needs:** How you will ensure that support staff can provide effective support to users of the service and can adapt appropriately to a wide range of clinical needs (e.g. those with Long Covid, traumatic bereavement, pre-existing mental health difficulties and current trauma symptoms). How you will enable regular access to clinical supervision, reflective practice and support and advice to all support staff on the support service, including the provision of a Single Point of Contact clinical lead for each “shift”.  Responses to questions within each Lot should be tailored to the specific Lot you are bidding. You must not duplicate responses across Lots. Question responses for each Lot will be scored separately in relation to meeting the specific requirements for that Lot.  **You must upload your response as an attachment to the correct question level in the eSourcing Suite. The maximum page count for this question is set at 4 sides of A4 - information over the page limit will be discounted.**  Attachments must be submitted in Microsoft Word Arial font size 11 (pdf’s will NOT be accepted).  Page limits include the use of headers, footers and diagrams (external links will NOT be accepted). Upload ONLY those attachments we have asked for – any other supporting evidence, certificates for example, will be requested separately by us.  **No costings should be included in responses to this Question.** |

| **Marking Scheme 100/75/50/25/0** | |
| --- | --- |
| **Marking scheme** | **Evaluation criteria** |
| **100** | A VERY GOOD ANSWER  The response is relevant to the requirement, unambiguous, and comprehensively demonstrates how your approach will meet the requirement.  Full and detailed relevant evidence has been provided to address all the component parts of the Response Guidance. This evidence clearly demonstrates how your approach will meet the requirement.  Overall, there are no concerns with the response. It provides a very high level of confidence that the approach will meet the requirement and has a strong potential to exceed this requirement for the delivery of services. |
| **75** | A GOOD ANSWER  The response is relevant to the requirement and is sufficiently detailed to demonstrate how your approach will meet the requirement.  A good level of relevant evidence has been provided to address each of the component parts of the Response Guidance. The evidence demonstrates how your approach will meet the requirement.  Overall, there are only very minor concerns with the response. It provides a good level of confidence that the approach will meet this requirement for the delivery of services. There may be some minor issues that need further exploration or attention. |
| **50** | A SATISFACTORY ANSWER  The response is relevant to the requirement and is satisfactorily detailed so that it demonstrates how your approach will meet the requirement to a large extent but not entirely.  Satisfactory relevant evidence has been provided to address the component parts of the Response Guidance, but the response is not sufficiently detailed and/or does not include sufficient explanation in some elements of the component parts. The evidence demonstrates how your approach will meet the requirement, but not entirely.  Overall, there are moderate concerns with the response. It provides an adequate level of confidence that the approach will meet this requirement for the delivery of services. |
| **25** | A BELOW STANDARD ANSWER  The response is not fully relevant to, or only partially addresses, the requirement, and it does not satisfactorily demonstrate how your approach will meet the requirement.  Evidence has been provided to address some of the component parts of the Response Guidance, but not all, and there is a lack of relevant detail and/or lack of explanation and/or ambiguity in the response. The evidence does not satisfactorily demonstrate how your approach will meet the requirement.  Overall, there are significant concerns with the response. It provides a low level of confidence that the approach will meet this requirement for the delivery of services. |
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| **Section C – Lot 2: Quality and Risk Management** |
| --- |
| **2.8 Requirement:**  The Buyer requires you to manage risks, issues and quality of service to ensure continued successful delivery of the services, as detailed in “Attachment 1b - Statement of Requirements (Contract Schedule 2)”, throughout the duration of the contract. |
| **2.8 Response Guidance**  **All Bidders must answer this question.**  Please demonstrate how you will manage risks and issues to ensure continued successful delivery of the services throughout the duration of the contract. Your response MUST include, but not limited to:   * 1. **Risk Management**: A description of your processes in ensuring that all risks that would directly affect users and the delivery of the contract are identified, recorded and managed; including your mitigation processes in ensuring they do not become issues.   2. **Service Quality:** How you will ensure the delivery of high-quality services throughout the contract in order to meet the SLAs and KPIs, and how you will drive continuous improvement in the delivery of the services based on feedback received from users and the Inquiry. Please provide evidence of how you will flex your operating model to adapt to changes in demand for services.   3. **Data Security:** How you will ensure any data collected in the delivery of the contract (including potentially sensitive data from those receiving emotional support) is kept secure and the risk of data loss, leak, and the breach is minimised. How you will ensure compliance with data protection legislation. How you will approach penetration testing to ensure the security of the solution.   4. **Business Continuity**: Details of your business continuity planning and how it will meet Contract Schedule 14 ( Business Continuity and disaster recovery).   Responses to questions within each Lot should be tailored to the specific Lot you are bidding on. You must not duplicate responses across Lots. Question responses for each Lot will be scored separately in relation to meeting the specific requirements for that Lot.  **You must upload your response as an attachment to the correct question level in the eSourcing Suite. The maximum page count for this question is set at 3 sides of A4 - information over the page limit will be discounted.**  Attachments must be submitted in Microsoft Word Arial font size 11 (pdf’s will NOT be accepted).  Page limits include the use of headers, footers and diagrams (external links will NOT be accepted). Upload ONLY those attachments we have asked for – any other supporting evidence, certificates for example, will be requested separately by us.  **No costings should be included in responses to this Question.** |

| **Marking Scheme 100/75/50/25/0** | |
| --- | --- |
| **Marking scheme** | **Evaluation criteria** |
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| **Section C – Lot 2: Safeguarding Approach** |
| --- |
| **2.9 Requirement:**  The Buyer requires you to effectively manage safeguarding issues within the person and telephone/video call-based emotional support service. |
| **2.9 Response Guidance**  **All Bidders must answer this question.**  Please demonstrate how you would manage safeguarding issues within the in person and telephone/video call-based emotional support service. Your response MUST include, but not limited to:  **a. Safeguarding Approach:** An outline of your organisation’s current approach to safeguarding issues and risk assessment, including how you manage informed consent and the need to waive consent and how you approach safeguarding thresholds and decision making and how these approaches are consistently applied.   * 1. **Training:** An outline of the training your staff receive in identifying and managing safeguarding issues, including level/grade of training, duration and frequency.   2. **Quality Audit**: How you would keep a record of the process and how you would monitor the quality of decision-making and outcomes with respect to safeguarding concerns.   Responses to questions within each Lot should be tailored to the specific Lot you are bidding. You must not duplicate responses across Lots. Question responses for each Lot will be scored separately in relation to meeting the specific requirements for that Lot.  **You must upload your response as an attachment to the correct question level in the eSourcing Suite. The maximum page count for this question is set at 3 sides of A4 - information over the page limit will be discounted.**  Attachments must be submitted in Microsoft Word Arial font size 11 (pdf’s will NOT be accepted).  Page limits include the use of headers, footers and diagrams (external links will NOT be accepted). Upload ONLY those attachments we have asked for – any other supporting evidence, certificates for example, will be requested separately by us.  **No costings should be included in responses to this Question.** |

| **Marking Scheme 100/75/50/25/0** | |
| --- | --- |
| **Marking scheme** | **Evaluation criteria** |
| **100** | A VERY GOOD ANSWER  The response is relevant to the requirement, unambiguous, and comprehensively demonstrates how your approach will meet the requirement.  Full and detailed relevant evidence has been provided to address all the component parts of the Response Guidance. This evidence clearly demonstrates how your approach will meet the requirement.  Overall, there are no concerns with the response. It provides a very high level of confidence that the approach will meet the requirement and has a strong potential to exceed this requirement for the delivery of services. |
| **75** | A GOOD ANSWER  The response is relevant to the requirement and is sufficiently detailed to demonstrate how your approach will meet the requirement.  A good level of relevant evidence has been provided to address each of the component parts of the Response Guidance. The evidence demonstrates how your approach will meet the requirement.  Overall, there are only very minor concerns with the response. It provides a good level of confidence that the approach will meet this requirement for the delivery of services. There may be some minor issues that need further exploration or attention. |
| **50** | A SATISFACTORY ANSWER  The response is relevant to the requirement and is satisfactorily detailed so that it demonstrates how your approach will meet the requirement to a large extent but not entirely.  Satisfactory relevant evidence has been provided to address the component parts of the Response Guidance, but the response is not sufficiently detailed and/or does not include sufficient explanation in some elements of the component parts. The evidence demonstrates how your approach will meet the requirement, but not entirely.  Overall, there are moderate concerns with the response. It provides an adequate level of confidence that the approach will meet this requirement for the delivery of services. |
| **25** | A BELOW STANDARD ANSWER  The response is not fully relevant to, or only partially addresses, the requirement, and it does not satisfactorily demonstrate how your approach will meet the requirement.  Evidence has been provided to address some of the component parts of the Response Guidance, but not all, and there is a lack of relevant detail and/or lack of explanation and/or ambiguity in the response. The evidence does not satisfactorily demonstrate how your approach will meet the requirement.  Overall, there are significant concerns with the response. It provides a low level of confidence that the approach will meet this requirement for the delivery of services. |
| **0** | AN UNACCEPTABLE ANSWER  The response is not relevant to, or does not address, the requirement, and it entirely fails to demonstrate how your approach will meet the requirement.  No relevant evidence has been provided and none of the component parts of the Response Guidance have been addressed. There is an unacceptable lack of relevant detail and/or unacceptable lack of explanation and/or unacceptable ambiguity in the response, so that it entirely fails to demonstrate how your approach will meet the requirement.  Overall, there are such extensive concerns with the approach that it is considered unacceptable. It provides no confidence that the approach will meet this requirement for the delivery of services.  OR  No response provided. |

| **Section C – Lot 2: Inclusivity and Accessibility** |
| --- |
| **2.10 Requirement:**  The Buyer requires you ensure that both the in-person and telephone-based emotional support service is inclusive and accessible, with particular reference to seeking to meet the needs of people from a diverse range of backgrounds. |
| **2.10 Response Guidance**  **All Bidders must answer this question.**  Please demonstrate how you would ensure that both the in-person and telephone-based emotional support service is **inclusive and accessible**, with particular reference to seeking to meet the needs of people from a diverse range of backgrounds. Your response must include but is not limited to:   1. **Service Accessibility:** How you will maximise the accessibility of the in-person and telephone/video emotional support service, including how you will ensure consistent innovation to improve accessibility for those with alternative language needs and disabilities, and how you would ensure you are meeting the needs of people that are seldom-heard. 2. **Staff Training:** how you would ensure all your staff are trained and competent in areas of diversity and inclusion, disability awareness, and cultural competency. 3. **Assessment:** How you would assess the accessibility of the services provided under this contract.   Responses to questions within each Lot should be tailored to the specific Lot you are bidding. You must not duplicate responses across Lots. Question responses for each Lot will be scored separately in relation to meeting the specific requirements for that Lot.  **You must upload your response as an attachment to the correct question level in the eSourcing Suite. The maximum page count for this question is set at 3 sides of A4 - information over the page limit will be discounted.**  Attachments must be submitted in Microsoft Word Arial font size 11 (pdf’s will NOT be accepted).  Page limits include the use of headers, footers and diagrams (external links will NOT be accepted). Upload ONLY those attachments we have asked for – any other supporting evidence, certificates for example, will be requested separately by us.  **No costings should be included in responses to this Question.** |

| **Marking Scheme 100/75/50/25/0** | |
| --- | --- |
| **Marking scheme** | **Evaluation criteria** |
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**Section C – Lot Specific Questions**

**Lot 3**

| **Section C – Lot 3: Delivery of the requirements** |
| --- |
| **2.11 Requirement:**  The Buyer requires you to successfully deliver the requirements for Lot 3 as detailed in the “Attachment 1c - Statement of Requirements (Contract Schedule 2)”. |
| **2.11 Response Guidance**  **All Bidders must answer this question.**  Please demonstrate your approach to successfully deliver the requirements as detailed in the “Attachment 1c - Statement of Requirements (Contract Schedule 2)”.  Your response MUST include, but not limited to:   * 1. **Delivery Plan:** A proposal on how you would deliver group reflective practice and individual emotional support sessions (included associated timings) to meet the requirements at section 5 and 6, and an outline of your proposed operating model (this should include services provided by sub-contractors you are anticipating using).   2. **Supplier Staff:** An outline of the support staff involved in the delivery of the service (including contract staff), their professional skills and experience, and the clinical/psychological/support training and support you provide to staff.  Please provide a staff organogram and communication pathways.   3. **Clinical Needs:** How you would manage complex group dynamics or differences of views between team members. How you will facilitate 1:1 sessions with Inquiry Team members that mitigate against stress and burnout and promote psychological safety and growth. How you would enable regular access to clinical supervision and support and advice for your staff.   Responses to questions within each Lot should be tailored to the specific Lot you are bidding. You must not duplicate responses across Lots. Question responses for each Lot will be scored separately in relation to meeting the specific requirements for that Lot.  **You must upload your response as an attachment to the correct question level in the eSourcing Suite. The maximum page count for this question is set at 4 sides of A4 - information over the page limit will be discounted.**  Attachments must be submitted in Microsoft Word Arial font size 11 (pdf’s will NOT be accepted).  Page limits include the use of headers, footers and diagrams (external links will NOT be accepted). Upload ONLY those attachments we have asked for – any other supporting evidence, certificates for example, will be requested separately by us.  **No costings should be included in responses to this Question.** |

| **Marking Scheme 100/75/50/25/0** | |
| --- | --- |
| **Marking scheme** | **Evaluation criteria** |
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| **Section C – Lot 3: Quality and Risk Management** |
| --- |
| **2.12 Requirement:**  The Buyer requires you to manage risks, issues and quality of service to ensure continued successful delivery of the services, as detailed in “Attachment 1c - Statement of Requirements (Contract Schedule 2)”, throughout the duration of the contract. |
| **2.12 Response Guidance**  **All Bidders must answer this question.**  Please demonstrate how you will manage risks and issues to ensure continued successful delivery of the services throughout the duration of the contract. Your response MUST include, but not limited to:   * 1. **Risk Management:** A description of your processes in ensuring that all risks that would directly affect users and the delivery of the contract are identified, recorded and managed; including your mitigation processes in ensuring they do not become issues.   2. **Service Quality:** How you will ensure the delivery of high-quality services throughout the contract in order to meet SLAs and KPIs, and how you will drive continuous improvement in the delivery of the services based on feedback received from users and the Inquiry. Please provide evidence of how you will flex your operating model to adapt to changes in demand for services.   3. **Data Security:** How you will ensure any data collected in the delivery of the contract (including potentially sensitive data from those receiving emotional support) is kept secure and the risk of data loss, leak, and the breach is minimised. How you will ensure compliance with data protection legislation. How you will approach penetration testing to ensure the security of the solution.   4. **Business Continuity**: Details of your business continuity planning and how you would deal with changes to plans (e.g. changes in volumes of services).   Responses to questions within each Lot should be tailored to the specific Lot you are bidding on. You must not duplicate responses across Lots. Question responses for each Lot will be scored separately in relation to meeting the specific requirements for that Lot.  **You must upload your response as an attachment to the correct question level in the eSourcing Suite. The maximum page count for this question is set at 3 sides of A4 - information over the page limit will be discounted.**  Attachments must be submitted in Microsoft Word Arial font size 11 (pdf’s will NOT be accepted).  Page limits include the use of headers, footers and diagrams (external links will NOT be accepted). Upload ONLY those attachments we have asked for – any other supporting evidence, certificates for example, will be requested separately by us.  **No costings should be included in responses to this Question.** |

| **Marking Scheme 100/75/50/25/0** | |
| --- | --- |
| **Marking scheme** | **Evaluation criteria** |
| **100** | A VERY GOOD ANSWER  The response is relevant to the requirement, unambiguous, and comprehensively demonstrates how your approach will meet the requirement.  Full and detailed relevant evidence has been provided to address all the component parts of the Response Guidance. This evidence clearly demonstrates how your approach will meet the requirement.  Overall, there are no concerns with the response. It provides a very high level of confidence that the approach will meet the requirement and has a strong potential to exceed this requirement for the delivery of services. |
| **75** | A GOOD ANSWER  The response is relevant to the requirement and is sufficiently detailed to demonstrate how your approach will meet the requirement.  A good level of relevant evidence has been provided to address each of the component parts of the Response Guidance. The evidence demonstrates how your approach will meet the requirement.  Overall, there are only very minor concerns with the response. It provides a good level of confidence that the approach will meet this requirement for the delivery of services. There may be some minor issues that need further exploration or attention. |
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| **Section C – Lot 3: Safeguarding Approach** |
| --- |
| **2.13 Requirement:**  The Buyer requires you to effectively manage safeguarding issues within the Inquiry staff emotional support service. |
| **2.13 Response Guidance**  **All Bidders must answer this question.**  Please demonstrate how you would manage safeguarding issues within the Inquiry staff emotional support service. Your response MUST include, but is not limited to:   * 1. **Safeguarding Approach**: An outline of your organisation’s current approach to safeguarding issues and risk assessment, including: how you manage informed consent and the need to waive consent; how you approach safeguarding thresholds and decision making, and; how these approaches are consistently applied.   2. **Training**: An outline of the training your staff receive in identifying and managing safeguarding issues, including level/grade of training, duration and frequency.   3. **Quality Audit**: How you would keep a record of the process and how you would monitor the quality of decision-making and outcomes with respect to safeguarding concerns.   Responses to questions within each Lot should be tailored to the specific Lot you are bidding. You must not duplicate responses across Lots. Question responses for each Lot will be scored separately in relation to meeting the specific requirements for that Lot.  **You must upload your response as an attachment to the correct question level in the eSourcing Suite. The maximum page count for this question is set at 3 sides of A4 - information over the page limit will be discounted.**  Attachments must be submitted in Microsoft Word Arial font size 11 (pdf’s will NOT be accepted).  Page limits include the use of headers, footers and diagrams (external links will NOT be accepted). Upload ONLY those attachments we have asked for – any other supporting evidence, certificates for example, will be requested separately by us.  **No costings should be included in responses to this Question.** |

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| --- | --- |
| **Marking scheme** | **Evaluation criteria** |
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| **75** | A GOOD ANSWER  The response is relevant to the requirement and is sufficiently detailed to demonstrate how your approach will meet the requirement.  A good level of relevant evidence has been provided to address each of the component parts of the Response Guidance. The evidence demonstrates how your approach will meet the requirement.  Overall, there are only very minor concerns with the response. It provides a good level of confidence that the approach will meet this requirement for the delivery of services. There may be some minor issues that need further exploration or attention. |
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| **Section C – Lot 3: Inclusivity and Accessibility** |
| --- |
| **2.14 Requirement:** The Buyer requires you to ensure that both the groups and 1:1 service delivery are inclusive and accessible, with particular reference to seeking to meet the needs of people from a diverse range of backgrounds. |
| **2.14 Response Guidance**  **All Bidders must answer this question.**  Please demonstrate how you would ensure that both the groups and 1:1 service delivery are **inclusive and accessible**, with particular reference to seeking to meet the needs of people from a diverse range of backgrounds. Your response MUST include but is not limited to:   * 1. **Service accessibility:** How you will maximise the accessibility of the service and adaptation to a range of learning styles and neurodiverse needs. How you would manage issues of bullying, harassment and discrimination both being reported to you and being witnessed.   2. **Staff Training:** how you would ensure all your staff are trained and competent in areas of diversity and inclusion, disability awareness, and cultural competency.   3. **Assessment:** How you would assess the accessibility of the services provided under this contract.   Responses to questions within each Lot should be tailored to the specific Lot you are bidding. You must not duplicate responses across Lots. Question responses for each Lot will be scored separately in relation to meeting the specific requirements for that Lot.  **You must upload your response as an attachment to the correct question level in the eSourcing Suite. The maximum page count for this question is set at 3 sides of A4 - information over the page limit will be discounted.**  Attachments must be submitted in Microsoft Word Arial font size 11 (pdf’s will NOT be accepted).  Page limits include the use of headers, footers and diagrams (external links will NOT be accepted). Upload ONLY those attachments we have asked for – any other supporting evidence, certificates for example, will be requested separately by us.  **No costings should be included in responses to this Question.** |

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| **Marking scheme** | **Evaluation criteria** |
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# **Price Evaluation**

This section 11 contains information on how to complete the pricing matrix (attachment 3) and the price evaluation process.

* 1. How to complete your pricing matrix:

Read and understand the instructions in the pricing matrix, and in this section, before submitting your prices.

Your prices should compare with the quality of your offer.

Your prices must be sustainable and include your operating overhead costs and profit.

You should have read and understood the information on TUPE in section 6 of attachment 1 – About the Contract. You are reminded that it is your responsibility to take your own advice and consider whether TUPE is likely to apply and to act accordingly. You are encouraged to carry out your own due diligence exercise on the application of TUPE when completing your pricing matrix.

Your prices submitted must:

* + exclude VAT
  + be exclusive of expenses/travel and subsistence
  + be in British pounds sterling, up to two decimal places
  + submitted up to two decimal places

Pricing will be based on:

1. eight (8) hour Working Day; and
2. rounded up to two decimal places.

Zero or negative bids will not be allowed. We will investigate where we consider your bid to be abnormally low.

The prices submitted will be the maximum payable under this Contract.

You must download and complete the pricing matrix attachment 3 for the Lot(s) you are submitting a bid for.

Provide a price, where one has been requested, in the cells highlighted green.

When you have completed your pricing matrix, you must upload this into the eSourcing Suite at question PQ1 in the commercial envelope. If you do not upload your pricing matrix your bid may be rejected from this competition.

Do not alter, amend or change the format or layout of the pricing matrix attachment 3.

* 1. Price evaluation process

This is how we will evaluate your pricing:

We will check you have completed all the green cells for each Lot you are bidding for.

Failure to insert an applicable price may result in your bid being deemed non-compliant and may be rejected from this competition. Remember zero or negative prices will not be accepted.

The price evaluation will be undertaken separately to the quality evaluation process.

The Bidder with the lowest total basket price will be awarded the maximum mark available (a Price Score of 30.00).

All other Bidders will get a Price Score relative to the lowest total basket price.

The calculation we will use to evaluate your total basket price, for each Lot you are bidding for, is as follows:

| Price Score = | Lowest total basket price | x | 30 (maximum Price Score available) |
| --- | --- | --- | --- |
| Bidder’s total basket price |

Example applicable for all Lots:

| Bidder A total basket price |  | Bidder B total basket price |  | Bidder C total basket price |
| --- | --- | --- | --- | --- |
| £217,000 |  | £434,000 |  | £542,500 |

* Bidder A has the lowest basket price of £217,000. Bidder A is awarded the maximum mark available for price, which is 30;
* Bidder B submits a total basket price of £434,000. Bidder B is awarded a Price Score of 15;
* Bidder C submits a total basket price of £542,500 and is awarded a Price Score of 12.01.
  1. Abnormally Low Tenders

Where we consider any of the total basket price(s) you have submitted to have no correlation with the quality of your offer or to be **abnormally low** or will ask you to explain the price(s) you have submitted (as required in regulation 69 of the Regulations).

If your explanation is not acceptable, we will reject your bid and exclude you from this competition, we will inform you if your bid has been excluded and why.

# **Final Decision to Award**

* 1. How we will calculate your Final Score

We will add your Quality Score to your Price Score to calculate your Final Score.

Example:

| **Bidder** | **Quality score** | **Price score** | **Final score** |
| --- | --- | --- | --- |
| (Maximum score available 70) | (Maximum score available 30) | (Maximum score available 100) |
| Bidder A | 70.00 | 30.00 | 100.00 |
| Bidder B | 60.00 | 15.00 | 75.00 |
| Bidder C | 50.00 | 12.00 | 62.00 |

We will then rank all Final Scores from highest to lowest.

We will offer the number of Bidders a Contract as set out in section 2.3 of Attachment 1 – About the Contract.

* 1. Intention to Award

You can submit a bid for one or more Lots.

We will tell you if you have been successful or unsuccessful via the eSourcing Suite. We will send Intention to Award letters to all Bidders who are still in the competition i.e. who have not been excluded.

At this stage, a standstill period of ten (10) calendar days will start, the term standstill period is set out in regulation 87(2) of the Regulations. During this time, you can ask questions that relate to our decision to award. We cannot provide advice to unsuccessful Bidders on the steps they should take and they should seek independent legal advice, if required.

If during standstill we do receive a substantive challenge to our decision to award and the challenge is for a certain Lot, we reserve the right to conclude a Contract with successful Bidders for the Lot(s) that have not been challenged.

Following the standstill period, and if there are no challenges to our decision, successful Bidders will be formally awarded a Contract subject to signatures.

* 1. Contract

You must sign and return the Contract within 10 working days of being asked. If you do not sign and return, we may withdraw the offer of a Contract.

The award of a Contract is subject to the provision of due ‘certificates, statements and other means of proof’ where Bidders have, to this point, relied on self-certification.

If you have bid as a consortium, the conclusion of a Contract is subject to the provision of due ‘certificates, statements and other means of proof’ from EACH member of the consortium.

This means the Bidder must:

* Confirm whether they (and if applicable, their consortium members)

already have, or can commit to obtain, prior to the commencement of the contract, the levels of insurance cover indicated in Schedule 22 (Insurance Requirements) - Limit of indemnity:

Not less than £1,000,000 in respect of any one occurrence, the number of occurrences being unlimited in any annual policy period, but £5,000,000 in the aggregate per annum in respect of products and pollution liability (to the extent insured by the relevant policy).

* Confirm they are willing to obtain Cyber Essentials Plus certification within 6 months of contract commencement.

* Provide proof of accreditation that their organisation's Clinical Lead/Lead Clinician holds, at Intent to Award stage. Registration/accreditation would need to be with a body such as HCPC, UKCP, BACP, or equivalent. If you fail to provide this proof of accreditation at the Intent to Award stage the Authority has the right to withdraw the offer of a contract.

* A valid certificate for each of the standards listed in question 1.48 of the Selection Questionnaire and which is relevant to the services you will be providing under the specific Lot.

You are required to send the documentary evidence of the above to no later than the date provided in the Intention to Award letter. Failure to do so may mean that the Authority terminates the contract due to breach of contract.