



Crown
Commercial
Service

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

LANGUAGE SERVICES

REFERENCE NUMBER

RM 1092

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 QUESTIONS

SECTION B – GENERIC QUESTIONS

SECTION C – LOT 1 SPECIFIC QUESTIONS

SECTION D – LOT 2 SPECIFIC QUESTIONS

SECTION E – LOT 3 SPECIFIC QUESTIONS

SECTION F – LOTS 4a to 4e SPECIFIC QUESTIONS

SECTION G – LOTS 5a to 5n SPECIFIC QUESTIONS

SECTION H – ALL LOTS INFORMATION ONLY QUESTION

SECTION I – LOT 2 AND LOT 3 INFORMATION ONLY QUESTION

- 2.2 If a Tender is deemed to have failed to meet the minimum quality threshold of :

Lot	Minimum Quality Threshold
1	57.00
2	57.00
3	57.00
4a	57.00
4b	57.00
4c	57.00
4d	57.00
4e	57.00
5a	57.00
5b	57.00

5c	57.00
5d	57.00
5e	57.00
5f	57.00
5g	57.00
5h	57.00
5i	57.00
5j	57.00
5k	57.00
5l	57.00
5m	57.00
5n	57.00

the Tenderer will not proceed to the next stage and you as a Potential Provider will be excluded from further participation in this Procurement.

- 2.4 A summary of all the questions contained within the Award Questionnaire, along with the Marking Scheme and Maximum Score Available (where applicable) for each question is set out overleaf:

		Marking Scheme
SECTION A – Generic Mandatory Questions		
AQA1	Mandatory Requirements	PASS / FAIL

		Marking Scheme	Weighting (%)
SECTION B - Generic Questions			
AQB1	Appointment and Recruitment of Linguists	100//75/50/25/0	15
AQB2	Assurance of Linguists Competency	100//75/50/25/0	15
AQB3	Framework Management and Account Management	100//75/50/25/0	10
AQB4	Complaints Handling and Resolution	100/75/50/25/0	10

		Marking Scheme	Weighting (%)
SECTION C – Lot 1 Specific Questions			
AQC1	Geographical Coverage	100/66/33/0	10
AQC2	Demand Management	100/66/33/0	10
AQC3	Managed Service Provision	100/66/33/0	15
AQC4	Added Value and Savings	100/66/33/0	15

		Marking Scheme	Weighting (%)
SECTION D – Lot 2 Specific Questions			
AQD1	Service Delivery	100/66/33/0	25
AQD2	Security Requirements	100/66/33/0	25

		Marking Scheme	Weighting (%)
SECTION E – Lot 3 Specific Questions			
AQE1	Demand Management	100/66/33/0	25
AQE2	Service Delivery	100/66/33/0	25

		Marking Scheme	Weighting (%)
SECTION F – Lots 4a to 4e Specific Questions			
AQF1	Demand Management	100/66/33/0	25
AQF2	Service Delivery	100/66/33/0	25

		Marking Scheme	Weighting (%)
SECTION G – Lots 5a to 5n Specific Questions			
AQG1	Demand Management	100/66/33/0	25
AQG2	Service Delivery	100/66/33/0	25

		Marking Scheme	Weighting (%)
SECTION H – All Lots Information Only Question			
AQH1	Supply Chain Management	Information only	N/A

		Marking Scheme	Weighting (%)
SECTION I – Lot 2 and Lot 3 Information Only Question			
AQI1	TUPE – Transfer Management	Information only	N/A

SECTION A – GENERIC MANDATORY QUESTIONS	
AQA1 COMPLIANCE WITH FRAMEWORK AGREEMENT SCHEDULE 2: GOODS AND SERVICES AND KEY PERFORMANCE INDICATORS PART A: GOODS AND SERVICES	
<p>Please indicate by selecting either option YES or NO, that in the event you are awarded a place on the Framework Agreement, whether you will or will not, unreservedly deliver in full, all the mandatory Service requirements as set out in Framework Agreement Schedule 2 (Goods and Services and Key Performance Indicators) Part A: Goods and Services.</p> <p>YES - You will, unreservedly deliver in full, all the mandatory Service requirements as set out in Framework Agreement Schedule 2 (Goods and Services and Key Performance Indicators) Part A: Goods and Services.</p> <p>NO - You will not, or cannot, deliver in full, all the mandatory Service requirements as set out in Framework Agreement Schedule 2 (Goods and Services and Key Performance Indicators) Part A: Goods and Services.</p>	
<p><u>AQA1 Response Guidance</u></p> <p>This is a PASS/FAIL question. If you cannot or are unwilling to select YES to this question, you will be excluded from further participation in this Procurement.</p> <p>You are required to select either option YES or NO from the drop down list associated with this question.</p> <p>Providing a YES response means the Potential Provider will, unreservedly deliver in full, all the mandatory Service requirements as set out in Framework Agreement Schedule 2 (Goods and Services and Key Performance Indicators) Part A: Goods and Services</p> <p>If the Potential Provider selects NO (or does not answer the question) to indicate that they will not, or cannot, deliver in full, all the mandatory Service requirements as set out in Framework Agreement Schedule 2 (Goods and Services and Key Performance Indicators) Part A: Goods and Services, then the Potential Provider will be excluded from further participation in this Procurement.</p>	
Marking Scheme	Evaluation Guidance
PASS	The Potential Provider has confirmed that they will, unreservedly deliver in full, all the mandatory Service requirements as set out in Framework Agreement Schedule 2 (Goods and Services and Key Performance Indicators) Part A: Goods and Services.
FAIL	<p>The Potential Provider has confirmed that they will not, or cannot, deliver in full, all the mandatory Service requirements as set out in Framework Agreement Schedule 2 (Goods and Services and Key Performance Indicators) Part A: Goods and Services.</p> <p>OR</p> <p>The Potential Provider has not selected either YES or NO.</p>

SECTION B – GENERIC QUESTIONS

AQB1 APPOINTMENT AND RECRUITMENT OF LINGUISTS

The Authority requires that Potential Providers demonstrate how they will effectively ensure Linguists are selected and recruited in accordance with the mandatory service requirements as set out in Framework Agreement Schedule 2 (Goods and Services and Key Performance Indicators) Part A: Goods and Services.

Maximum character count – 8192 character including spaces and punctuation.

AQB1 Response Guidance

All Potential Providers must answer this question.

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

Your response to this question should clearly demonstrate how you will undertake the selection and recruitment process in order that appointment of suitably qualified resource can take place.

Your response must:

- a) demonstrate the process you will have in place to ensure pre-interview checks are completed as set out in paragraphs 3.3.5 of Framework Agreement Schedule 2 (Goods and Services and Key Performance Indicators) Part A: Goods and Services.
- b) demonstrate the process you will have in place to verify the nationality and immigration status of applicants as set out in paragraph 3.3.6 of Framework Agreement Schedule 2 (Goods and Services and Key Performance Indicators) Part A: Goods and Services.
- c) demonstrate how you will ensure that the selection process and interviews are conducted by suitably qualified staff as set out in paragraph 3.3.3 of Framework Agreement Schedule 2 (Goods and Services and Key Performance Indicators) Part A: Goods and Services.
- d) describe the secure database you will have in place that captures the qualifications, competencies and skills Linguists possess as set out in paragraph 3.3.15 of Framework Agreement Schedule 2 (Goods and Services and Key Performance Indicators) Part A: Goods and Services.

Responses should be limited to, and focused on each of the component parts of the question posed (a to d). 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 d) 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.

No attachments are permitted; any additional documents submitted will not be taken into consideration for the purposes of evaluation.

Marking Scheme	Evaluation Guidance
100	The Potential Provider's response addresses all 4 of the component parts (a to d) of the response guidance above.
75	The Potential Provider's response addresses 3 of the 4 component parts (a to d) of the response guidance above.
50	The Potential Provider's response addresses 2 of the 4 component parts (a to d) of the response guidance above.
25	The Potential Provider's response addresses 1 of the 4 component parts (a to d) of the response guidance above.
0	<p>The Potential Provider's response has not addressed any of the 4 component parts (a to d) of the response guidance above.</p> <p>OR</p> <p>A response has not been provided to this question.</p>

AQB2 ASSURANCE OF LINGUSITS COMPETENCY

The Authority requires that the Potential Provider demonstrates their ability to provide quality Linguists, in accordance with the mandatory requirements as set out in Framework Agreement Schedule 2 (Goods and Services and Key Performance Indicators) Part A: Goods and Services.

Maximum character count – 8192 character including spaces and punctuation.

AQB2 Response Guidance

All Potential Providers must answer this question.

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

Your response to this question should clearly demonstrate the process you will have in place to provide quality Linguists.

Your response must:

- a) demonstrate the process you will have in place to ensure that all Linguists comply with all aspects of the relevant codes of conduct as set out in paragraph 3.1 of Framework Agreement Schedule 2 (Goods and Services and Key Performance Indicators) Part A: Goods and Services.
- b) demonstrate how you will ensure that all Linguists are compatible with the requirements of the Contracting Authorities under the Call Off Agreements established as set out in paragraph 3.2.3. of Framework Agreement Schedule 2 (Goods and Services and Key Performance Indicators) Part A: Goods and Services.
- c) demonstrate how you will monitor and report on all Linguists continuous professional development as set out in paragraph, 3.5.3 and 3.5.5 Framework Agreement Schedule 2 (Goods and Services and Key Performance Indicators) Part A: Goods and Services.
- d) demonstrate how you will regularly assess the individual Linguists performance including how you will address poor performance as set out in in paragraph 3.5.6 of Framework Agreement Schedule 2 (Goods and Services and Key Performance Indicators) Part A: Goods and Services.

Responses should be limited to, and focused on each of the component parts of the question posed (a to d). 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 d) 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.

No attachments are permitted; any additional documents submitted will not be taken into consideration for the purposes of evaluation.

**Marking
Scheme**

Evaluation Guidance

100	The Potential Provider's response addresses all 4 of the component parts (a to d) of the response guidance above.
75	The Potential Provider's response addresses 3 of the 4 component parts (a to d) of the response guidance above.
50	The Potential Provider's response addresses 2 of the 4 component parts (a to d) of the response guidance above.
25	The Potential Provider's response addresses 1 of the 4 component parts (a to d) of the response guidance above.
0	<p>The Potential Provider's response has not addressed any of the 4 component parts (a to d) of the response guidance above.</p> <p>OR</p> <p>A response has not been provided to this question.</p>

AQB3 FRAMEWORK MANAGEMENT AND ACCOUNT MANAGEMENT

The Authority requires the Potential Provider to demonstrate their ability to provide a Framework Agreement Contract Management service to the Authority and a Call Off Agreement Account Management service to the Contracting Authorities as set out in Framework Agreement Schedule 2 (Goods and Services and Key Performance Indicators) Part A: Goods and Services.

Maximum character count – 8192 character including spaces and punctuation.

AQB3 Response Guidance

All Potential Providers must answer this question.

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

Your response to this question should clearly demonstrate your approach to providing a Framework Agreement Contract Management service to the Authority and a Call Off Agreement Account Management service to the Contracting Authorities

Your response must:

- a) demonstrate how you will undertake the appointment of suitably qualified Framework Agreement Contract Manager and Deputy Framework Agreement Contract Manager to the Authority, and a Call Off Agreement Account Manager to the Contracting Authorities as set out in paragraph 3.14.2 and 3.14.7 of Framework Agreement Schedule 2 (Goods and Services and Key Performance Indicators) Part A: Goods and Services.
- b) demonstrate the process in respect of the information reporting requirements to ensure all the reports are provided to the Authority and provide bespoke information reporting to Contracting Authorities as set out in paragraph 3.14.6 of Framework Agreement Schedule 2 (Goods and Services and Key Performance Indicators) Part A: Goods and Services.
- c) demonstrate how your account management function will be structured and proportionate, to ensure that the services are delivered to the Authority and Contracting Authorities.
- d) demonstrate how, through your account management process, you will proactively support the operational requirement of Contracting Authorities

Responses should be limited to, and focused on each of the component parts of the question posed (a to d). 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 d) 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.

No attachments are permitted; any additional documents submitted will not be taken into consideration for the purposes of evaluation.

Marking Scheme	Evaluation Guidance
100	The Potential Provider's response addresses all 4 of the component parts (a to d) of the response guidance above.
75	The Potential Provider's response addresses 3 of the 4 component parts (a to d) of the response guidance above.
50	The Potential Provider's response addresses 2 of the 4 component parts (a to d) of the response guidance above.
25	The Potential Provider's response addresses 1 of the 4 component parts (a to d) of the response guidance above.
0	<p>The Potential Provider's response has not addressed any of the 4 component parts (a to d) of the response guidance above.</p> <p>OR</p> <p>A response has not been provided to this question.</p>

AQB4 COMPLAINTS HANDLING AND RESOLUTION

The Authority requires that Potential Providers demonstrate how they will operate and maintain a clearly defined process for the management of complaints received from Contracting Authorities and the Authority, as set out in Framework Agreement Schedule 2 (Goods and Services and Key Performance Indicators) Part A: Goods and Services and Clause 47 (Complaints Handling and Resolution) of the Framework Agreement.

Maximum character count – 8192 characters including spaces and punctuation.

AQB4 Response Guidance

All Potential Providers must answer this question.

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

Your response to this question should clearly demonstrate the processes that you will have in place for managing complaints that are received from Contracting Authorities and the Authority.

Your response must:

- a) demonstrate the process for recording, acknowledging and analysing complaints received directly from Contracting Authorities and the Authority as set out in paragraph 3.15 of Framework Agreement Schedule 2 (Goods and Services and Key Performance Indicators) Part A: Goods and Services.
- b) demonstrate how you will deliver effective and timely responses to ensure that complaints are resolved within the timescales specified in Clause 47 (Complaints Handling and Resolution) of the Framework Agreement
- c) demonstrate how you will manage and track the progress of individual complaints starting from initiation through to final resolution as set out in paragraph 3.15 of Framework Agreement Schedule 2 (Goods and Services and Key Performance Indicators) Part A: Goods and Services.
- d) demonstrate the escalation process you will have in place for complaints to ensure that a satisfactory resolution is established in a manner that is mutually acceptable to both parties as set out in paragraph 3.15 of Framework Agreement Schedule 2 (Goods and Services and Key Performance Indicators) Part A: Goods and Services.

Responses should be limited to, and focused on each of the component parts of the question posed (a to d). 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 d) 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.

No attachments are permitted; any additional documents submitted will not be taken into consideration for the purposes of evaluation.

Marking Scheme	Evaluation Guidance
100	The Potential Provider's response addresses all 4 of the component parts (a to d) of the response guidance above.
75	The Potential Provider's response addresses 3 of the 4 component parts (a to d) of the response guidance above.
50	The Potential Provider's response addresses 2 of the 4 component parts (a to d) of the response guidance above.
25	The Potential Provider's response addresses 1 of the 4 component parts (a to d) of the response guidance above.
0	<p>The Potential Provider's response has not addressed any of the 4 component parts (a to d) of the response guidance above.</p> <p>OR</p> <p>A response has not been provided to this question.</p>

SECTION C – LOT 1 MANAGED SERVICE PROVISION QUESTIONS	
AQC1 GEOGRAPHICAL COVERAGE Lot 1 Managed Service Provision ONLY	
<p>The Authority requires the Potential Provider to demonstrate how you will provide the required level of resource to ensure both UK and Overseas coverage of the Language Services requirements as set out in Appendix 1 of Framework Agreement Schedule 2 (Goods and Services and Key Performance Indicators) Part A: Goods and Services.</p> <p>Maximum character count – 8192 characters including spaces and punctuation.</p>	
<p>AQC1 Response Guidance</p> <p>Potential Providers submitting a tender for Lot 1 must answer this question.</p> <p>You must insert your response into the text fields in the e-Sourcing Suite.</p> <p>Your response to this question must clearly demonstrate the processes you will have in place to ensure the required level of resource for both UK and Overseas coverage for:</p> <ol style="list-style-type: none"> Written Translation, Transcription and Ancillary Services as set out in Appendix 2 of Framework Agreement Schedule 2 (Goods and Services and Key Performance Indicators) Part A: Goods and Services. Telephone Interpreting and Video Language Services as set out in Appendix 3 of Framework Agreement Schedule 2 (Goods and Services and Key Performance Indicators) Part A: Goods and Services. Non Spoken Face to Face and Spoken Face to Face Services as set out in Appendix 4 and Appendix 5 of Framework Agreement Schedule 2 (Goods and Services and Key Performance Indicators) Part A: Goods and Services. <p>Responses should be limited to, and focused on the question posed. Potential Providers should refrain from making generalised statements and providing information not relevant to the topic. Additional documents will not be taken into account.</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 points in this response guidance in the order they are listed above and highlight which point (a to c) you are responding to.</p> <p>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. No attachments are permitted; any additional documents submitted will not be taken into consideration for the purposes of evaluation.</p>	
Marking Scheme	Evaluation Guidance
100	The Potential Provider's response addresses all 3 of the component parts (a to c) of the response guidance above.
66	The Potential Provider's response addresses 2 of the 3 component parts (a to c) of the response guidance above.

33	The Potential Provider's response addresses 1 of the 3 component parts (a to c) of the response guidance above.
0	<p>The Potential Provider's response has not 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>

AQC2 DEMAND MANAGEMENT Lot 1 Managed Service Provision ONLY	
<p>The Authority requires the Potential Provider to demonstrate how you will ensure continuity of supply to Contracting Authorities and how you will deal with unpredictable and potential increased service demands of resource to ensure Language Services requirements as set out in Appendix 1 of Framework Agreement Schedule 2 (Goods and Services and Key Performance Indicators) Part A: Goods and Services are provided.</p> <p>Maximum character count – 8192 characters including spaces and punctuation.</p>	
<p>AQC2 Response Guidance</p> <p>Potential Providers submitting a tender for Lot 1 must answer this question.</p> <p>You must insert your response into the text fields in the e-Sourcing Suite.</p> <p>Your response to this question should clearly demonstrate the processes you will have in place to ensure continuity of supply and to deal with unpredictable and potential increased service demands.</p> <p>Your response must :</p> <ol style="list-style-type: none"> demonstrate how you will ensure that during periods of high demand, up scaling of resource will be made to ensure delivery of required services to Contracting Authorities from the date of implementation demonstrate how you will ensure that during periods of high demand, infrastructure requirements will be up scaled to ensure delivery of required services to Contracting Authorities from the date of implementation demonstrate how you will ensure continuity of supply and maintain agreed service levels against existing Call Off Agreements whilst business requirements for new and additional Contracting Authorities are on boarded. <p>Responses should be limited to, and focused on the question posed. Potential Providers should refrain from making generalised statements and providing information not relevant to the topic. Additional documents will not be taken into account.</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 points in this response guidance in the order they are listed above and highlight which point (a to c) you are responding to.</p> <p>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.</p> <p>No attachments are permitted; any additional documents submitted will not be taken into consideration for the purposes of evaluation.</p>	
Marking Scheme	Evaluation Guidance
100	The Potential Provider's response addresses all 3 of the component parts (a to c) of the response guidance above.

66	The Potential Provider's response addresses 2 of the 3 component parts (a to c) of the response guidance above.
33	The Potential Provider's response addresses 1 of the 3 component parts (a to c) of the response guidance above.
0	<p>The Potential Provider's response has not 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>

AQC3 MANAGED SERVICE PROVISION - Lot 1 Managed Service Provision ONLY

The Authority requires the Potential Provider to demonstrate how you will deliver a Language Services Managed Service Provision as set out in Appendix 1 of Framework Agreement Schedule 2 (Goods and Services and Key Performance Indicators) Part A: Goods and Services.

Maximum character count – 8192 characters including spaces and punctuation.

AQC3 Response Guidance

Potential Providers submitting a tender for Lot 1 must answer this question.

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

Your response to this question should clearly demonstrate the processes you will have in place to provide a Managed Service Provision of Language Services.

Your response must:

- a) demonstrate the process you will have in place to ensure that the Contracting Authorities individual requirements are met, and how bespoke solutions will be provided as set out in paragraph 1.6 of Appendix 1, Framework Agreement Schedule 2 (Goods and Services and Key Performance Indicators) Part A: Goods and Services
- b) demonstrate the process you will have in place to ensure you will provide a continuous and consistent service delivery to the end users through your own Linguists and via Sub Contractors as set out in paragraph 1.7 of Appendix 1, Framework Agreement Schedule 2 (Goods and Services and Key Performance Indicators) Part A: Goods and Services
- c) demonstrate the process you will have in place to manage all operational tiers of your supply chain as set out in paragraph 1.9 of Appendix 1, Framework Agreement Schedule 2 (Goods and Services and Key Performance Indicators) Part A: Goods and Services

Responses should be limited to, and focused on the question posed. Potential Providers should refrain from making generalised statements and providing information not relevant to the topic. Additional documents will not be taken into account.

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 points in this response guidance in the order they are listed above and highlight which point (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.

No attachments are permitted; any additional documents submitted will not be taken into consideration for the purposes of evaluation.

Marking Scheme	Evaluation Guidance
100	The Potential Provider's response addresses all 3 of the component parts (a to c) of the response guidance above.
66	The Potential Provider's response addresses 2 of the 3 component parts (a to c) of the response guidance above.
33	The Potential Provider's response addresses 1 of the 3 component parts (a to c) of the response guidance above.
0	<p>The Potential Provider's response has not 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>

AQC4 ADDED VALUE AND SAVINGS - Lot 1 Managed Service Provision ONLY

The Authority requires the Potential Provider to demonstrate how you will deliver added value including savings delivery in fulfilling the Language Services Managed Service Provision as set out in Appendix 1 of Framework Agreement Schedule 2 (Goods and Services and Key Performance Indicators) Part A: Goods and Services.

Maximum character count – 8192 characters including spaces and punctuation.

AQC4 Response Guidance

Potential Providers submitting a tender for Lot 1 must answer this question.

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

Your response to this question should clearly demonstrate the processes you will have in place to provide and deliver added value and savings Language Services Managed Service Provision.

Your response must:

- a) demonstrate the process you will have in place to proactively identify and prioritise opportunities that effectively reduce costs for individual Contracting Authorities whilst ensuring service delivery performance as set out in paragraph 1.10 and 1.11 of Appendix 1, Framework Agreement Schedule 2 (Goods and Services and Key Performance Indicators) Part A: Goods and Services
- b) demonstrate how you will ensure that any added value and saving delivery performance benefits identified will be subsequently embedded into the service delivery for Contracting Authorities as set out in paragraph 1.12 of Appendix 1, Framework Agreement Schedule 2 (Goods and Services and Key Performance Indicators) Part A: Goods and Services
- c) demonstrate how you will share more efficient and innovative ways of working with Contracting Authorities and describe how you will cascade this information so that Contracting Authorities will benefit from best practice becoming working practice as set out in paragraph 1.13 of Appendix 1, Framework Agreement Schedule 2 (Goods and Services and Key Performance Indicators) Part A: Goods and Services

Responses should be limited to, and focused on the question posed. Potential Providers should refrain from making generalised statements and providing information not relevant to the topic. Additional documents will not be taken into account.

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 points in this response guidance in the order they are listed above and highlight which point (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.

No attachments are permitted; any additional documents submitted will not be taken into consideration for the purposes of evaluation.

Marking Scheme	Evaluation Guidance
100	The Potential Provider's response addresses all 3 of the component parts (a to c) of the response guidance above.
66	The Potential Provider's response addresses 2 of the 3 component parts (a to c) of the response guidance above.
33	The Potential Provider's response addresses 1 of the 3 component parts (a to c) of the response guidance above.
0	<p>The Potential Provider's response has not 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>

SECTION D – LOT 2 WRITTEN TRANSLATION, TRANSCRIPTION AND ANCILLARY SERVICES QUESTIONS

AQD1 SERVICE DELIVERY Lot 2 – Written Translation, Transcription and Ancillary Services ONLY

The Authority requires the Potential Provider to demonstrate how you will deliver the Written Translation, Transcription and Ancillary Services as set out in Appendix 2 in Framework Agreement Schedule 2 (Goods and Services and Key Performance Indicators) Part A: Goods and Services.

Maximum character count – 8192 characters including spaces and punctuation.

AQD1 Response Guidance

Potential Providers submitting a tender for Lot 2 must answer this question.

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

Your response to this question should clearly demonstrate how you will deliver the required Written Translation, Transcription and Ancillary Services as set out in Appendix 2, Framework Agreement Schedule 2 (Goods and Services and Key Performance Indicators) Part A: Goods and Services.

Your response must:

- a) demonstrate how you will pro actively plan and effectively organise resources to provide Written Translation, Transcription and Ancillary Services to the accommodate the individual needs of the Contracting Authorities
- b) demonstrate how you will ensure that all translations will be completed in accordance with the Code of Professional Conduct of the ITI (Institute of Translation & Interpreting) as set out in paragraph 1.6 of Appendix 2, Framework Agreement Schedule 2 (Goods and Services and Key Performance Indicators) Part A: Goods and Services
- c) in the event that Translation Memory Software is requested by Contracting Authorities demonstrate how you will ensure this offers a best value for money option as set out in paragraph 1.11 of Appendix 2, Framework Agreement Schedule 2 (Goods and Services and Key Performance Indicators) Part A: Goods and Services

Responses 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.

No attachments are permitted; any additional documents submitted will not be taken into consideration for the purposes of evaluation.

Marking Scheme	Evaluation Guidance
100	The Potential Provider's response addresses all 3 of the component parts (a to c) of the response guidance above.
66	The Potential Provider's response addresses 2 of the 3 component parts (a to c) of the response guidance above.
33	The Potential Provider's response addresses 1 of the 3 component parts (a to c) of the response guidance above.
0	The Potential Provider's response has not 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.

AQD2 SECURITY REQUIREMENTS Lot 2 – Written Translation, Transcription and Ancillary Services ONLY

The Authority requires that Potential Providers demonstrate how they will be able to provide bespoke security requirements as requested by the Contracting Authorities as set out in Appendix 2 Framework Agreement Schedule 2 (Goods and Services and Key Performance Indicators) Part A: Goods and Services.

Maximum character count – 8192 characters including spaces and punctuation.

AQD2 Response Guidance

Potential Providers submitting a tender for Lot 2 must answer this question.

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

Your response to this question should clearly demonstrate the process and protocols you will have in place to provide higher security delivery of the service

Your response must:

- a) demonstrate the process you will have in place to ensure enhanced levels of security are in place to ensure compliance in line with ISO 27001, or other equivalent standard in respect of your methods of electronic communication that you will have in place
- b) demonstrate how you will ensure that secure facilities are made available within your premises as set out in paragraph 1.22 and 1.24 of Appendix 2 Framework Agreement Schedule 2 (Goods and Services and Key Performance Indicators) Part A: Goods and Services
- c) demonstrate the process you will have in place to assure that your security systems are relevant and up to date and in line with Government Policy including your risk management process

Responses 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.

No attachments are permitted; any additional documents submitted will not be taken into consideration for the purposes of evaluation.

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

66	The Potential Provider's response addresses 2 of the 3 component parts (a to c) of the response guidance above.
33	The Potential Provider's response addresses 1 of the 3 component parts (a to c) of the response guidance above.
0	<p>The Potential Provider's response has not 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>

SECTION E – LOT 3 TELEPHONE INTERPRETING AND VIDEO LANGUAGE SERVICES QUESTIONS	
AQE1 DEMAND MANAGEMENT Lot 3 – Telephone Interpreting and Video Language Services ONLY	
<p>The Authority requires the Potential Provider to demonstrate how you will provide the capacity and manage the demand of Telephone Interpreting and Video Language Services required to deliver the services as set out in Appendix 3, Framework Agreement Schedule 2 (Goods and Services and Key Performance Indicators) Part A: Goods and Services.</p> <p>Maximum character count – 8192 characters including spaces and punctuation.</p>	
<p>AQE1 Response Guidance</p> <p>Potential Providers submitting a tender for Lot 3 must answer this question.</p> <p>You must insert your response into the text fields in the e-Sourcing Suite.</p> <p>Your response to this question should clearly demonstrate the resource and infrastructure you will have in place to provide Telephone Interpreting and Video Language Services.</p> <p>Your response must:</p> <ol style="list-style-type: none"> demonstrate how you will ensure that appropriate up scaling of resource and infrastructure requirements relevant to this Lot will be made to ensure delivery of required services to Contracting Authorities demonstrate how you will ensure a Telephone Interpreter with the required Language and skills is available within the timescales required of 30 seconds as set out in paragraph 2.3 of Appendix 3, Framework Agreement Schedule 2 (Goods and Services and Key Performance Indicators) Part A: Goods and Services describe the technology you will have in place to ensure delivery of the telephone and video services <p>Responses 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.</p> <p>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.</p> <p>No attachments are permitted; any additional documents submitted will not be taken into consideration for the purposes of evaluation.</p>	
Marking Scheme	Evaluation Guidance

100	The Potential Provider's response addresses all 3 of the component parts (a to c) of the response guidance above.
66	The Potential Provider's response addresses 2 of the 3 component parts (a to c) of the response guidance above.
33	The Potential Provider's response addresses 1 of the 3 component parts (a to c) of the response guidance above.
0	<p>The Potential Provider's response has not 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>

AQE2 SERVICE DELIVERY Lot 3 – Telephone Interpreting and Video Language Services ONLY

The Authority requires the Potential Provider to demonstrate how you will deliver the Telephone Interpreting and Video Language Services as set out in Appendix 3 Framework Agreement Schedule 2 (Goods and Services and Key Performance Indicators) Part A: (Goods and Services).

Maximum character count – 8192 characters including spaces and punctuation.

AQE2 Response Guidance

Potential Providers submitting a tender for Lot 3 must answer this question.

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

Your response to this question should clearly demonstrate how you will deliver the required Telephone Interpreting and Video Language Services.

Your response must:

- a) demonstrate how you will deliver the required telephone interpreting and video language services 24 hours a day, 7 days a week every day of the year throughout the life time of the Framework Agreement as set out in paragraph 1.2 of Appendix 3, Framework Agreement Schedule 2 (Goods and Services and Key Performance Indicators) Part A: Goods and Services
- b) demonstrate the process you will have in place for conducting telephone “Mystery Shopper” calls and how the Contracting Authorities will be updated as set out in paragraph 2.10 of Appendix 3, Framework Agreement Schedule 2 (Goods and Services and Key Performance Indicators) Part A: Goods and Services
- c) demonstrate the record management process you will have in place for the handover to the Contracting Authority and subsequent disposal of electronic and hard copies of telephone and video conferences as set out in paragraphs 2.11 and 3.15 of Appendix 3, Framework Agreement Schedule 2 (Goods and Services and Key Performance Indicators) Part A: Goods and Services

Responses 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.

No attachments are permitted; any additional documents submitted will not be taken into consideration for the purposes of evaluation.

Marking Scheme

Evaluation Guidance

100	The Potential Provider's response addresses all 3 of the component parts (a to c) of the response guidance above.
66	The Potential Provider's response addresses 2 of the 3 component parts (a to c) of the response guidance above.
33	The Potential Provider's response addresses 1 of the 3 component parts (a to c) of the response guidance above.
0	<p>The Potential Provider's response has not 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>

SECTION F – LOTS 4a to 4e NON SPOKEN FACE TO FACE AND VIDEO LANGUAGE SERVICES QUESTIONS

AQF1 DEMAND MANAGEMENT Lots 4a to 4e – Non Spoken Face to Face and Video Language Services ONLY

The Authority requires the Potential Provider to demonstrate how you will provide the capacity and manage the demand of Non Spoken Face to Face and Video Language Services required as set out in Appendix 4 Framework Agreement Schedule 2 (Goods and Services and Key Performance Indicators) Part A: Goods and Services.

Maximum character count – 8192 characters including spaces and punctuation.

AQF1 Response Guidance

Potential Providers submitting a tender for Lots 4a to 4e must answer this question.

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

Your response to this question should clearly demonstrate how you mobilise and deploy resource to ensure geographical coverage. Identify, monitor changes and manage unpredictable demands of qualified and experienced Linguists and provide more than one Linguists when requested by the Contracting Authorities

Your response must:

- a) demonstrate how your Linguist resource deployment capabilities of mobilisation will ensure that the Non Spoken Face to Face and Video Language Services coverage for the Lot(s) you are tendering for (4a to 4e) as set out in paragraph 1.2 of Appendix 4, Framework Agreement Schedule 2 (Goods and Services and Key Performance Indicators) Part A: Goods and Services
- b) demonstrate the how you will work proactively with and effectively recruit Linguists who allow communication to take place between Deaf and Deafblind people and other requiring support to access English and hearing people as set out in paragraph 1.12 of Appendix 4, Framework Agreement Schedule 2 (Goods and Services and Key Performance Indicators) Part A: Goods and Services
- c) demonstrate the process you will have in place to provide Linguists when there is a requirement for a number of Linguists by Contracting Authorities as detailed in paragraph 2.4 of Appendix 4, Framework Agreement Schedule 2 (Goods and Services and Key Performance Indicators) Part A: Goods and Services

Responses 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.

No attachments are permitted; any additional documents submitted will not be taken into consideration for the purposes of evaluation.

Marking Scheme	Evaluation Guidance
100	The Potential Provider's response addresses all 3 of the component parts (a to c) of the response guidance above.
66	The Potential Provider's response addresses 2 of the 3 component parts (a to c) of the response guidance above.
33	The Potential Provider's response addresses 1 of the 3 component parts (a to c) of the response guidance above.
0	The Potential Provider's response has not 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.

AQF2 SERVICE DELIVERY Lots 4a to 4e - Non Spoken Face to Face and Video Language Services ONLY

The Authority requires the Potential Provider to demonstrate how you will deliver the Non Spoken Face to Face and Video Language Services as set out in Appendix 4 Framework Agreement Schedule 2 (Goods and Services and Key Performance Indicators) Part A: Goods and Services.

Maximum character count – 8192 characters including spaces and punctuation.

AQF2 Response Guidance

Potential Providers submitting a tender for Lots 4 a to e must answer this question.

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

Your response to this question should clearly demonstrate how you will deliver the required Non Spoken Face to Face and Video Language Services.

Your response must:

- a) demonstrate the process you will have in place to ensure that all Linguists are registered with the National Register of Communication Professionals working with Deaf and Deafblind people (NRCPD), or the Scottish Association of Sign Language Interpreters (SASLI), or equivalent throughout the lifetime of the Framework Agreement as set out in paragraph 1.11 Appendix 4, Framework Agreement Schedule 2 (Goods and Services and Key Performance Indicators) Part A: Goods and Services
- b) demonstrate how you will ensure that all Linguists have acquired the current minimum level of qualification required for communicating with Deaf and Deafblind people which will vary according to the needs of each individual Contracting Authority as set out in paragraph 4.2 of Appendix 4 Framework Agreement Schedule 2 (Goods and Services and Key Performance Indicators) Part A: Goods and Services
- c) demonstrate the process you will have in place to progress requests for Linguists who are of specific gender, religion, religious origins, cultural background as set out in paragraph 3.2.11 Framework Agreement Schedule 2 (Goods and Services and Key Performance Indicators) Part A: Goods and Services

Responses 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.

No attachments are permitted; any additional documents submitted will not be taken into consideration for the purposes of evaluation.

Marking Scheme	Evaluation Guidance
100	The Potential Provider's response addresses all 3 of the component parts (a to c) of the response guidance above.
66	The Potential Provider's response addresses 2 of the 3 component parts (a to c) of the response guidance above.
33	The Potential Provider's response addresses 1 of the 3 component parts (a to c) of the response guidance above.
0	<p>The Potential Provider's response has not 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>

SECTION G – LOTS 5A TO 5N SPOKEN FACE TO FACE SERVICES QUESTIONS	
AQQ1 DEMAND MANAGEMENT Lots 5a to 5n - Spoken Face to Face Interpreting Services ONLY	
<p>The Authority requires the Potential Provider to demonstrate how you will provide the capacity and manage the demand of Spoken Face to Face Services required to deliver the services as set out in Appendix 5 Framework Agreement Schedule 2 (Goods and Services and Key Performance Indicators) Part A: Goods and Services.</p> <p>Maximum character count – 8192 characters including spaces and punctuation.</p>	
<p>AQQ1 Response Guidance</p> <p>Potential Providers submitting a tender for Lots 5a to 5n must answer this question.</p> <p>You must insert your response into the text fields in the e-Sourcing Suite.</p> <p>Your response to this question should clearly demonstrate the processes you will have in place to provide geographical coverage in the timescales required. Ensure continuity of supply and deal with unpredictable service demands.</p> <p>Your response must:</p> <ul style="list-style-type: none"> a) demonstrate how your Linguist resource deployment capabilities will ensure that the required Spoken Face to Face, coverage is provided for the Lot(s) you are tendering for (5a to 5n) as set out in paragraph 1.2 of Appendix 5 Framework Agreement Schedule 2 (Goods and Services and Key Performance Indicators) Part A: Goods and Services b) demonstrate how you will address increased demand of Spoken Face to Face coverage including identification and mitigation of the associated risks c) demonstrate how you will mobilise and deploy resource at short notice and for a range of timescales as detailed in paragraph 1.1 Appendix 5 Framework Agreement Schedule 2 (Goods and Services and Key Performance Indicators) Part A: Goods and Services <p>Responses 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.</p> <p>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.</p> <p>No attachments are permitted; any additional documents submitted will not be taken into consideration for the purposes of evaluation.</p>	
Marking Scheme	Evaluation Guidance

100	The Potential Provider's response addresses all 3 of the component parts (a to c) of the response guidance above.
66	The Potential Provider's response addresses 2 of the 3 component parts (a to c) of the response guidance above.
33	The Potential Provider's response addresses 1 of the 3 component parts (a to c) of the response guidance above.
0	<p>The Potential Provider's response has not 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>

AQG2 SERVICE DELIVERY Lots 5a to 5n – Spoken Face to Face Interpreting Services ONLY	
<p>The Authority requires the Potential Provider to demonstrate how you will provide the Spoken Face to Face Interpreting Services as set out in Appendix 5 in Framework Agreement Schedule 2 (Services and Key Performance Indicators) Part A: Goods and Services.</p> <p>Maximum character count – 8192 characters including spaces and punctuation.</p>	
<p>AQG2 Response Guidance</p> <p>ALL Potential Providers submitting a tender for Lots 5a to n must answer this question.</p> <p>You must insert your response into the text fields in the e-Sourcing Suite.</p> <p>Your response to this question should clearly demonstrate how you will deliver the required Spoken Face to Face Interpreting Service.</p> <p>Your response must:</p> <ol style="list-style-type: none"> demonstrate how you will identify and monitor geographical changes in demand patterns of qualified and experienced Linguists demonstrate how you will identify the issues associated with matching a suitable qualified and experienced Linguist to the Contracting Authorities requirements demonstrate the process you will have in place to process requests for Linguists of specific gender, religion, religious origins, cultural background as set out in paragraph 3.2.11 of Framework Agreement Schedule 2 (Goods and Services and Key Performance Indicators) Part A: Goods and Services <p>Responses 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.</p> <p>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.</p> <p>No attachments are permitted; any additional documents submitted will not be taken into consideration for the purposes of evaluation.</p>	
Marking Scheme	Evaluation Guidance
100	The Potential Provider's response addresses all 3 of the component parts (a to c) of the response guidance above.

66	The Potential Provider's response addresses 2 of the 3 component parts (a to c) of the response guidance above.
33	The Potential Provider's response addresses 1 of the 3 component parts (a to c) of the response guidance above.
0	<p>The Potential Provider's response has not 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>

SECTION H - SUPPLY CHAIN MANAGEMENT

AQH1 SUPPLY CHAIN MANAGEMENT – All Lots Information Only

The Authority requires the Potential Provider to appoint and manage Sub Contractors that have been appointed under the lotting structure of this Framework Agreement.

Potential Providers who do not presently intend using any Sub Contractors are still required to answer this question in the context of how they would appoint and manage Sub Contractors in the future (if this should be required).

Refer to Framework Agreement Schedule 7: Sub Contractors and paragraph 3.17 of Framework Agreement Schedule 2 (Goods and Services and Key Performance Indicators) Part A: Goods and Services.

Maximum character count – 8192 characters including spaces and punctuation.

AQH1 Response Guidance

Potential Providers submitting a tender for All Lots must answer this question.

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

Your response to this question should clearly demonstrate the process you will have in place to appoint, manage and monitor Sub Contractors performance.

Your response must:

- a) demonstrate how you will appoint Sub Contractors, including how relationships will be formalised and effectively managed
- b) demonstrate how you will manage the performance of your Sub Contractors, including the activities and reviews you will undertake to monitor delivery under this Contract
- c) demonstrate how you will ensure that members of the supply chain will meet the service levels and KPIs, and the process you will have in place to monitor and record performance data within the supply chain
- d) demonstrate how you will seek out opportunities to improve on quality and operational efficiency within the supply chain

This question is for information purposes only and will not be evaluated.

The Potential Provider must insert its response into the text fields in the e-Sourcing Suite.

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.

No attachments are permitted; any additional documents submitted will not be taken into consideration for the purposes of evaluation.

Marking Scheme and Evaluation Guidance

Please note that this question is not evaluated but Potential Providers are reminded that if they fail to respond comprehensively and accurately to these questions, the Tender

may be deemed to be non-compliant. If a Tender is deemed to be non-compliant, the Tender will be rejected and excluded from further participation in this Procurement.

SECTION I - TUPE TRANSFER MANAGEMENT

AQI1 TUPE Transfer Management - Lot 2 and Lot 3 ONLY Information only

The Authority requires the Potential Provider to detail your plans and those of any Sub Contractors for managing TUPE transfers which will/may result from this Language Services Framework under Lot 2: Written Translation, Transcription and Ancillary Services and Lot 3: Telephone Interpreting and Video Language Services

Maximum character count – 8192 character including spaces and punctuation.

AQI1 Response Guidance

All Potential Providers submitting a tender for Lot 2 and Lot 3 must answer this question.

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

Your response should demonstrate:

- a) measures you propose to take under Regulation 13 of the TUPE regulations, (including any proposals to seek agreement to change terms and conditions of employment or any redundancies for organisational, technical or economic reasons over the life of the Contract), to enable you to meet their statutory requirements
- b) how you propose to communicate with transferring staff prior and immediately after the transfer date
- c) an outline of your plan of activity to transfer in staff
- d) how you propose to work with existing employers to ensure a smooth transfer of staff
- e) details of how you plan to ensure that any Sub Contractors will fulfil the requirements of TUPE Regulations and any relevant Codes and Statements of Practice.

This question is for information purposes only and will not be evaluated.

Maximum character count - 8192 characters (including spaces)

This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words.

No attachments are permitted; any additional documents submitted will not be taken into consideration for the purposes of evaluation

Marking Scheme and Evaluation Guidance

Please note that this question is not evaluated but Potential Providers are reminded that if they fail to respond comprehensively and accurately to these questions, the Tender may be deemed to be non-compliant. If a Tender is deemed to be non-compliant, the Tender will be excluded from further participation in this Procurement.