

**Attachment 2b** – **Award Questionnaire Response Guidance, Evaluation and Marking Scheme**

**RM6290 - Executive and Non Executive Recruitment Services**

**INTRODUCTION**

This document provides an overview of the methodology which will be adopted by the Authority to evaluate your response to each question set out within the award questionnaire. It also sets out the marking scheme which will apply. For the avoidance of doubt, references to “you” in this document shall be references to the bidder.

1. **OVERVIEW**
2. The quality questionnaire is split into two sections:
* Section A – Mandatory questions
* Section B to D -  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:

| Section A |
| --- |
| **Question** | **Marking scheme** | **Weighting %** |
| QA1 | A1 Requirement -Compliance with Framework Schedule 1 (Specification) – Lot 1 | Pass/Fail | N/A |
| QA2 | A2 Requirement -Compliance with Framework Schedule 1 (Specification) – Lot 2 | Pass/Fail | N/A |
| QA3 | A3 Requirement - Compliance with Framework Schedule 1 (Specification) – Lot 3 | Pass/Fail | N/A |
| QA4 | A5 Requirement (All Lots) - Submission of Supplier Specialisms for each Profession you can provide | Pass/Fail | N/A |
| QA5 | A6 Requirement (All Lots) - Provision of Social Value when delivering the Service Specification  | Pass/Fail | N/A |
| QA6 | A7 Requirement (All Lots) - Submission of Regions that you can provide Service Coverage | Pass/Fail | N/A |
| Section B  |
| QB1 | B1 Requirement (Lot 1)Meeting Public Sector Priorities - Methodology and Tools | 100/66/33/0 | 25% |
| QB2 | B2 Requirement (Lot 1) Service to Buyers | 100/66/33/0 | 25% |
| QB3 | B3 Requirement (Lot 1)Service to Candidates | 100/66/33/0 | 25% |
| QB4 | B4 Requirement (Lot 1)Continuous Improvement | 100/66/33/0 | 25% |
| Section C |
| QC1 | C1 Requirement (Lot 2)Meeting Public Sector Priorities - Methodology and Tools | 100/66/33/0 | 25% |
| QC2 | C2 Requirement (Lot 2)Service to Buyers | 100/66/33/0 | 25% |
| QC3 | C3 Requirement (Lot 2)Service to Candidates | 100/66/33/0 | 25% |
| QC4 | C4 Requirement (Lot 2)Continuous Improvement | 100/66/33/0 | 25% |
| Section D |
| QD1 | D1 Requirement (Lot 3)Meeting Public Sector Priorities - Methodology and Tools | 100/66/33/0 | 25% |
| QD2 | D2 Requirement (Lot 3)Service to Buyers | 100/66/33/0 | 25% |
| QD3 | D3 Requirement (Lot 3)Service to Candidates | 100/66/33/0 | 25% |
| QD4 | D4 Requirement (Lot 3)Continuous Improvement | 100/66/33/0 | 25% |

| **Section A – Mandatory Service Requirements** |
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| **QA1 Compliance with Framework Schedule 1 (Specification) – Lot 1** |
| If you are awarded a framework contract in Lot 1, will you unreservedly deliver in full the Deliverables as set out in Framework Schedule 1 (Specification)Please answer ‘Yes’ or ‘No’ or N/A if you are not applying for Lot 1.**Yes -** You will unreservedly deliver in full all the mandatory service requirements as set out in Framework Schedule 1 (Specification), for Lot 1**No -** You will not, or cannot, deliver in full all the mandatory service requirements as set out in Framework Schedule 1 (Specification), for the Lot 1**N/A -** You are not applying for Lot 1. |
| **QA1 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, NO or N/A from the drop down list.Providing a ‘Yes’ response means you will unreservedly deliver in full the Deliverables as set out in Framework Schedule 1 (Specification).If you select ‘No’ (or do not answer the question) to indicate that you will not, or cannot, deliver in full all the Deliverables as set out in Framework Schedule 1 (Specification).**If you select ‘No’ and fail the question your bid will be excluded from the competition.** |
| **Marking scheme** | **Evaluation Guidance** |
| Pass | You have selected option ‘Yes’ confirming that you will unreservedly deliver in full the Deliverables for Lot 1 as set out in Framework Schedule 1 (Specification).ORYou have selected option N/A confirming that you are not applying for Lot 1. |
| Fail  | You have selected ‘No’ confirming that you will not, or cannot, deliver in full the Deliverables for Lot 1 as set out in Framework Schedule 1 (Specification).ORYou have not selected either ‘Yes’ or ‘No’ or N/A. |

| **QA2 Compliance with Framework Schedule 1 (Specification) – Lot 2** |
| --- |
| If you are awarded a framework contract in Lot 2 , will you unreservedly deliver in full the Deliverables as set out in Framework Schedule 1 (Specification)Please answer ‘Yes’ or ‘No’ or N/A if you are not applying for Lot 2.**Yes -** You will unreservedly deliver in full all the mandatory service requirements as set out in Framework Schedule 1 (Specification), for Lot 2**No -** You will not, or cannot, deliver in full all the mandatory service requirements as set out in Framework Schedule 1 (Specification) for Lot 2**N/A -**  You are not applying for Lot 2. |
| **QA2 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, NO or N/A from the drop down list.Providing a ‘Yes’ response means you will unreservedly deliver in full the Deliverables as set out in Framework Schedule 1 (Specification).If you select ‘No’ (or do not answer the question) to indicate that you will not, or cannot, deliver in full all the Deliverables as set out in Framework Schedule 1 (Specification).**If you select ‘No’ and fail the question your bid will be excluded from the competition.** |
| **Marking scheme** | **Evaluation Guidance** |
| Pass | You have selected option ‘Yes’ confirming that you will unreservedly deliver in full the Deliverables for Lot 2, as set out in Framework Schedule 1 (Specification).ORYou have selected option N/A confirming that you are not applying for Lot 2. |
| Fail  | You have selected ‘No’ confirming that you will not, or cannot, deliver in full the Deliverables for Lot 2, as set out in Framework Schedule 1 (Specification).ORYou have not selected either ‘Yes’ or ‘No’ or N/A. |

| **QA3 Compliance with Framework Schedule 1 (Specification) – Lot 3** |
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| If you are awarded a framework contract in Lot 3, will you unreservedly deliver in full the Deliverables as set out in Framework Schedule 1 (Specification)Please answer ‘Yes’ or ‘No’ or N/A if you are not applying for Lot 3.**Yes -** You will unreservedly deliver in full all the mandatory service requirements as set out in Framework Schedule 1 (Specification), for Lot 3**No -** You will not, or cannot, deliver in full all the mandatory service requirements as set out in Framework Schedule 1 (Specification) for Lot 3**N/A -**  You are not applying for Lot 3. |
| **QA3 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, NO or N/A from the drop down list.Providing a ‘Yes’ response means you will unreservedly deliver in full the Deliverables as set out in Framework Schedule 1 (Specification).If you select ‘No’ (or do not answer the question) to indicate that you will not, or cannot, deliver in full all the Deliverables as set out in Framework Schedule 1 (Specification).**If you select ‘No’ and fail the question your bid will be excluded from the competition.** |
| **Marking scheme** | **Evaluation Guidance** |
| Pass | You have selected option ‘Yes’ confirming that you will unreservedly deliver in full the Deliverables for Lot 3, as set out in Framework Schedule 1 (Specification).ORYou have selected option N/A confirming that you are not applying for Lot 3. |
| Fail  | You have selected ‘No’ confirming that you will not, or cannot, deliver in full the Deliverables for Lot 3, as set out in Framework Schedule 1 (Specification).ORYou have not selected either ‘Yes’ or ‘No’ or N/A.’  |

| **QA4 Provision of Social Value when delivering the Service Specification – Lots 1 – 3** |
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| If you are awarded a framework contract in any or all of Lots 1, 2, and 3, will you unreservedly deliver the Social Value Requirements indicated below and specified in paragraph 5.5 of Framework Schedule 1 (Specification), for each individual call off and Direct Award let against the Framework, as required and specified by the Customer?In summary this includes:* Supporting local communities to manage and recover from the impact of COVID 19
* Support tackling economic inequality by creating new jobs and skills and increasing supply chain resilience and capacity in the delivery of this framework
* Help fight climate change by working towards net zero greenhouse gas emissions and promoting this with all key business stakeholders
* Promote equal opportunity and tackle workforce inequality within your organisation
* By improving health and wellbeing within your workforce including physical and mental health

Please answer ‘Yes’ or ‘No’ **Yes -** You will unreservedly deliver the Social Value Requirements specified in paragraph 5.5 of Framework Schedule 1 (Specification), for each individual Call Off and Direct Award requirement let against the Framework, as required and specified by the Customer for each of the Lots that you are submitting a bid for.**No -** You will not, or cannot, deliver the Social Value Requirements specified in paragraph 5.5 of Framework Schedule 1 (Specification), for each individual Call Off and Direct Award requirement let against the Framework, as required and specified by the Customer for each of the Lots that you are submitting a bid for. |
| **QA4 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 option YES or NO from the drop down list.Providing a ‘Yes’ response means you will unreservedly deliver in full the Social Value Requirements specified in paragraph 5.5 of Framework Schedule 1 (Specification), for each individual Call Off and Direct Award requirement let against the Framework, as specified by the Customer for each of the Lots that you are submitting a bid for. If you select ‘No’ (or do not answer the question) to indicate that you will not, or cannot, deliver in in full the Social Value Requirements specified in paragraph 5.5 of Framework Schedule 1 (Specification), for each individual Call Off and Direct Award requirement let against the Framework, as specified by the Customer for each of the Lots that you are submitting a bid for. **If you select ‘No’ and fail the question your bid will be excluded from the competition.** |
| **Marking scheme** | **Evaluation Guidance** |
| Pass | You have selected option ‘Yes’ confirming that you will unreservedly deliver in full Social Value Requirements specified in paragraph 5.5 of Framework Schedule 1 (Specification), for each individual Call Off and Direct Award requirement let against the Framework, as specified by the Customer for each of the Lots that you are submitting a bid for. |
| Fail  | You have selected ‘No’ confirming that you will not, or cannot, deliver in full Social Value Requirements specified in paragraph 5.5 of Framework Schedule 1 (Specification), for each individual Call Off and Direct Award requirement let against the Framework, as specified by the Customer for each of the Lots that you are submitting a bid for.ORYou have not selected ‘Yes’ or ‘No’  |

| **QA5 Submission of Supplier Specialisms for each Profession you can provide (Lots 1 – 3)** |
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| Please confirm that you have fully completed Attachment 12 for the Lot(s) you are tendering for. All information provided in this document will be used to make up the Supplier Capability Matrix enabling customers to make informed decisions on who to include in Further Competition or place a Direct Award to.  Please answer ‘Yes’ or ‘No’ **Yes -** You have completed Attachment 12 in full for the Lot(s) you are bidding for**No -** You have not, or cannot, complete Attachment 12 in full for the Lot(s) you are bidding for |
| **QA5 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 option YES or NO from the drop down list.Providing a ‘Yes’ response means you have completed Attachment 12 in full for the Lot(s) you are bidding forIf you select ‘No’ (or do not answer the question) to indicate that you will not, or cannot, complete Attachment 12  in full for the Lot(s) you are bidding for**If you select ‘No’ and fail the question your bid will be excluded from the competition.** |
| **Marking scheme** | **Evaluation Guidance** |
| Pass | You have selected option ‘Yes’ confirming that you have completed Attachment 12 in full for the Lot(s) you are bidding for |
| Fail  | You have selected ‘No’ confirming that you will not, or cannot, complete Attachment 12 in full for the Lot(s) you are bidding forORYou have not selected ‘Yes’ or ‘No’  |

| **QA6 Submission of Regions that you can provide Service Coverage (Lots 1-3)** |
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| Please confirm that you have fully completed Attachment 13 for the Lot(s) you are tendering for. All information provided in this document will be used to make up the Supplier Capability Matrix enabling customers to make informed decisions on who to include in Further Competition or place a Direct Award to.  Please answer ‘Yes’ or ‘No’ **Yes -** You have completed Attachment 13 in full for the Lot(s) you are bidding for**No -** You have not, or cannot, complete Attachment 13 in full for the Lot(s) you are bidding for |
| **QA6 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 option YES or NO from the drop down list.Providing a ‘Yes’ response means you have completed Attachment 13 in full for the Lot(s) you are bidding for.If you select ‘No’ (or do not answer the question) to indicate that you will not, or cannot, complete Attachment 13 in full for the Lot(s) you are bidding for**.** **If you select ‘No’ and fail the question your bid will be excluded from the competition.** |
| **Marking scheme** | **Evaluation Guidance** |
| Pass | You have selected option ‘Yes’ confirming that you have completed Attachment 13 in full for the Lot(s) you are bidding for |
| Fail  | You have selected ‘No’ confirming that you will not, or cannot, complete Attachment 13 in full for the Lot(s) you are bidding forORYou have not selected ‘Yes’ or ‘No’  |

| **Section B – Lot 1 Executive Search - Grade 6, SCS1 & SCS2 (and equivalents)****(Please only answer the questions in Section B if you are bidding for Lot 1)** |
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| **QB1 Requirement:  Service Expertise: Meeting Public Sector Priorities - Methodology and Tools** |
| CCS requires you to demonstrate how you will attract high quality, diverse and skilled leaders to Civil Service roles in a wide range of locations in and outside of London & the South East (paragraph 4.1.3.3 Framework Schedule 1) and how this will help Buyers achieve a diverse, skilled and capable workforce.  The response should be aligned to the Core Service Requirement outlined in the Service Specification (Framework Schedule 1).Your response should be specific to the roles / grade range and expectations for Lot 1 (as detailed in paragraph 3 Framework Schedule 1).     Your response should be specific to key aspects of the service specification as detailed in main paragraphs (including any sub-paragraphs): (4.1, 4.1.3, 4.1.4, 4.2.4, 6.2.1, 6.2.2, 6.2.3, 6.2.4, 6.2.4.1,6.3, 6.3.1, 6.3.2, 6.3.3, 6.3.4, 6.3.5, 6.3.6, 6.3.7) |
| **QB1 Response guidance****All bidders must answer this question if you are bidding for this lot.****You must insert your response into the text fields in the eSourcing suite.**In order to satisfy the requirement, and the question associated with the requirement you must: * Demonstrate the tools and processes you use and how they will be successful in searching, attracting and vetting diverse, skilled and capable candidates in the call-off Buyer's preferred locations.*(Specification reference: 4.1, 4.1.3, 4.1.4, 4.2.4, 6.2.1, 6.2.2, 6.2.3)*
* Demonstrate how the approach and processes used will achieve success in filling vacancies for Buyers, how they will meet the different location and inclusion priorities of varying Buyers and how they will be  monitored and evaluated.*(Spec ref: 4.1.3, 4.1.4, 6.21, 6.2.2, 6.2.3*)
* Demonstrate your market awareness and depth of market knowledge in relation to but not limited to the availability of the best and most diverse talent, Civil Service departments Employer Value Proposition (EVP) including pay perceptions and your ability to address these. *(Spec ref: 4.1, 4.1.3, 4.1.4, 6.2.1, 6.3.1, 6.3.3, 6.3.4)*
* Demonstrate how you will gain first hand experience or knowledge of a location's demographics including available skills and talent, and industrial make-up in location’s not previously served by you (Spec ref: 4.1.3, 4.1,4, 6.2.1, 6.2.2, 6.3.1, 6.3.2, 6.3.3, 6.3.6, 6.3.7)
* Demonstrate how you will develop new networks and candidate pipelines in locations not previously served by you. *(Spec ref: 4.1.3, 6.2.1, 6.2.2, 6.3.1, 6.3.2, 6.3.3, 6.3.4 )*

Your response should focus on the points in the Response Guidance above and must demonstrate how you would meet the requirement including the key deliverables.Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. Maximum character count – 10,000 characters including spaces and punctuation. You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.You are required to insert your response to this question in the technical envelope in boxes B1(i), B1(ii), B1(iii), B1(iv) and B1(v) each box has a character count of 2,000 characters.  |

| **Marking scheme 100/66/33/0** |
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| **Marking scheme** | **Evaluation criteria** |
| **100** | **GOOD**The response fully meets all requirements with detail provided minimising risks to delivery.The response is comprehensive and unambiguous, demonstrating a thorough understanding of the requirements and provides details of how the requirement will be met in full without additional support from the Contracting Authority, other than that outlined within the Statement of Requirements. |
| **66** | **ACCEPTABLE - MINOR CONCERNS**The response is acceptable and meets all the basic requirements. However, the response is not sufficiently detailed to minimise risk and/or the proposed approach may require additional support (in addition to that outlined in the Statement of Requirements) from the Contracting Authority to meet its deliverables.   |
| **33** | **NON ACCEPTABLE -  MAJOR CONCERNS**The response has met some, but not all elements of the requirement, which poses risk that the proposal will not meet the deliverables required.  The response does not demonstrate a full understanding of the requirement posing major concerns. |
| **0** | **UNSUITABLE**The response does not meet any of the requirements or no response has been provided.  An unacceptable and/or non-compliant response with serious reservations, demonstrating no understanding of the requirement |

| **Section B – Lot 1 Executive Search - Grade 6, SCS1 & SCS2 (and equivalents)** |
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| **QB2 Requirement:  Service Delivery: Service to Buyers** |
| CCS requires you to demonstrate how you will approach working with framework Buyers on different call-off contract durations.  The response should be aligned to the Core Service Requirement outlined in the Service Specification (Framework Schedule 1) and be specific to the roles / grade range and expectations for Lot 1 (paragraph 3 Framework Schedule 1). Your response should be specific to key aspects of the service specification as detailed in main paragraphs (including any sub-paragraphs): (4.1, 4.1.2.4, 4.1.3, 4.1.4, 4.2.4, 5.1.3, 5.1.4, 5.1.5, 5.3, 6.2.1, 6.2.1.1, 6.2.2, 6.2.2.2, 6.2.3, 6.2.4, 6.3, 6.3.1, 6.3.2, 6.3.3, 6.3.4, 6.3.5, 6.3.6, 6.3.7) |
| **QB2 Response guidance****All bidders must answer this question if you are bidding for this lot.****You must insert your response into the text fields in the eSourcing suite.**In order  to satisfy the requirement, and the question associated with the requirement, you must: * Demonstrate how you will acquire knowledge of the Buyer, including their business objectives, future priorities, workforce requirements and their location's agenda and how you will tailor your services to specific Buyers needs. *(Spec ref: 4.1, 4.1.2, 4.1.3, 5.1.3, 5.1.4. 5.1.5, 6.2.1, 6.3)*
* Demonstrate your process methodology and tools for marketing the Buyer requirement and Employer Value Proposition (EVP), searching for and engaging with the best and most diverse talent and how you will encourage difficult to reach candidates to apply. *(Spec ref: 4.1.4, 5.1.4, 5.1.5 6.2.1, 6.2.2, 6.3.1, 6.3.2, 6.3.3 )*
* Demonstrate your process methodology and tools that you will use in talent mapping and pipelining across and in specific professions and functions, specifically building and maintaining relationships with the best and most diverse talent in your specialist field(s) in advance of a relevant vacancy. *(Spec ref: 4.1, 4.1.2, 4.1.3, 4.1.4, 6.2.1, 6.2.2, 6.3.1, 6.3.2, 6.3.3*)
* Demonstrate your planned process methodology and tools for vetting, screening and assessing candidates at each stage of the process.*(Spec ref: 4.1, 4.1.2, 4.1.3, 4.1.4, 6.2.1, 6.2.3)*
* Demonstrate how you will approach strategic relationship management, account management and Buyer communication whilst working with multiple and complex stakeholders. *(Spec ref: 4.1, 5.1.3, 5.1.4, 5.1.5, 5.3, 6.2.1, 6.2.2, 6.2.3, 6.2.4)*

Your response should focus on the points in the Response Guidance above and must demonstrate how you would meet the requirement including the key deliverables.Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. Maximum character count – 10,000 characters including spaces and punctuation. You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.You are required to insert your response to this question in the technical envelope in boxes B2(i), B2(ii), B2(iii), B2(iv) and B2(v) each box has a character count of 2,000 characters.  |

| **Marking scheme 100/66/33/0** |
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| **Marking scheme** | **Evaluation criteria** |
| **100** | **GOOD**The response fully meets all requirements with detail provided minimising risks to delivery.The response is comprehensive and unambiguous, demonstrating a thorough understanding of the requirements and provides details of how the requirement will be met in full without additional support from the Contracting Authority, other than that outlined within the Statement of Requirements. |
| **66** | **ACCEPTABLE - MINOR CONCERNS**The response is acceptable and meets all the basic requirements. However, the response is not sufficiently detailed to minimise risk and/or the proposed approach may require additional support (in addition to that outlined in the Statement of Requirements) from the Contracting Authority to meet its deliverables.   |
| **33** | **NON ACCEPTABLE -  MAJOR CONCERNS**The response has met some, but not all elements of the requirement, which poses risk that the proposal will not meet the deliverables required.  The response does not demonstrate a full understanding of the requirement posing major concerns. |
| **0** | **UNSUITABLE**The response does not meet any of the requirements or no response has been provided.  An unacceptable and/or non-compliant response with serious reservations, demonstrating no understanding of the requirement |

| **Section B – Lot 1 Executive Search - Grade 6, SCS1 & SCS2 (and equivalents)** |
| --- |
| **QB3 Requirement:   Service Delivery: Service to Candidates** |
| CCS requires you to demonstrate how you will work with candidates and ensure an optimal candidate experience at each stage of the process. The response should be aligned to the Core Service Requirement outlined in the Service Specification (Framework Schedule 1) and be specific to the roles / grade range and expectations for Lot 1 (paragraph 3 Framework Schedule 1).Your response should be specific to key aspects of the service specification as detailed in main paragraphs (including any sub-paragraphs): 4.1.3, 4.1.4, 4.1.4.4, 6.2.1.2, 6.2.1.3, 6.2.3, 6.2.4, 6.3.2, 6.3.4, 6.3.5,   |
| **QB3 Response guidance****All bidders must answer this question if you are bidding for this lot.****You must insert your response into the text fields in the eSourcing suite.**In order to satisfy the requirement, and the question associated with the requirement, you must: * Demonstrate your high level, end to end candidate journey including any key touchpoints and candidate feedback. *(Spec ref: 4.1.4, 6.2.2, 6.2.3, 6.2.4)*
* Demonstrate your process methodology and tools used in candidate development and outreach. *(Spec ref: 6.2.1, 6.3.2, 6.3.3, 6.3.4, 6.3.5)*
* Demonstrate how you support diverse candidates and those with additional needs and how you will embed the principles of inclusion across your whole service offer. *(Spec ref: 4.1.3, 4.1.4,6.2.1.2, 6.2.1.3, 6.2.3, 6.2.4, 6.3.2, 6.3.4, 6.3.5)*
* Demonstrate how you will support unsuccessful candidates and how you will keep them engaged for future opportunities. *(Spec ref: 6.2.3, 6.2.4, 6.3.2, 6.3.3, 6.3.4, 6.3.5)*
* Demonstrate your process methodology and tools used for candidate coaching. *(Spec ref: 6.2.1, 6.2.2, 6.2.3, 6.3.1 6.3.2, 6.3.5)*

Your response should focus on the points in the Response Guidance above and must demonstrate how you would meet the requirement including the key deliverables.Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. Maximum character count – 10,000 characters including spaces and punctuation. You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.You are required to insert your response to this question in the technical envelope in boxes B3(i), B3(ii), B3(iii), B3(iv) and B3(v) each box has a character count of 2,000 characters.  |

| **Marking scheme 100/66/33/0** |
| --- |
| **Marking scheme** | **Evaluation criteria** |
| **100** | **GOOD**The response fully meets all requirements with detail provided minimising risks to delivery.The response is comprehensive and unambiguous, demonstrating a thorough understanding of the requirements and provides details of how the requirement will be met in full without additional support from the Contracting Authority, other than that outlined within the Statement of Requirements. |
| **66** | **ACCEPTABLE - MINOR CONCERNS**The response is acceptable and meets all the basic requirements. However, the response is not sufficiently detailed to minimise risk and/or the proposed approach may require additional support (in addition to that outlined in the Statement of Requirements) from the Contracting Authority to meet its deliverables.   |
| **33** | **NON ACCEPTABLE -  MAJOR CONCERNS**The response has met some, but not all elements of the requirement, which poses risk that the proposal will not meet the deliverables required.  The response does not demonstrate a full understanding of the requirement posing major concerns. |
| **0** | **UNSUITABLE**The response does not meet any of the requirements or no response has been provided.  An unacceptable and/or non-compliant response with serious reservations, demonstrating no understanding of the requirement |

| **Section B – Lot 1 Executive Search - Grade 6, SCS1 & SCS2 (and equivalents)** |
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| **QB4 Requirement: Continuous Improvement** |
| CCS requires you to describe and demonstrate your approach to continuous improvement. The response should be aligned to the Core Service Requirement outlined in the Service Specification (Framework Schedule 1) and be specific to the roles / grade range and expectations for Lot 1 (paragraph 3 Framework Schedule 1). Your response should be specific to key aspects of the service specification as detailed in main paragraphs (including any sub-paragraphs): 4.1.2.1, 5.1.1, 5.1.2, 5.1.3, 5.1.4, 5.1.5, 5.5, 5.6, 6.2.1, 6.2.2, 6.2.3, 6.2.4, 6.3,  |
| **QB4 Response guidance****All bidders must answer this question if you are bidding for this lot.****You must insert your response into the text fields in the eSourcing suite.**In order to satisfy the requirement, and the question associated with the requirement, you must: * Demonstrate how you will ensure that your service offer is fit for purpose, unique, innovative and bespoke, and future proofed. *(Spec ref: 5.1.1, 5.1.3, 5.1.4, 6.2.1, 6.2.2, 6.2.3, 6.2.4, 6.3)*
* Demonstrate how you will provide, use and analyse data to ensure services are evaluated against the Buyers success measures, remain fit for purpose, provide value for money and meet Buyer needs. *(Spec ref: 5.1.2, 5.1.3, 5.1.4, 5.1.5, 5.5, 5.6, 6.2.1, 6.2.2, 6.2.3, 6.3)*
* Demonstrate your approach to undertaking lessons learned reviews of your Services, and how your approach will ensure that the findings and outputs are effectively shared, implemented and monitored to provide on-going Service improvements and benefit future Framework Buyers. *(Spec ref: 5.1.3, 5.5, 5.6, 6.2.1, 6.2.2, 6.2.3, 6.2.4)*

Your response should focus on the points in the Response Guidance above and must demonstrate how you would meet the requirement including the key deliverables.Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. Maximum character count – 8,000 characters including spaces and punctuation. You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.You are required to insert your response to this question in the technical envelope in boxes B4(i), B4(ii), B4(iii), and B4(iv) each box has a character count of 2,000 characters.  |

| **Marking scheme 100/66/33/0** |
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| **Marking scheme** | **Evaluation criteria** |
| **100** | **GOOD**The response fully meets all requirements with detail provided minimising risks to delivery.The response is comprehensive and unambiguous, demonstrating a thorough understanding of the requirements and provides details of how the requirement will be met in full without additional support from the Contracting Authority, other than that outlined within the Statement of Requirements. |
| **66** | **ACCEPTABLE - MINOR CONCERNS**The response is acceptable and meets all the basic requirements. However, the response is not sufficiently detailed to minimise risk and/or the proposed approach may require additional support (in addition to that outlined in the Statement of Requirements) from the Contracting Authority to meet its deliverables.   |
| **33** | **NON ACCEPTABLE -  MAJOR CONCERNS**The response has met some, but not all elements of the requirement, which poses risk that the proposal will not meet the deliverables required.  The response does not demonstrate a full understanding of the requirement posing major concerns. |
| **0** | **UNSUITABLE**The response does not meet any of the requirements or no response has been provided.  An unacceptable and/or non-compliant response with serious reservations, demonstrating no understanding of the requirement |

| **Section C – Lot 2 Executive Search - SCS3 & SCS4 (and equivalents)****(Please only answer the questions in Section C if you are bidding for Lot 2)** |
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| **QC1 Requirement:**  **Service Expertise: Meeting Public Sector Priorities - Methodology and Tools** |
| CCS requires you to demonstrate how you will attract high quality, diverse and skilled leaders to Civil Service roles in a wide range of locations in and outside of London & the South East (paragraph 4.1.3.3 Schedule XXXXX) and how this will help Buyers achieve a diverse, skilled and capable workforce.  The response should be aligned to the Core Service Requirement outlined in the Service Specification (Framework Schedule 1).Your response should be specific to the roles / grade range and expectations for Lot 2 (as detailed in paragraph 3 Framework Schedule 1).     Your response should be specific to key aspects of the service specification as detailed in main paragraphs (including any sub-paragraphs): (4.1, 4.1.3, 4.1.4, 4.2.4, 6.2.1, 6.2.2, 6.2.3, 6.2.4, 6.2.4.1, 6.3, 6.3.1, 6.3.2, 6.3.3, 6.3.4, 6.3.5, 6.3.6, 6.3.7) |
| **QC1 Response guidance****All bidders must answer this question if you are bidding for this lot.****You must insert your response into the text fields in the eSourcing suite.**In order to satisfy the requirement, and the question associated with the requirement, you must: * Demonstrate the tools and processes you use and how they will be successful in searching, attracting and vetting diverse, skilled and capable candidates in the call-off Buyer's preferred locations. *(Spec ref: 4.1, 4.1.3, 4.1.4, 4.2.4, 6.2.1, 6.2.2, 6.2.3)*
* Demonstrate how the approach and processes used will achieve success in filling vacancies for Buyers, how they will meet the different location and inclusion priorities of varying Buyers and how they will be  monitored and evaluated. (Spec ref: 4.1.3, 4.1.4, 6.21, 6.2.2, 6.2.3)
* Demonstrate your market awareness and depth of market knowledge in relation to but not limited to the availability of the best and most diverse talent, Civil Service departments Employer Value Proposition (EVP) including pay perceptions and your ability to address these.*(Spec ref: 4.1.3, 4.1.4, 6.21, 6.2.2, 6.2.3)*
* Demonstrate your understanding of the specific challenges and sometimes negative perceptions of the market when recruiting for roles in Lot 2 (Director General and Permanent Secretary) and your ability to address these. *(Spec ref: 4.1, 4.1.3, 4.1,4, 6.2.1, 6.2.2, 6.3.1, 6.3.2, 6.3.3, 6.3.4, 6.3.5)*
* Demonstrate how you will gain first hand experience or knowledge of a location's demographics including available skills and talent, and industrial make-up in locations not previously served by you. *(Spec ref: 4.1, 4.1.3, 4.1,4, 6.2.1, 6.2.2, 6.3.1, 6.3.2, 6.3.3, 6.3.4, 6.3.6, 6.3.7)*
* Demonstrate how you will develop new networks and candidate pipelines in locations not previously served by you. (Spec ref: 4.1.3, 6.2.1, 6.2.2, 6.3.1, 6.3.2, 6.3.3, 6.3.4 )

Your response should focus on the points in the Response Guidance above and must demonstrate how you would meet the requirement including the key deliverables.Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. Maximum character count – 10,000 characters including spaces and punctuation. You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.You are required to insert your response to this question in the technical envelope in boxes C1(i), C1(ii), C1(iii), C1(iv) and C1 (v) each box has a character count of 2,000 characters.  |

| **Marking scheme 100/66/33/0** |
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| **Marking scheme** | **Evaluation criteria** |
| **100** | **GOOD**The response fully meets all requirements with detail provided minimising risks to delivery.The response is comprehensive and unambiguous, demonstrating a thorough understanding of the requirements and provides details of how the requirement will be met in full without additional support from the Contracting Authority, other than that outlined within the Statement of Requirements. |
| **66** | **ACCEPTABLE - MINOR CONCERNS**The response is acceptable and meets all the basic requirements. However, the response is not sufficiently detailed to minimise risk and/or the proposed approach may require additional support (in addition to that outlined in the Statement of Requirements) from the Contracting Authority to meet its deliverables.   |
| **33** | **NON ACCEPTABLE -  MAJOR CONCERNS**The response has met some, but not all elements of the requirement, which poses risk that the proposal will not meet the deliverables required.  The response does not demonstrate a full understanding of the requirement posing major concerns. |
| **0** | **UNSUITABLE**The response does not meet any of the requirements or no response has been provided.  An unacceptable and/or non-compliant response with serious reservations, demonstrating no understanding of the requirement |

| **QC2 Requirement:**  **Service Delivery: Service to Buyers** |
| --- |
| CCS requires you to demonstrate how you will approach working with framework Buyers on different call-off contract durations.  The response should be aligned to the Core Service Requirement outlined in the Service Specification (Framework Schedule 1) and be specific to the roles / grade range and expectations for Lot 2 (paragraph 3 Framework Schedule 1). Your response should be specific to key aspects of the service specification as detailed in main paragraphs (including any sub-paragraphs): (4.1, 4.1.2.4, 4.1.3, 4.1.4, 4.2.4, 5.1.3, 5.1.4, 5.1.5, 5.3, 6.2.1, 6.2.1.1, 6.2.2, 6.2.2.2, 6.2.3, 6.2.4, 6.3, 6.3.1, 6.3.2, 6.3.3, 6.3.4, 6.3.5, 6.3.6, 6.3.7) |
| **QC2 Response guidance****All bidders must answer this question if you are bidding for this lot.****You must insert your response into the text fields in the eSourcing suite.**In order  to satisfy the requirement, and the question associated with the requirement, you must: * Demonstrate how you will acquire knowledge of the Buyer, including their business objectives, future priorities, workforce requirements and their location's agenda and how you will tailor your services to specific Buyers needs. *(Spec ref: 4.1, 4.1.2, 4.1.3, 5.1.3, 5.1.4. 5.1.5, 6.2.1, 6.3)*
* Demonstrate your process methodology and tools for marketing the Buyer requirement and Employer Value Proposition (EVP), searching for and engaging with the best and most diverse talent and how you will encourage difficult to reach candidates to apply. *(Spec ref: 4.1.4, 5.1.4, 5.1.5 6.2.1, 6.2.2, 6.3.1, 6.3.2, 6.3.3 )*
* Demonstrate your process methodology and tools that you will use in talent mapping and pipelining across and in specific professions and functions, specifically building and maintaining relationships with the best and most diverse talent in your specialist field(s) in advance of a relevant vacancy. *(Spec ref: 4.1, 4.1.2, 4.1.3, 4.1.4, 6.2.1, 6.2.2, 6.3.1, 6.3.2, 6.3.3*)
* Demonstrate your planned process methodology and tools for vetting, screening and assessing candidates at each stage of the process. *(Spec ref: 4.1, 4.1.2, 4.1.3, 4.1.4, 6.2.1, 6.2.3)*
* Demonstrate how you will approach strategic relationship management, account management and Buyer communication whilst working with multiple and complex stakeholders. *(Spec ref: 4.1, 5.1.3, 5.1.4, 5.1.5, 5.3, 6.2.1, 6.2.2, 6.2.3, 6.2.4)*

Your response should focus on the points in the Response Guidance above and must demonstrate how you would meet the requirement including the key deliverables.Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. Maximum character count – 10,000 characters including spaces and punctuation. You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.You are required to insert your response to this question in the technical envelope in boxes C2(i), C2(ii), C2(iii), C2(iv) and C2(v) each box has a character count of 2,000 characters.  |

| **Marking scheme 100/66/33/0** |
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| **Marking scheme** | **Evaluation criteria** |
| **100** | **GOOD**The response fully meets all requirements with detail provided minimising risks to delivery.The response is comprehensive and unambiguous, demonstrating a thorough understanding of the requirements and provides details of how the requirement will be met in full without additional support from the Contracting Authority, other than that outlined within the Statement of Requirements. |
| **66** | **ACCEPTABLE - MINOR CONCERNS**The response is acceptable and meets all the basic requirements. However, the response is not sufficiently detailed to minimise risk and/or the proposed approach may require additional support (in addition to that outlined in the Statement of Requirements) from the Contracting Authority to meet its deliverables.   |
| **33** | **NON ACCEPTABLE -  MAJOR CONCERNS**The response has met some, but not all elements of the requirement, which poses risk that the proposal will not meet the deliverables required.  The response does not demonstrate a full understanding of the requirement posing major concerns. |
| **0** | **UNSUITABLE**The response does not meet any of the requirements or no response has been provided.  An unacceptable and/or non-compliant response with serious reservations, demonstrating no understanding of the requirement |

| **QC3 Requirement:**  **Service to Candidates** |
| --- |
| CCS requires you to demonstrate how you will work with candidates and ensure an optimal candidate experience at each stage of the process. The response should be aligned to the Core Service Requirement outlined in the Service Specification (Framework Schedule 1) and be specific to the roles / grade range and expectations for Lot 2 (paragraph 3 Framework Schedule 1).Your response should be specific to key aspects of the service specification as detailed in main paragraphs (including any sub-paragraphs): 4.1.3, 4.1.4, 4.1.4.4, 6.2.1.2, 6.2.1.3, 6.2.3, 6.2.4, 6.3.2, 6.3.4, 6.3.5,   |
| **QC3 Response guidance****All bidders must answer this question if you are bidding for this lot.****You must insert your response into the text fields in the eSourcing suite.**In order to satisfy the requirement, and the question associated with the requirement, you must: * Demonstrate your high level, end to end candidate journey including any key touchpoints and candidate feedback. *(Spec ref: 4.1.4, 6.2.2, 6.2.3, 6.2.4)*
* Demonstrate your process methodology and tools used in candidate development and outreach. *(Spec ref: 6.2.1, 6.3.2, 6.3.3, 6.3.4, 6.3.5)*
* Demonstrate how you support diverse candidates and those with additional needs and how you will embed the principles of inclusion across your whole service offer. (*Spec ref: 4.1.3, 4.1.4,6.2.1.2, 6.2.1.3, 6.2.3, 6.2.4, 6.3.2, 6.3.4, 6.3.5)*
* Demonstrate how you will support unsuccessful candidates and how you will keep them engaged for future opportunities. *(Spec ref: 6.2.3, 6.2.4, 6.3.2, 6.3.3, 6.3.4, 6.3.5)*
* Demonstrate your process methodology and tools used for candidate coaching. *(Spec ref: 6.2.1, 6.2.2, 6.2.3, 6.3.1 6.3.2, 6.3.5)*

Your response should focus on the points in the Response Guidance above and must demonstrate how you would meet the requirement including the key deliverables.Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. Maximum character count – 10,000 characters including spaces and punctuation. You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.You are required to insert your response to this question in the technical envelope in boxes C3(i), C3(ii), C3(iii), C3(iv) and C3(v) each box has a character count of 2,000 characters.  |

| **Marking scheme 100/66/33/0** |
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| **Marking scheme** | **Evaluation criteria** |
| **100** | **GOOD**The response fully meets all requirements with detail provided minimising risks to delivery.The response is comprehensive and unambiguous, demonstrating a thorough understanding of the requirements and provides details of how the requirement will be met in full without additional support from the Contracting Authority, other than that outlined within the Statement of Requirements. |
| **66** | **ACCEPTABLE - MINOR CONCERNS**The response is acceptable and meets all the basic requirements. However, the response is not sufficiently detailed to minimise risk and/or the proposed approach may require additional support (in addition to that outlined in the Statement of Requirements) from the Contracting Authority to meet its deliverables.   |
| **33** | **NON ACCEPTABLE -  MAJOR CONCERNS**The response has met some, but not all elements of the requirement, which poses risk that the proposal will not meet the deliverables required.  The response does not demonstrate a full understanding of the requirement posing major concerns. |
| **0** | **UNSUITABLE**The response does not meet any of the requirements or no response has been provided.  An unacceptable and/or non-compliant response with serious reservations, demonstrating no understanding of the requirement |

| **QC4 Requirement:**  **Continuous Improvement** |
| --- |
| CCS requires you to describe and demonstrate your approach to continuous improvement. The response should be aligned to the Core Service Requirement outlined in the Service Specification (Framework Schedule 1) and be specific to the roles / grade range and expectations for Lot 1 (paragraph 3 Framework Schedule 1). Your response should be specific to key aspects of the service specification as detailed in main paragraphs (including any sub-paragraphs): 4.1.2.1, 5.1.1, 5.1.2, 5.1.3, 5.1.4, 5.1.5, 5.5, 5.6, 6.2.1, 6.2.2, 6.2.3, 6.2.4, 6.3, |
| **QC4 Response guidance****All bidders must answer this question if you are bidding for this lot.****You must insert your response into the text fields in the eSourcing suite.**In order to satisfy the requirement, and the question associated with the requirement, you must: * Demonstrate how you will ensure that your service offer is fit for purpose, unique, innovative and bespoke, and future proofed. *(Spec ref: 5.1.1, 5.1.3, 5.1.4, 6.2.1, 6.2.2, 6.2.3, 6.2.4, 6.3)*
* Demonstrate how you will provide, use and analyse data to ensure services are evaluated against the Buyers success measures, remain fit for purpose, provide value for money and meet Buyer needs. *(Spec ref: 5.1.2, 5.1.3, 5.1.4, 5.1.5, 5.5, 5.6, 6.2.1, 6.2.2, 6.2.3, 6.3)*
* Demonstrate your approach to undertaking lessons learned reviews of your Services, and how your approach will ensure that the findings and outputs are effectively shared, implemented and monitored to provide on-going Service improvements and benefit future Framework Buyers. *(Spec ref: 5.1.3, 5.5, 5.6, 6.2.1, 6.2.2, 6.2.3, 6.2.4)*

Your response should focus on the points in the Response Guidance above and must demonstrate how you would meet the requirement including the key deliverables.Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. Maximum character count – 8,000 characters including spaces and punctuation. You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.You are required to insert your response to this question in the technical envelope in boxes C4(i), C4(ii), C4(iii), and C4(iv) each box has a character count of 2,000 characters.  |

| **Marking scheme 100/66/33/0** |
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| **Marking scheme** | **Evaluation criteria** |
| **100** | **GOOD**The response fully meets all requirements with detail provided minimising risks to delivery.The response is comprehensive and unambiguous, demonstrating a thorough understanding of the requirements and provides details of how the requirement will be met in full without additional support from the Contracting Authority, other than that outlined within the Statement of Requirements. |
| **66** | **ACCEPTABLE - MINOR CONCERNS**The response is acceptable and meets all the basic requirements. However, the response is not sufficiently detailed to minimise risk and/or the proposed approach may require additional support (in addition to that outlined in the Statement of Requirements) from the Contracting Authority to meet its deliverables.   |
| **33** | **NON ACCEPTABLE -  MAJOR CONCERNS**The response has met some, but not all elements of the requirement, which poses risk that the proposal will not meet the deliverables required.  The response does not demonstrate a full understanding of the requirement posing major concerns. |
| **0** | **UNSUITABLE**The response does not meet any of the requirements or no response has been provided.  An unacceptable and/or non-compliant response with serious reservations, demonstrating no understanding of the requirement |

| **Section D – Lot 3 Non-Executive and Public Appointments****(Please only answer the questions in Section D if you are bidding for Lot 3)** |
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| **QD1 Requirement:**  **Service Expertise: Meeting Public Sector Priorities - Methodology and Tools** |
| CCS requires you to demonstrate how you will attract high quality, diverse and skilled leaders to Civil Service roles in a wide range of locations in and outside of London & the South East and how this will help Buyers achieve a diverse, skilled and capable workforce.  The response should be aligned to the Core Service Requirement outlined in the Service Specification (Framework Schedule 1).Your response should be specific to the roles / grade range and expectations for Lot 3 (as detailed in paragraph 3 Schedule Framework Schedule 1).     Your response should be specific to key aspects of the service specification as detailed in main paragraphs (including any sub-paragraphs):  (4.3, 6.2.1, 6.2.1.5, 6.2.2, 6.2.3, 6.2.4, 6.2.4.1, 6.3, 6.3.1, 6.3.2, 6.3.3, 6.3.4, 6.3.5, 6.3.6, 6.3.7) |
| **QD1 Response guidance****All bidders must answer this question if you are bidding for this lot.****You must insert your response into the text fields in the eSourcing suite.**In order to satisfy the requirement, and the question associated with the requirement, you must: * Demonstrate the tools and processes you use and how they will be successful in searching, attracting and vetting diverse, skilled and capable candidates, from a range of industries, sectors and functions, in the call-off Buyer's preferred locations. *(Specification reference:: 4.1, 4.1.3, 4.1.4, 4.2.4, 6.2.1, 6.2.2, 6.2.3)*
* Demonstrate how the approach and processes used will achieve success in filling vacancies for Buyers, how they will meet the different location and inclusion priorities of varying Buyers and how they will be  monitored and evaluated. *(Spec ref: 4.1.3, 4.1.4, 6.21, 6.2.2, 6.2.3)*
* Demonstrate your market awareness and depth of market knowledge in relation to but not limited to the availability of the best and most diverse talent, public sector employers Employer Value Proposition (EVP) including remuneration/pay perceptions and your ability to address these. *(Spec ref: 4.1.3, 4.1.4, 6.21, 6.2.2, 6.2.3)*
* Demonstrate how you will gain first hand experience or knowledge of a location's demographics including available skills and talent, and industrial make-up in location’s not previously served by you *(Spec ref: 4.1.3, 4.1,4, 6.2.1, 6.2.2, 6.3.1, 6.3.2, 6.3.3, 6.3.6, 6.3.7)*
* Demonstrate how you will develop new networks and candidate pipelines in locations not previously served by you. (Spec ref: 4.1.3, 6.2.1, 6.2.2, 6.3.1, 6.3.2, 6.3.3, 6.3.4)

Your response should focus on the points in the Response Guidance above and must demonstrate how you would meet the requirement including the key deliverables.Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. Maximum character count – 10,000 characters including spaces and punctuation. You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.You are required to insert your response to this question in the technical envelope in boxes D1(i), D1(ii), D1(iii), and D1(iv) and D1(v) each box has a character count of 2,000 characters.  |

| **Marking scheme 100/66/33/0** |
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| **Marking scheme** | **Evaluation criteria** |
| **100** | **GOOD**The response fully meets all requirements with detail provided minimising risks to delivery.The response is comprehensive and unambiguous, demonstrating a thorough understanding of the requirements and provides details of how the requirement will be met in full without additional support from the Contracting Authority, other than that outlined within the Statement of Requirements. |
| **66** | **ACCEPTABLE - MINOR CONCERNS**The response is acceptable and meets all the basic requirements. However, the response is not sufficiently detailed to minimise risk and/or the proposed approach may require additional support (in addition to that outlined in the Statement of Requirements) from the Contracting Authority to meet its deliverables.   |
| **33** | **NON ACCEPTABLE -  MAJOR CONCERNS**The response has met some, but not all elements of the requirement, which poses risk that the proposal will not meet the deliverables required.  The response does not demonstrate a full understanding of the requirement posing major concerns. |
| **0** | **UNSUITABLE**The response does not meet any of the requirements or no response has been provided.  An unacceptable and/or non-compliant response with serious reservations, demonstrating no understanding of the requirement |

| **QD2 Requirement:**  **Service Delivery: Service to Buyers** |
| --- |
| CCS requires you to demonstrate how you will approach working with framework Buyers on different call-off contract durations.  The response should be aligned to the Core Service Requirement outlined in the Service Specification (Framework Schedule 1) and be specific to the roles / grade range and expectations for Lot 3 (paragraph 3 Framework Schedule 1). Your response should be specific to key aspects of the service specification as detailed in main paragraphs (including any sub-paragraphs): (4.3, 5.1.3, 5.1.4, 5.1.5, 5.3, 6.2.1, 6.2.1.1, 6.2.1.5, 6.2.2, 6.2.2.2, 6.2.3, 6.2.4, 6.3, 6.3.1, 6.3.2, 6.3.3, 6.3.4, 6.3.5, 6.3.6, 6.3.7) |
| **QD2 Response guidance****All bidders must answer this question if you are bidding for this lot.****You must insert your response into the text fields in the eSourcing suite.**In order to satisfy the requirement, and the question associated with the requirement, you must: * Demonstrate how you will acquire knowledge of the Buyer, including their business objectives, future priorities, workforce requirements and their  location's agenda and how you will tailor your services to specific Buyers needs. *(Spec ref: 4.1, 4.1.2, 4.1.3, 5.1.3, 5.1.4. 5.1.5, 6.2.1, 6.3)*
* Demonstrate your process methodology and tools for marketing the Buyer requirement and Employer Value Proposition (EVP), searching for and engaging with the best and most diverse talent and how you will encourage difficult to reach candidates to apply. *(Spec ref: 4.1.4, 5.1.4, 5.1.5 6.2.1, 6.2.2, 6.3.1, 6.3.2, 6.3.3 )*
* Demonstrate your process methodology and tools that you will use in talent mapping and pipelining across and in specific professions and functions, specifically building and maintaining relationships with the best and most diverse talent in your specialist field(s) in advance of a relevant vacancy. *(Spec ref: 4.1, 4.1.2, 4.1.3, 4.1.4, 6.2.1, 6.2.2, 6.3.1, 6.3.2, 6.3.3)*
* Demonstrate your planned process methodology and tools for vetting, screening and assessing candidates at each stage of the process. *(Spec ref: 4.1, 4.1.2, 4.1.3, 4.1.4, 6.2.1, 6.2.3)*
* Demonstrate how you will approach strategic relationship management, account management and Buyer communication whilst working with multiple and complex stakeholders. *(Spec ref: 4.1, 5.1.3, 5.1.4, 5.1.5, 5.3, 6.2.1, 6.2.2, 6.2.3, 6.2.4)*

Your response should focus on the points in the Response Guidance above and must demonstrate how you would meet the requirement including the key deliverables.Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. Maximum character count – 10,000 characters including spaces and punctuation. You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.You are required to insert your response to this question in the technical envelope in boxes D2(i), D2(ii), D2(iii), and D2(iv) and D2(v) each box has a character count of 2,000 characters.  |

| **Marking scheme 100/66/33/0** |
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| **Marking scheme** | **Evaluation criteria** |
| **100** | **GOOD**The response fully meets all requirements with detail provided minimising risks to delivery.The response is comprehensive and unambiguous, demonstrating a thorough understanding of the requirements and provides details of how the requirement will be met in full without additional support from the Contracting Authority, other than that outlined within the Statement of Requirements. |
| **66** | **ACCEPTABLE - MINOR CONCERNS**The response is acceptable and meets all the basic requirements. However, the response is not sufficiently detailed to minimise risk and/or the proposed approach may require additional support (in addition to that outlined in the Statement of Requirements) from the Contracting Authority to meet its deliverables.   |
| **33** | **NON ACCEPTABLE -  MAJOR CONCERNS**The response has met some, but not all elements of the requirement, which poses risk that the proposal will not meet the deliverables required.  The response does not demonstrate a full understanding of the requirement posing major concerns. |
| **0** | **UNSUITABLE**The response does not meet any of the requirements or no response has been provided.  An unacceptable and/or non-compliant response with serious reservations, demonstrating no understanding of the requirement |

| **QD3 Requirement:**  **Service to Candidates** |
| --- |
| CCS requires you to demonstrate how you will work with candidates and ensure an optimal candidate experience at each stage of the process. The response should be aligned to the Core Service Requirement outlined in the Service Specification (Framework Schedule 1) and be specific to the roles / grade range and expectations for Lot 3 (paragraph 3 Framework Schedule 1).Your response should be specific to key aspects of the service specification as detailed in main paragraphs (including any sub-paragraphs): 4.3, 6.2.1.2, 6.2.1.3, 6.2.1.5, 6.2.3, 6.2.4, 6.3.2, 6.3.4, 6.3.5,   |
| **QD3 Response guidance****All bidders must answer this question if you are bidding for this lot.****You must insert your response into the text fields in the eSourcing suite.**In order to satisfy the requirement, and the question associated with the requirement, you must: * Demonstrate your high level, end to end candidate journey including any key touchpoints and candidate feedback. *(Spec ref: 4.1.4, 6.2.2, 6.2.3, 6.2.4)*
* Demonstrate your process methodology and tools used in candidate development and outreach. *(Spec ref: 6.2.1, 6.3.2, 6.3.3, 6.3.4, 6.3.5)*
* Demonstrate how you support diverse candidates and those with additional needs and how you will embed the principles of inclusion across your whole service offer. (*Spec ref: 4.1.3, 4.1.4,6.2.1.2, 6.2.1.3, 6.2.3, 6.2.4, 6.3.2, 6.3.4, 6.3.5)*
* Demonstrate how you will support unsuccessful candidates and how you will keep them engaged for future opportunities. *(Spec ref: 6.2.3, 6.2.4, 6.3.2, 6.3.3, 6.3.4, 6.3.5)*
* Demonstrate your process methodology and tools used for candidate coaching. *(Spec ref: 6.2.1, 6.2.2, 6.2.3, 6.3.1 6.3.2, 6.3.5)*

Your response should focus on the points in the Response Guidance above and must demonstrate how you would meet the requirement including the key deliverables.Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance.Maximum character count – 10,000 characters including spaces and punctuation. You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.You are required to insert your response to this question in the technical envelope in boxes D3(i), D3(ii), D3(iii), and D3(iv) and D3(v) each box has a character count of 2,000 characters.  |

| **Marking scheme 100/66/33/0** |
| --- |
| **Marking scheme** | **Evaluation criteria** |
| **100** | **GOOD**The response fully meets all requirements with detail provided minimising risks to delivery.The response is comprehensive and unambiguous, demonstrating a thorough understanding of the requirements and provides details of how the requirement will be met in full without additional support from the Contracting Authority, other than that outlined within the Statement of Requirements. |
| **66** | **ACCEPTABLE - MINOR CONCERNS**The response is acceptable and meets all the basic requirements. However, the response is not sufficiently detailed to minimise risk and/or the proposed approach may require additional support (in addition to that outlined in the Statement of Requirements) from the Contracting Authority to meet its deliverables.   |
| **33** | **NON ACCEPTABLE -  MAJOR CONCERNS**The response has met some, but not all elements of the requirement, which poses risk that the proposal will not meet the deliverables required.  The response does not demonstrate a full understanding of the requirement posing major concerns. |
| **0** | **UNSUITABLE**The response does not meet any of the requirements or no response has been provided.  An unacceptable and/or non-compliant response with serious reservations, demonstrating no understanding of the requirement |

| **QD4 Requirement:**  **Continuous Improvement** |
| --- |
| CCS requires you to describe and demonstrate your approach to continuous improvement. The response should be aligned to the Core Service Requirement outlined in the Service Specification (Framework Schedule 1and be specific to the roles / grade range and expectations for Lot 3 (paragraph 3 Framework Schedule 1). Your response should be specific to key aspects of the service specification as detailed in main paragraphs (including any sub-paragraphs): 4.3, 5.1.1, 5.1.2, 5.1.3, 5.1.4, 5.1.5, 5.5, 5.6, 6.2.1, 6.2.1.5, 6.2.2, 6.2.3, 6.2.4, 6.3,  |
| **QD4 Response guidance****All bidders must answer this question if you are bidding for this lot.****You must insert your response into the text fields in the eSourcing suite.**In order to satisfy the requirement, and the question associated with the requirement, you must: * Demonstrate why you consider your service offer to be unique, innovative or bespoke, including examples of your market expertise and your evidence base for taking such an approach. *(Spec ref: 4.3, 5.1.1, 5.1.3, 5.1.4, 6.2.1, 6.2.2, 6.2.3, 6.2.4, 6.3)*
* Demonstrate how you provide, use and analyse data to ensure services are evaluated against the Buyers success measures, remain fit for purpose, provide value for money and meet Buyer needs. *(Spec ref: 4.3, 5.1.2, 5.1.3, 5.1.4, 5.1.5, 5.5, 5.6, 6.2.1, 6.2.2, 6.2.3, 6.3)*
* Demonstrate your approach to undertaking lessons learned reviews of your Services, and how your approach will ensure that the findings and outputs are effectively shared, implemented and monitored to provide on-going Service improvements and benefit future Framework Buyers. *(Spec ref: 4.3, 5.1.3, 5.5, 5.6, 6.2.1, 6.2.2, 6.2.3, 6.2.4)*

Your response should focus on the points in the Response Guidance above and must demonstrate how you would meet the requirement including the key deliverables.Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to.Maximum character count – 8,000 characters including spaces and punctuation. You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.You are required to insert your response to this question in the technical envelope in boxes D4(i), D4(ii), D4(iii), and D4(iv) each box has a character count of 2,000 characters.  |

| **Marking scheme 100/66/33/0** |
| --- |
| **Marking scheme** | **Evaluation criteria** |
| **100** | **GOOD**The response fully meets all requirements with detail provided minimising risks to delivery.The response is comprehensive and unambiguous, demonstrating a thorough understanding of the requirements and provides details of how the requirement will be met in full without additional support from the Contracting Authority, other than that outlined within the Statement of Requirements. |
| **66** | **ACCEPTABLE - MINOR CONCERNS**The response is acceptable and meets all the basic requirements. However, the response is not sufficiently detailed to minimise risk and/or the proposed approach may require additional support (in addition to that outlined in the Statement of Requirements) from the Contracting Authority to meet its deliverables.   |
| **33** | **NON ACCEPTABLE -  MAJOR CONCERNS**The response has met some, but not all elements of the requirement, which poses risk that the proposal will not meet the deliverables required.  The response does not demonstrate a full understanding of the requirement posing major concerns. |
| **0** | **UNSUITABLE**The response does not meet any of the requirements or no response has been provided.  An unacceptable and/or non-compliant response with serious reservations, demonstrating no understanding of the requirement |

**SECTION U – COMMERCIAL PRICING**

You must ensure you complete the correct Attachment 3 Price Matrix for each lot/sub lot you are bidding for in line with the guidance provided in Attachment 2 - How to Bid, paragraph 11 and the instructions contained within each individual Price Matrix. Your completed Price Matrix should then be attached to the relevant question in the commercial envelope within the eSourcing suite. A breakdown of the questions for each lot/sub is provided below.

| **Lot/sub Lot** | **Question No.** | **Question** |
| --- | --- | --- |
| Lot 1 | PQ1 | Please upload your completed Attachment 3a Pricing Matrix for Lot 1aPlease name the file [price\_insertyourcompanyname\_lot1] |
| Lot 2 | PQ2 | Please upload your completed Attachment 3b Pricing Matrix for Lot 1bPlease name the file [price\_insertyourcompanyname\_lot2] |
| Lot 3 | PQ3 | Please upload your completed Attachment 3c Pricing Matrix for Lot 1cPlease name the file [price\_insertyourcompanyname\_lot3] |