



Crown  
Commercial  
Service



Ministry  
of Defence

**AWARD QUESTIONNAIRE RESPONSE GUIDANCE, EVALUATION AND MARKING  
SCHEME**

**EFFICIENCY AND CAPABILITY PROGRAMME**

**REFERENCE NUMBER**

**RM3806**

**ATTACHMENT 3**

# **AWARD QUESTIONNAIRE RESPONSE GUIDANCE, EVALUATION AND MARKING SCHEME**

## **1 INTRODUCTION**

- 1.1 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 Potential Provider.
- 1.2 The defined terms used in the ITT document Attachment 1 shall apply to this document.

## **2 OVERVIEW**

- 2.1 The Award Questionnaire is broken down into the following sections:

SECTION A – MANDATORY REQUIREMENTS

SECTION B – SCORED QUESTIONS

- 2.2 A summary of all the questions contained within the Award Questionnaire, along with the Marking Scheme and Maximum Score Available for each question is set out below:

QUESTION		
SECTION A – Mandatory Requirements		
AQA1	Efficiency and Capability Programme	PASS / FAIL
AQA2	Supplier Knowledge, Skills, Competence and Experience	PASS / FAIL
AQA3	Knowledge Transfer	PASS / FAIL
AQA4	Savings Delivery Approval Gateway Process	PASS / FAIL
AQA5	Outline Reporting	PASS / FAIL

QUESTION		Marking Scheme	Weighting (%)
SECTION B – Scored Questions			
AQB1	Skills & Experience	0/33/66/100	40
AQB2	Knowledge Transfer & Upskilling	0/33/66/100	30
AQB3	Driving Innovation, Best Practice & New Ways of Working	0/33/66/100	30

## SECTION A – MANDATORY REQUIREMENTS

SECTION A – MANDATORY REQUIREMENTS - ALL LOTS			
AQA1 – AQA5 MANDATORY REQUIREMENTS - ALL LOTS			
<p>All Potential Providers must answer ALL questions AQA1 to AQA5</p> <p>The Authority requires the Potential Provider to provide the Services which meet ALL the mandatory requirements which are set out in paragraph 4 a) – e) of Part A Services in Framework Schedule 2 “the Specification”.</p> <p>Please select option <b>YES</b> or <b>NO</b> for each mandatory requirement listed below AQA1 to AQA5 to indicate that, in the event you are awarded a Framework Agreement for one or more of the Lots under this procurement, you will or will not be able or willing to provide the mandatory requirements listed below AQA1 to AQA5</p>			
Specification Paragraph no		Mandatory Requirement	Response Required
AQA1	4 b)	Efficiency and Capability Programme	YES/NO
AQA2	4 c)	Supplier Knowledge, Skills, Competence and Experience	YES/NO
AQA3	4 d)	Knowledge Transfer	YES/NO
AQA4	4 e)	Savings Delivery Approval Gateway Process	YES/NO
AQA5	4 f)	Outline Reporting	YES/NO
<p><b>AQA1 to AQA5 Response Guidance</b></p> <p><b>All Potential Providers must answer ALL questions AQA1 to AQA5</b></p> <p><b>All questions AQA1 to AQA5 are PASS/FAIL questions. If you fail to select option YES to a mandatory requirement AQA1 to AQA5, you will be unable to continue in this Procurement.</b></p> <p>You are required to select either option <b>YES</b> or <b>NO</b> from the drop-down menu in the table, for each mandatory requirement AQA1 to AQA5.</p> <p>Providing a <b>YES</b> response to AQA1 to AQA5 means that you will, and will be willing, to provide the Services which meet <b>ALL</b> the mandatory requirements listed at AQA1 to AQA5 which are set out in Part A Services in Framework Schedule 2 “the Specification”.</p> <p>If you will not be able, or you will not be willing, to provide the Services which meet <b>ALL</b> the mandatory requirements listed at AQA1 to AQA5 (as above) which are set out in the Specification and select <b>NO</b> to one or more mandatory requirements AQA1 to AQA5, then you will be unable to continue in this Procurement.</p>			

Marking Scheme	Evaluation Guidance
<b>PASS</b>	You have selected option <b>YES</b> confirming that you will, and will be willing, to provide a Service which meets <b>ALL</b> the mandatory requirements which are set out in the Specification.
<b>FAIL</b>	<p>You have selected option <b>NO</b> confirming that you will not be willing, or will not be able, to provide a Service which meets <b>ALL</b> the mandatory requirements which are set out in the Specification.</p> <p>OR</p> <p>You have not answered this question.</p>

## Section B SCORED QUESTIONS

AQB1 – SUPPLIER KNOWLEDGE,SKILLS,COMPETENCE AND EXPERIENCE	
<p><b>REQUIREMENT:</b> The Authority requires the Potential Provider to demonstrate how they will effectively select and match personnel to the Services, ensuring that all personnel are suitable in terms of cost, and have the appropriate level of experience, knowledge, skills and expertise which are relevant to the subject matter of the efficiency and capability programme.</p> <p>Please demonstrate the processes that you will undertake when selecting and matching personnel by addressing component parts a) to c) contained in the Response Guidance below</p> <p><b>Maximum character count – 8192 character including spaces and punctuation</b></p>	
<p><b>AQB1 Response Guidance</b></p> <p>You must insert your response into the text fields in the e-Sourcing Suite.</p> <p>Your response must clearly demonstrate how your selection and matching processes will ensure that all personnel selected and matched for individual efficiency and capability programmes are suitable in terms of quality and cost, and have the appropriate level of experience, knowledge, skills and expertise which are relevant to the subject matter of the individual efficiency and capability programme – your response must:</p> <ul style="list-style-type: none"><li>a) demonstrate how the processes you will implement for selecting and matching appropriate personnel for the efficiency and capability programme will ensure that all personnel offered to the Contracting Authority will have the relevant experience, knowledge and skills.</li><li>b) demonstrate how the number of personnel involved and the grade mix of the team assigned will be flexed to provide the right balance in terms of knowledge, skills and expertise and cost effectiveness for the efficiency and capability programme of various size and scope.</li><li>c) demonstrate the process you will have in place for monitoring and managing resource effectively and appropriately throughout all stages of the Call Off Contract.</li></ul> <p>Your response should be limited to and focused on each of the component parts of the question posed (a to c). Potential Providers should refrain from making generalised statements and providing information not relevant to the topic.</p> <p>Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these areas and you address each of the component parts in this response guidance in the order they are listed above and highlight which part (a to c) you are responding to.</p> <p><b>Maximum character count – 8192 characters including spaces and punctuation. This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words.</b></p>	
Marking Scheme	Evaluation Criteria
100	The Potential Provider's response fully addresses all 3 of the component parts (a to c) of the response guidance above
66	The Potential Provider's response fully addresses 2 of the 3 component parts (a to c) of the response guidance above

<b>33</b>	The Potential Provider's response fully addresses 1 of the 3 component parts (a to c) of the response guidance above
<b>0</b>	The Potential Provider's response has not fully addressed any of the 3 Component parts (a to c) of the response guidance above.  OR  A response has not been provided to this question

## **AQB2 – KNOWLEDGE TRANSFER & UPSKILLING**

**REQUIREMENT:** The Authority requires the Potential Provider to demonstrate how they will manage skills and knowledge transfer as part of the delivery of the Services throughout the lifetime of the Framework Agreement.

Please provide details how you will manage skills and knowledge transfer by addressing component parts a) to c) contained in the Response Guidance below.

**Maximum character count – 8192 character including spaces and punctuation**

### **AQB2 Response Guidance**

You must insert your response into the text fields in the e-Sourcing Suite.

Your response must clearly demonstrate your approach to skills and knowledge transfer. Your response must:

- a) demonstrate the process you will have in place to ensure you are able build and enhance capability within the Authority.
- b) demonstrate how you will effectively record, share and ensure lessons are learnt in the delivery of the efficiency and capability programmes across the Authority.
- c) demonstrate the methods you will apply to embed and upskill the Authority's personnel, which will include best practice models.

Your response should be limited to, and focused on each of the component parts of the question posed (a to c). Potential Providers should refrain from making generalised statements and providing information not relevant to the topic.

Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these areas and you address each of the component parts in this response guidance in the order they are listed above and highlight which part (a to c) you are responding to.

**Maximum character count – 8192 characters including spaces and punctuation. This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words.**

<b>Marking Scheme</b>	<b>Evaluation Guidance</b>
<b>100</b>	The Potential Provider's response fully addresses all 3 of the component parts (a to c) of the response guidance above

<b>66</b>	The Potential Provider's response fully addresses 2 of the 3 component parts (a to c) of the response guidance above
<b>33</b>	The Potential Provider's response fully addresses 1 of the 3 component parts (a to c) of the response guidance above
<b>0</b>	The Potential Provider's response has not fully addressed any of the 3 Component parts (a to c) of the response guidance above.  OR  A response has not been provided to this question

### **AQB3 DRIVING INNOVATION, BEST PRACTICE & NEW WAYS OF WORKING**

**REQUIREMENT:** The Authority requires the Potential Provider to demonstrate their approach to managing the Services including driving innovation, best practice and the process for ensuring new ways of working.

Please provide details how you will deliver innovation through embedding it into ways of working and ensuring best practice by addressing component parts a) to c) contained in the Response Guidance below.

**Maximum character count – 8192 character including spaces and punctuation**

#### **AQD3 Response Guidance**

You must insert your response into the text fields in the e-Sourcing Suite.

Your response must clearly demonstrate the process and/or systems that you will have in place to produce and manage programmes of work – your response must:

- a) demonstrate the process you will have in place to ensure the efficiency and capability improvement opportunities can be identified and transitioned into new ways of working; including how implementation plans will be proposed and then their successful execution assured.
- b) demonstrate how you will engage and influence stakeholders to allow the Authority to drive innovation and new ways of working.
- c) demonstrate how you will identify suitable industry best practice and how it can be introduced into new ways of working for the Authority, with consideration shown to business and policy constraints.

Your response should be limited to and focused on each of the component parts of the question posed (a to c). Potential Providers should refrain from making generalised statements and providing information not relevant to the topic.

Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these areas and you address each of the component parts in this response guidance in the order they are listed above and highlight which part (a to c) you are responding to.



**Maximum character count – 8192 characters including spaces and punctuation. This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words.**

<b>Marking Scheme</b>	<b>Evaluation Guidance</b>
<b>100</b>	The Potential Provider's response fully addresses all 3 of the component parts (a to c) of the response guidance above
<b>66</b>	The Potential Provider's response fully addresses 2 of the 3 component parts (a to c) of the response guidance above
<b>33</b>	The Potential Provider's response fully addresses 1 of the 3 component parts (a to c) of the response guidance above
<b>0</b>	<p>The Potential Provider's response has not fully addressed any of the 3 Component parts (a to c) of the response guidance above.</p> <p>OR</p> <p>A response has not been provided to this question</p>