



Crown
Commercial
Service

MANAGED LEARNING SERVICE

REFERENCE NUMBER

RM3822

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 - FRAMEWORK POPULATION QUESTIONS

SECTION B - EVALUTED QUESTIONS

SECTION C - INFORMATION ONLY QUESTIONS

SECTION D - PRICING

- 2.2 If you fail to provide a response to any question of the Award Questionnaire, your Tender may be deemed to be non-compliant. If a Tender is deemed to be non-compliant, the Tender will be rejected and you as a Potential Provider excluded from further participation in this Procurement.
- 2.3 If a Tender is deemed to have failed to achieve or exceed a minimum pass mark of 66 for each of the scored questions AQB1 – AQB5 in Section B and an overall quality mark of 398, in accordance with paragraph 12.1 of the ITT (Attachment 1), the Potential Provider 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 below:

SECTION		MARKING SCHEME	MINIMUM PASS MARK	MAXIMUM SCORE AVAILABLE
SECTION A – FRAMEWORK POPULATION QUESTIONS				
AQA1	CLAUSE 48.6 NOTICES: CONTACT DETAILS	INFORMATION ONLY	N/A	N/A
AQA2	SCHEDULE 11 MARKETING: CONTACT DETAILS	INFORMATION ONLY	N/A	N/A
AQA3	SCHEDULE 14 INSURANCE REQUIREMENTS, ANNEX 1 PART B: PROFESSIONAL INDEMNITY INSURANCE	INFORMATION ONLY	N/A	N/A
AQA4	SCHEDULE 17 COMMERCIALLY SENSITIVE INFORMATION: DETAILS	INFORMATION ONLY	N/A	N/A
AQA5	SCHEDULE 18 DISPUTE RESOLUTION PROCEDURE: ROLE FOR COMMERCIAL NEGOTIATIONS	INFORMATION ONLY	N/A	N/A
SECTION B – SCORED QUESTIONS (Section Weighting 60%)				
AQB1	TRANSITION AND IMPLEMENTATION	100/66/33/0	66	100
AQB2	LEARNING PORTAL AND CATALOGUE OF COURSES	100/66/33/0	66	100
AQB3	SOURCING SERVICES	100/66/33/0	66	100
AQB4	SUPPLY CHAIN MANAGEMENT	100/66/33/0	66	100
AQB5	ADMINISTRATION AND SUPPORT SERVICES	100/66/33/0	66	100
TOTAL	MAXIMUM SCORE AVAILABLE			500
TOTAL	MINIMUM QUALITY SCORE	(%)		398 (79.6%)
SECTION C – INFORMATION ONLY QUESTIONS				
AQC1	FLEXIBLE ON DEMAND SERVICE REQUIREMENTS	INFORMATION ONLY	N/A	N/A

OFFICIAL SENSITIVE

AQC2	DELIVERING VALUE FOR MONEY	INFORMATION ONLY	N/A	N/A
AQC3	CONTRACT MANAGEMENT SERVICES	INFORMATION ONLY	N/A	N/A
AQC4	ADDITIONAL SERVICES	INFORMATION ONLY	N/A	N/A
AQC5	SME FRIENDLY SOURCING	INFORMATION ONLY	N/A	N/A
AQC6	PRICING STRUCTURES	INFORMATION ONLY	N/A	N/A
AQC7	LEARNING PORTAL AND CATALOGUE OF COURSES PROCESS MAP	INFORMATION ONLY	N/A	N/A
AQC8	SOURCING SERVICES PROCESS MAP	INFORMATION ONLY	N/A	N/A
AQC9	ADMINISTRATION AND SUPPORT SERVICES PROCESS MAP	INFORMATION ONLY	N/A	N/A
AQC10	CONTRACT MANAGEMENT SERVICES PROCESS MAP	INFORMATION ONLY	N/A	N/A
SECTION D – PRICING (Section Weighting 40%)				
AQD1	CATALOGUE OF COURSES	Evaluated	N/A	15
AQD2	SOURCING SERVICES	Evaluated	N/A	35
AQD3	ADMINISTRATION AND SUPPORT SERVICES	Evaluated	N/A	30
AQD4	CONTRACT MANAGEMENT SERVICES	Evaluated	N/A	15
AQD5	ADDITIONAL SERVICES: DAY RATES	Evaluated	N/A	5

SECTION A – FRAMEWORK POPULATION QUESTIONS

AQA1 CLAUSE 48.6 NOTICES: CONTACT DETAILS

You are required to enter the following information for the person within your organisation who will be nominated to receive notices in relation to this Framework Agreement:

- Contact name
- Address

AQA1 Response Guidance

You must complete the table in the eSourcing suite.

This is for the purposes of populating the Framework Agreement should you be successful in the procurement.

The information provided will not be evaluated.

AQA2 SCHEDULE 11 MARKETING: CONTACT DETAILS

You are required to enter the following information for the person within your organisation who will be nominated to be the contact for Marketing in relation to this Framework Agreement.

- Contact name
- Address
- Telephone number
- Email address

AQA2 Response Guidance

You must complete the table in the eSourcing suite.

This is for the purposes of populating the Framework Agreement should you be successful in the procurement.

The information provided will not be evaluated.

AQA3 SCHEDULE 14 INSURANCE REQUIREMENTS, ANNEX 1, PART B: PROFESSIONAL INDEMNITY INSURANCE

You are required to provide your **maximum deductible threshold** for Professional Indemnity Insurance, as per Part B within Annex 1 of Schedule 15 Insurance Requirements in Attachment 4 Framework Agreement.

NOT TO EXCEED £500.00 PER CLAIM

AQA3 Response Guidance

You must enter your amount in the text field in the eSourcing suite.

This is for the purposes of populating the Framework Agreement should you be successful in the procurement.

The information provided will not be evaluated.

AQA4 SCHEDULE 17 COMMERCIALY SENSITIVE INFORMATION: DETAILS

You are required to enter the details of any commercially sensitive information provided in your Tender.

AQA4 Response Guidance

You must complete the table in the eSourcing suite, which is in the following format:

No.	Date	Item(s)	Duration of Confidentiality
	[insert date]	[insert details]	[insert duration]

This is for the purposes of populating the Framework Agreement should you be successful in the procurement.

The information provided will not be evaluated.

AQA5 SCHEDULE 18 DISPUTE RESOLUTION PROCEDURE: ROLE FOR COMMERCIAL NEGOTIATIONS

You are required to provide the role for commercial negotiations you wish to nominate for the Dispute Resolution Procedure as referenced at Clause 3 within Schedule 18 of Attachment 4 Framework Agreement.

AQA5 Response Guidance

You must enter your response in the text field in the eSourcing suite.

This is for the purposes of populating the Framework Agreement should you be successful in the procurement.

The information provided will not be evaluated.

SECTION B – EVALUATED QUESTIONS

AQB1 - TRANSITION AND IMPLEMENTATION

REQUIREMENT: The Authority requires the Potential Provider to demonstrate that you have the appropriate processes in place to effectively undertake the transition and implementation of Contracting Authorities’ requirements to the Framework Agreement in accordance with:

Attachment 4 – Framework Agreement Terms and Conditions

Attachment 4a – Specification (Framework Schedule 2, Clause 25 Transition)

Attachment 5 – Call Off Contract (Framework Agreement Schedule 4)

Please describe how you will deliver this requirement by addressing component parts (a to c) in the Response Guidance below.

Maximum character count – 8192 characters 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 must clearly describe the processes you will have in place when transitioning and implementing Call-Off Contracts.

Your response must:

- a) Describe the process of transition delivery through an end to end Transition Plan (as defined in Annex 1 Glossary of Attachment 4a Specification) and explain how you will work collaboratively with Contracting Authorities, their customers, end users and current providers to ensure a seamless change of control to you.
- b) Describe the process that will be adopted to rectify any slippage in the activities which are scheduled in the Transition Plan, including how barriers, issues and corrective actions will be identified and addressed to ensure deadlines are met.
- c) Describe the process that you shall follow to identify and manage risks during the following stages (including how you will work in line with Contracting Authorities’ transition and implementation plans as detailed at Call Off Contract stage to ensure any risks are minimised):
 - Transition;
 - Implementation; and
 - Business as usual.

Your response should be limited to, and focused on each of the component parts of the question posed (a to c). You 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 the evaluation of this question.

Marking Scheme	Evaluation Criteria
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 fully 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

AQB2 – LEARNING PORTAL AND CATALOGUE OF COURSES

REQUIREMENT: The Authority requires the Potential Provider to implement, manage, administer and maintain a free to access secure web based public learning portal, hosting a catalogue of courses, which has the flexibility to be modified to meet Contracting Authorities requirements throughout the duration of the Framework Agreement and any Call Off Contracts, in accordance with:

Attachment 4 – Framework Agreement Terms and Conditions

Attachment 4a – Framework Schedule 2, Appendix 1

Attachment 5 – Call Off Contract (Framework Agreement Schedule 4)

Please describe how you will deliver this requirement by addressing component parts (a to c) in the Response Guidance below.

Maximum character count – 8192 characters 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 must clearly describe how you will implement, manage, administer and maintain a free to access secure web based public learning portal, hosting a catalogue of courses, which has the flexibility to be modified to meet Contracting Authorities requirements.

Your response must:

- a) Describe the process you shall follow to ensure that the catalogue of courses offers a broad range of subject areas (as listed in Framework Schedule 2, Annex 3) through a range of learning delivery methods (as listed in Framework Schedule 2, Appendix 1 para. 2.5), which are regularly refreshed and at what point, to deliver Contracting Authorities differing requirements.
- b) Explain how the web based learning portal shall have the flexibility to be modified to meet the specific Information Technology (IT) requirements of individual Contracting Authorities and be suitable for interfacing (exchange of data) with Contracting Authorities existing Learning Management Systems (LMS).
- c) Describe the process that you shall follow to ensure modifications or changes to the learning portal and Contracting Authority’s online catalogues are carried out with minimum disruption and shall be completed out of normal office working hours.

Your response should be limited to, and focused on each of the component parts of the question posed (a to c). You 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 the evaluation of this question.

Marking Scheme	Evaluation Criteria
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

AQB3 – SOURCING SERVICE

REQUIREMENT: The Authority requires the Potential Provider to implement, manage, administer and maintain a Sourcing service, which is flexible to meet with Contracting Authorities differing requirements and provides best value for money across all subject

areas, and learning platforms throughout the duration of the Framework Agreement and any Call Off Contracts, in accordance with:

Attachment 4 – Framework Agreement Terms and Conditions

Attachment 4a – Specification (Framework Schedule 2, Appendix 2)

Attachment 5 – Call Off Contract (Framework Agreement Schedule 4)

Please describe how you will deliver this requirement by addressing component parts (a to c) in the Response Guidance below.

Maximum character count – 8192 characters 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 must clearly describe how you will implement, manage, administer and maintain a Sourcing service, which is flexible to meet with Contracting Authorities differing requirements and provides best value for money across all subject areas, and learning platforms.

Your response must:

a) Describe how you will engage with the market to:

- Conduct open market competitive processes;
- Establish subcontracting relationships with prime suppliers; and
- Create and provide access to a dynamic pool of best in breed suppliers and trainer resource.

b) Describe how you will:

- Optimise economies of scale, using your experience and buying power;
- Source the best value solution, using your experience and buying power;
- Choose from options including in-house, prime sourcing process efficiency and or open market competition. and
- Identify which option will deliver the most savings.

c) Describe how you will:

- Ensure your decisions are transparent in demonstrating that the qualitative, technical, innovative, sustainable and cost effectiveness criteria have been applied to the selection and appointment of learning provider process and how you can provide evidence of this as and when required.

Your response should be limited to, and focused on each of the component parts of the question posed (a to c). You 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 the evaluation of this question.

Marking Scheme	Evaluation Criteria
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

AQB4 – SUPPLY CHAIN MANAGEMENT

REQUIREMENT - The Authority requires the Potential Provider to proactively create and effectively manage a dynamic and agile supply chain to ensure that high quality services are provided across all tiers, throughout the duration of the Framework Agreement, and any Call Off Contracts established in accordance with:

Attachment 4 – Framework Agreement Terms and Conditions

Attachment 4a – Specification (Framework Schedule 2, Clause 12)

Attachment 5 – Call Off Contract (Framework Agreement Schedule 4)

Please describe how you will deliver this requirement by addressing component parts (a to c) in the Response Guidance below.

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 must clearly describe how you will proactively create and effectively manage a dynamic and agile supply chain to ensure that high quality services are provided across all tiers.

Your response must:

- a) Describe how you will create a dynamic and agile supply chain; explain the performance management process you will adopt and describe how you will ensure that your Sub-

Contractors comply with the contractual obligations under this Framework Agreement (Attachment 4).

- b) Describe how you will provide assurance of delivery and continuity of supply, and describe the process you will have in place to manage critical points of failure within the supply chain to avoid disruption to continuity of supply.
- c) Describe how you will proactively encourage Small Medium Enterprises (SME's) to become part of your supply chain.

Your response should be limited to, and focused on each of the component parts of the question posed (a to c). You 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 the evaluation of this question.

Marking Scheme	Evaluation Criteria
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

AQB5 – ADMINISTRATION AND SUPPORT SERVICES

REQUIREMENT: The Authority requires the Potential Provider to deliver flexible customer focused, end-to-end, scalable administration and learner support solutions that are designed to streamline processes and reduce costs while ensuring the highest quality user experience throughout the duration of the Framework Agreement and any Call Off Contracts, in accordance with:

Attachment 4 – Framework Agreement Terms and Conditions

Attachment 4a – Specification (Framework Schedule 2, Appendix 3)

Attachment 5 – Call Off Contract (Framework Agreement Schedule 4)

Please describe how you will deliver this requirement by addressing component parts (a to c) in the Response Guidance below.

Maximum character count – 8192 characters including spaces and punctuation.

AQB5 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 must clearly describe how you will deliver flexible customer focused, end-to-end, scalable administration and learner support solutions that are designed to streamline processes and reduce costs while ensuring the highest quality user experience.

Your response must:

- a) Describe the process you will use to resource and deliver the administration and support services and how you will ensure a high quality user experience. Describe the numbers and quality of staff dedicated to:
 - bookings;
 - planning & scheduling;
 - administration service desk; and
 - online assistance helpdesk,
- b) Explain:
 - your approach to venue selection;
 - how you will ensure this approach will deliver the most suitable and cost effective venue;
 - what existing arrangements you already have in place to deliver effectively across the UK (if you currently have no existing arrangements in place, please say so).
- c) Describe how you will actively measure the impact and effectiveness of the learning and describe how you will performance manage the supply chain and trainers to ensure the course content and delivery is continuously improved.

Your response should be limited to, and focused on each of the component parts of the question posed (a to c). You 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 the evaluation of this question.

Marking Scheme	Evaluation Criteria
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

SECTION C – INFORMATION ONLY QUESTIONS

AQC1 – FLEXIBLE ON DEMAND REQUIREMENTS

REQUIREMENT – The Authority requires the Potential Provider to demonstrate that you have the capability to meet each Contracting Authorities differing requirements. Due to the diverse nature of potential requirements under the Framework Agreement, it is vital that services are flexible on demand in accordance with:

Attachment 4 – Framework Agreement Terms and Conditions

Attachment 4a – Specification (Framework Schedule 2)

Attachment 5 – Call Off Contract (Framework Agreement Schedule 4)

Please describe how you will deliver this requirement by addressing component parts (a to c) in the Response Guidance below.

Maximum character count – 8192 characters including spaces and punctuation.

AQC1 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 must clearly describe the level of flexibility in your service offering to provide Contracting Authorities with learning solutions tailored to their needs.

Your response must:

- a) Describe how you will ensure resources can be up-scaled during periods of peak demand to achieve the implementation, of contracting Authorities Call Off Contract requirements, whilst maintaining performance to Service Level Agreements of other Contracting Authorities already accessing the Framework Agreement

- b) Explain how you will meet the requirements for short notice, large scale, rapid mobilisation and sustained durations across the breadth of services required.
- c) Describe how you can deliver the full range of learning and development services, as either a Fully End to End Managed Learning Service, discrete elements or a blend as a tailored suite of services

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

All Potential Providers must answer this question.

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

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.

AQC2 – DELIVERING VALUE FOR MONEY

REQUIREMENT – The Authority requires the Potential Provider to proactively and continually explore and identify opportunities for maximising value for money and savings and provides clear and transparent pricing/cost data throughout the duration of the Framework Agreement and any Call Off Contracts, in accordance with:

Attachment 4 – Framework Agreement Terms and Conditions

Attachment 4a – Specification (Framework Schedule 2)

Attachment 5 – Call Off Contract (Framework Agreement Schedule 4)

Please describe how you will deliver this requirement by addressing component parts (a to c) in the Response Guidance below.

Maximum character count – 8192 characters including spaces and punctuation.

AQC2 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 must clearly describe how you will ensure that the service continues to offer best value for money and provide clear and transparent pricing/cost data.

Your response must:

- a) Describe the process you will use to analyse a Contracting Authority's initial and ongoing requirements and how you will identify possible alternatives that may provide better value to the Contracting Authority.
- b) Describe how you will benchmark pricing, on a comparable basis, across the supply chain to ensure you deliver value for money, in relation to market prices and how you will present the findings to Contracting Authorities.
- c) Describe the systems and processes that you will use to implement Open Book data for pricing, including the provision of a cost breakdown of all of the component elements

that together form the cost of service to the Contracting Authority, providing transparency of whole contract cost of the Services

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

All Potential Providers must answer this question.

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

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.

AQC3 – CONTRACT MANAGEMENT SERVICES

REQUIREMENT: The Authority requires the Potential Provider to implement, manage, administer and maintain a flexible Contract Management Service, whilst acting as the single point of contact with responsibility for the ongoing relationship and performance management of third party learning and development suppliers assigned throughout the duration of the Framework Agreement, and any Call Off Contracts established, in accordance with:

Attachment 4 – Framework Agreement Terms and Conditions

Attachment 4a – Specification (Framework Schedule 2 Appendix 4)

Attachment 5 – Call Off Contract (Framework Agreement Schedule 4)

Please describe how you will deliver this requirement by addressing component parts (a to c) in the Response Guidance below.

Maximum character count – 8192 characters including spaces and punctuation.

AQC3 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 must clearly describe how you will implement, manage, administer and maintain a flexible Contract Management Service, whilst acting as the single point of contact with responsibility for the ongoing relationship and performance management of third party learning and development suppliers assigned to the Contracting Authorities project from initiation to close.

Your response must:

- a) Describe how you will promote the development of mutual trust and confidence in the relationship between Contracting Authorities and subcontractors so that all parties are proactive and innovative in bringing forward improvements and savings to mutual benefit.
- b) Describe the monitoring process that you will have in place to ensure that the actual service provided by the subcontractor is in accordance with the agreed contract terms and conditions, standards, service levels, costs are maintained or reduced, and service improved throughout the lifetime of each assignment.

- c) Describe the process you will have in place to ensure changes within the contract are effectively negotiated to optimise the contract outputs, maximise financial terms and to ensure that value for money is secured.

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

All Potential Providers must answer this question.

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

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.

AQC4 – ADDITIONAL SERVICES

REQUIREMENT: The Authority requires the Potential Provider to provide additional services over and above the core service offering, for Contracting Authorities requiring a more advanced service offering in order to meet their specific business requirements, throughout the duration of the Framework Agreement, and any Call Off Contracts established, in accordance with:

Attachment 4 – Framework Agreement Terms and Conditions

Attachment 4a – Specification (Framework Schedule 2 Appendix 5)

Attachment 5 – Call Off Contract (Framework Agreement Schedule 4)

Please describe how you will deliver this requirement by addressing component parts (a to c) in the Response Guidance below.

Maximum character count – 8192 characters including spaces and punctuation.

AQC4 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 must clearly describe how you will provide Additional Services to meet with Contracting Authorities differing requirements.

Your response must:

- a) Describe how you will ensure that the level of Learning Consultant, Project Manager and Systems developer assigned to Contracting Authorities specific assignments are appropriate to provide the right balance in terms of quality and cost effectiveness.
- b) Describe the processes you will have in place to manage performance to ensure the required outputs and or deliverables of specific assignments to the standards specified by the Contracting Authority.
- c) Describe what processes will be used to ensure that, wherever possible, the same individual Learning Consultant, Project Manager and Systems developer and/or teams will be available within the Contracting Authorities specified timescales, for the entire

duration of the assignment and the provision of continuity of service in the event of key staff unavailability.

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

All Potential Providers must answer this question.

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

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.

AQC5 – SME FRIENDLY SOURCING

REQUIREMENT: In line with the Government’s SME agenda, the Contracting Authority is looking to ensure participation from the SME market to the aspirational level in accordance with clause 12.9 Schedule 2A Statement of Requirements. The Contracting Authority requires the Potential Provider to demonstrate how you will deliver SME-friendly sourcing activities to ensure participation from the SME market.

Please describe how you will deliver this requirement by addressing component parts (a to c) in the Response Guidance below.

AQC5 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 must clearly describe how you will deliver SME-friendly sourcing activities to ensure participation from the SME market

Your response must:

- a) Contribute to the Contracting Authority’s aspiration to source $\geq 51\%$ of the total contract value through SMEs either directly or indirectly through the supply chain;
- b) Implement best practice in payment terms in relation to your SME supply chain;
- c) Maximise the provision of information and reporting on SME supply chain opportunities to the Contracting Authority.

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

All Potential Providers must answer this question.

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

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.

AQC6 – PRICING STRUCTURES

REQUIREMENT: The Authority requires a proactive and committed approach to cost reductions and innovative pricing mechanisms, which will provide Contracting Authorities with choice and flexibility. The Authority requires the Potential Provider to describe the additional pricing and discount structures that the Potential Provider will offer to provide the Contracting Authorities with best value for money.

Please describe how you will deliver this requirement by addressing component parts (a to c) in the Response Guidance below.

AQC6 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 must clearly describe the additional pricing and discount structures that the Potential Provider will offer to provide the Contracting Authorities with best value for money

Your response must:

- a) Describe the pricing structures and or methodologies that your organisation will offer Contracting Authorities.
- b) Describe which structures and or methodologies you would propose in what circumstances. Explain the benefits (to you and Contracting Authorities) of these different models.
- c) Describe how you could deliver increased value to Contracting Authorities from the use of alternative pricing models.

Note that you will still be required to be capable of;

- i. Demonstrating that the agreed call off contract prices do not exceed the Framework Agreement maximum tendered charges.
- ii. Providing an audit trail from the agreed call off contract prices to the Framework Agreement maximum tendered charges and the cost component breakdown.
- iii. Converting the agreed call off contract prices into a suitable format to meet the Authority's Management Information requirements.

All Potential Providers must answer this question.

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

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.

AQC7 CORE SERVICES PROCESS MAPS

REQUIREMENT: The individual Contracting Authorities precise requirements may vary and the Potential Provider will be expected to maintain flexibility in adapting streamlined processes as and when necessary, to meet the individual needs of Contracting Authorities.

Please provide a separate process map for each of the core services which evidence the end to end process, timescales, information flow and method / means (process map).

More than one process map can be provided per core service. For example with Sourcing, additional charts may be provided for selection and appointment of subcontractors, procurement process and performance monitoring.

AQC7 – AQC10 Response Guidance

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

You must upload each process map to the e-sourcing portal as part of your Tender attached to relevant question number.

Your process map for each core service must include:

- a) process inputs and outputs
- b) activities, responsibilities of all parties involved (e.g. Contracting Authorities, Potential Providers any / all Sub contractors as well as learners) and decision points
- c) pathways and parallel processes
- d) interaction with other processes

Each process map shall be no more than 5 pages of A4

AQC7 – Learning Portal and Catalogue of Courses Process Map

Please upload your Learning Portal and Catalogue of Courses process map to this question AQC7 – Learning Portal and Catalogue of Courses

Your Attachment should be entitled "[insert your company name] AQC7"

Please select option YES or NO from the dropdown to indicate if you have or have not uploaded to this question your Learning Portal and Catalogue of Courses process map

The process map shall be no more than 5 pages of A4

AQC8 – Sourcing Services Process Map

Please upload your Sourcing process map to this question AQC8 – Sourcing

Your Attachment should be entitled "[insert your company name] AQC8"

Please select option YES or NO from the dropdown to indicate if you have or have not uploaded to this question your Sourcing process map

The process map shall be no more than 5 pages of A4

AQC9 – Administration and Support Services Process Map

Please upload your Administration and Support Services process map to this question AQC9 – Administration and Support Services

Your Attachment should be entitled "[insert your company name] AQC9"

Please select option YES or NO from the dropdown to indicate if you have or have not uploaded to this question your Administration and Support Services process map

The process map shall be no more than 5 pages of A4

AQC10 – Contract Management Services Process Map

Please upload your Contract Management process map to this question AQC10 – Contract Management

Your Attachment should be entitled "[insert your company name] AQC10"

Please select option YES or NO from the dropdown to indicate if you have or have not uploaded to this question your Contract Management process map

The process map shall be no more than 5 pages of A4

SECTION D – PRICING QUESTIONS

REQUIREMENT: You are required to download, complete and submit, Attachment 9 Pricing Matrix from the eSourcing Suite.

You must submit pricing for each service, by completing the relevant tabs on Attachment 9 Pricing Matrix spreadsheet:

- a) Catalogue of Courses
- b) Sourcing Services
- c) Administration & Support Services
- d) Contract Management Services
- e) Additional Services (Day Rates)

You must ensure you read the Instructions Tab within Attachment 9 Pricing Matrix and the instructions on each tiered service tab (tabs 3 - 7).

You must insert prices into cells which are highlighted blue and grey in accordance with the instruction provided within the Instructions Tab. Prices submitted in the cells highlighted blue will be used for the Pricing evaluation and as such failure to insert an applicable price may result in your tender being deemed non-compliant and may be excluded from further participation in this procurement.

Potential Providers are expected to take account of their views on the application of TUPE when proposing prices in the Pricing Matrix, i.e. provide maximum prices inclusive of potential TUPE costs – please refer to paragraph 13 within Attachment 1 ITT.

AQD1 – CATALOGUE OF COURSES

AQD1 Response Guidance for Pricing Matrix

Tier 1 Catalogue of Courses - Discount off Course RRP Price

- a) A percentage must be entered into the cell shaded blue, which represents the minimum course discount off the list price that Contracting Authorities accessing this Framework Agreement will receive;
- b) The yellow shaded cell is the sub weighting that will be automatically applied to your percentage discount;
- c) The green shaded cell is the Bid Discount (Discount x Sub Weighting) and will automatically calculated (i.e. this is the total of the discount entered x the sub weighting);
- d) The purple shaded cell is your Total Discount off Course RRP Bid Price and will be automatically calculated. This figure will be evaluated.

Tier 1 Catalogue of Courses – Shopping Basket of Courses

- a) Prices must be entered into each of the cells shaded blue, which represents the price of each corresponding course;
- b) The yellow shaded cells are the sub weightings that will be automatically applied to each of your corresponding course price;
- c) The green shaded cell is the Bid Price (Course Price x Sub Weighting) and will automatically calculated (i.e. this is the total of the course price entered x the sub weighting);
- d) The purple shaded cell is your Total Shopping Basket of Course Bid Price and will be automatically calculated. (It is the total of the green shaded cells). This figure will be evaluated.

Evaluation Scheme

Total Discount off Course RRP :

$$\text{Score} = \frac{\text{Highest Total Discount Tendered}}{\text{Your Tendered Total Discount}} \times 7.5$$

Basket of Courses:

$$\text{Score} = \frac{\text{Lowest Total Bid Price Tendered}}{\text{Your Tendered Total Bid Price}} \times 7.5$$

Please refer to paragraph 11.7 within Attachment 1 ITT for the full Pricing Evaluation Process and examples can be found at paragraph 11.8.6.1.

AQD2 – SOURCING SERVICES

AQD2 Response Guidance for Pricing Matrix

Tier 2 Sourcing Services

- a) Percentages must be entered into each of the cells shaded blue, which represents the percentage charge of the Sourcing Service which will be applied within the volume band;

- b) The yellow shaded cells are the sub weightings that will be automatically applied to each of your corresponding volume band percentage charges;
- c) The green shaded cell is the Bid Price (Volume band Percentage Charge x Sub Weighting) and will automatically calculated;
- d) The purple shaded cell is your Total Sourcing Service Bid Price and will be automatically calculated. (It is the total of the green shaded cells). This figure will be evaluated.

Evaluation Scheme

Sourcing Services:

$$\text{Score} = \frac{\text{Lowest Total Sourcing Services Bid Price Tendered}}{\text{Your Tendered Total Sourcing Services Bid Price}} \times 35$$

Please refer to paragraph 11.7 within Attachment 1 ITT for the full Pricing Evaluation Process and examples can be found at paragraph 11.8.6.1.

AQD3 – ADMINISTRATION AND SUPPORT SERVICE

AQD3 Response Guidance for Pricing Matrix

Tier 3 Administration and Support Service

- a) Percentages must be entered into each of the cells shaded blue, which represents the percentage charge of the Administration and Support Service, which will be applied within the volume band;
- b) The yellow shaded cells are the sub weightings that will be automatically applied to each of your corresponding volume band percentage charges;
- c) The green shaded cell is the Bid Price (Volume band Percentage Charge x Sub Weighting) and will automatically calculated;
- d) The purple shaded cell is your Total Administration and Support Service Bid Price and will be automatically calculated. (It is the total of the green shaded cells). This figure will be evaluated.

Evaluation Scheme

Administration and Support Service:

$$\text{Score} = \frac{\text{Lowest Total Administration and Support Services Bid Price Tendered}}{\text{Your Tendered Total Administration and Support Services Bid Price}} \times 30$$

Please refer to paragraph 11.7 within Attachment 1 ITT for the full Pricing Evaluation Process and examples can be found at paragraph 11.8.6.1.

AQD4 – CONTRACT MANAGEMENT SERVICES

AQD4 Response Guidance for Pricing Matrix

Tier 4 Contract Management Services

- a) Percentages must be entered into each of the cells shaded blue, which represents the percentage charge of the Contract Management Services, which will be applied within the volume band;
- b) The yellow shaded cells are the sub weightings that will be automatically applied to each of your corresponding volume band percentage charges;
- c) The green shaded cell is the Bid Price (Volume band Percentage Charge x Sub Weighting) and will automatically calculated;
- d) The purple shaded cell is your Total Contract Management Services Bid Price and will be automatically calculated. (It is the total of the green shaded cells). This figure will be evaluated.

Evaluation Scheme

Contract Management Services:

$$\text{Score} = \frac{\text{Lowest Total Contract Management Bid Price Tendered}}{\text{Your Tendered Total Contract Management Bid Price}} \times 15$$

Please refer to paragraph 11.7 within Attachment 1 ITT for the full Pricing Evaluation Process and examples can be found at paragraph 11.8.6.1.

AQD5 – ADDITIONAL SERVICES

AQD5 Response Guidance for Pricing Matrix

Tier 5 Additional Services – Day Rates

- a) Prices must be entered into each of the cells shaded blue, which represents the maximum Day Rate for each of the corresponding roles;
- b) The yellow shaded cells are the sub weightings that will be automatically applied to each of your corresponding role Day Rates;
- c) The green shaded cell is the Bid Price (Role Day Rate x Sub Weighting) and will automatically calculated;
- d) The purple shaded cell is your Total Additional Services Bid Price and will be automatically calculated. (It is the total of the green shaded cells). This figure will be evaluated.

Evaluation Scheme

Additional Services:

$$\text{Score} = \frac{\text{Lowest Total Additional Services Bid Price Tendered}}{\text{Your Tendered Total Additional Services Bid Price}} \times 5$$

Your Tendered Total Additional Services Bid Price

Please refer to paragraph 11.7 within Attachment 1 ITT for the full Pricing Evaluation Process and examples can be found at paragraph 11.8.6.1.