

**APPENDIX D
RESPONSE GUIDANCE**

1. INTRODUCTION

- 1.1 This Appendix D sets out the questions that will be evaluated as part of this Procurement.
- 1.2 The following information has been provided in relation to each question (where applicable):
 - 1.2.1 Weighting – highlights the relative importance of the question
 - 1.2.2 Guidance – sets out information for the Potential Provider to consider when preparing a response
 - 1.2.3 Marking Scheme – details the marks available to evaluators during evaluation

2. DOCUMENT COMPLETION

- 2.1 You **must** provide a response to every question. If you wish to provide your response via the e-sourcing portal as a separate document at each question/questionnaire, all responses must be provided as in the document format as outlined below using Arial font, no less than size 11. However, **you must refer to this attachment in the text field provided on the Portal.**
- 2.2 You **must not** submit any additional information with your Tender other than that specifically requested in this document or Appendix B – Service Description and Appendix D – Response Guidance.
- 2.3 **Note:** Please submit your tender response as attachments there should be only **three** attachments, as follows: -
 - Responses to all **Commercial (1, 2, 3 & 4)** questions must be submitted as a **single** PDF document, to be attached at question level in the Portal;
 - Responses to **Quality (5)** questions must be submitted as a **single** PDF document, to be attached at question level in the Portal;
 - Responses to **Price (6)** questions must only be submitted as an **excel** file, as issued with the invitation to tender, to be attached at question level in the Portal.

Any submitted tender responses which are not separated in the above manner may be rejected.

- 2.4 Any Tender response left at “Draft Bid” status on the CCS E-Sourcing tool at the Tender receipt cut off time may be deemed a non-compliant bid and may NOT be assessed further.

3. RESPONSE GUIDANCE

1	COMPANY INFORMATION
1.1	Please state your full company name.

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1.2	Please state your registered office address.
1.3	Please state your company or charity registration number.
1.4	Please state whether your company is a SME.
1.5	Please state whether your company is a voluntary, community or social enterprise organisation.
1.6	Please state the name of your immediate parent company.

2 TENDER CONTACT	
2.1	Please state the contact's name.
2.2	Please state the contact's address, Postcode and Country.
2.3	Please state the contact's telephone number.
2.4	Please state the contact's mobile number.
2.5	Please state the contact's e-mail address.

3 MANDATORY REQUIREMENTS		Pass/Fail
Please Note: The following question is a Pass / Fail question, therefore if a Potential Provider cannot or is unwilling to answer 'Yes', their Tender will be deemed non-compliant and they will be unable to be considered for this requirement.		
3.1	Do you confirm that you will, without caveats or limitations, agree that the Crown Commercial Service Terms and Conditions of Contract for Services will govern the provision of this contract?	
3.2	Do you confirm that you will ensure that any personnel assigned to the Home Office contract are SC cleared through the life of the agreement?	
3.3	Do you hold a concession agreement for CSE services from the Cabinet Office and will continue to be accredited with the United Kingdom Accreditation Service (UKAS) throughout the term of the contract with the Home Office?	
3.4	Do you confirm that any sub-contractors you involve to deliver any part of the service will also hold a concession agreement for CSE services from the Cabinet Office and will continue to be accredited with the United Kingdom Accreditation Service (UKAS) throughout the term of the contract with the Home Office, or will be covered by your agreement and accreditation, meeting all requirements?	

4 CONFLICT OF INTEREST		Pass/Fail
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<p>Please Note: Question 4.1 is a Yes/No question and will dictate whether or not the following question needs to be answered.</p> <p>Question 4.2 is a Pass / Fail question, therefore if a Potential Provider cannot or is unwilling to suitably demonstrate that they have suitable safeguards to mitigate any risk then their Tender will be deemed non-compliant and they will be unable to be considered for this requirement</p>		
4.1	Do you have any potential, actual or perceived conflicts of interest that may be relevant to this requirement?	
4.2	During the life of the agreement, we require that any potential, actual or perceived conflicts of interest in respect of this mandate are identified in writing and that companies outline what safeguards would be put in place to mitigate the risk of actual or perceived conflicts arising during the delivery of these services.	
5	QUALITY	Weighting 60%
Guidance:		
<ul style="list-style-type: none"> As outlined at section 2 of this document, potential providers should attach one document at the questionnaire level that forms their response to the set questions below. Potential providers should clearly label the response against each of the questions within the attachment and the document must be submitted as PDF documents. The Maximum score available for this questionnaire is 100. The Maximum score available for each question is 100. <p>(Note: If any part of this requirement is to be subcontracted, full details of the sub contractor and the areas to be subcontracted must be provided, <u>clearly highlighted</u>.</p>		
Marking Scheme:		
The following marking scheme will be used to assess the response provided to these question:		
0	Failed to provide confidence that the proposal will meet the requirements. An unacceptable response with serious reservations.	
20	A Poor response with reservations. The response lacks convincing detail with risk that the proposal will not be successful in meeting all the requirements.	
50	Meets the requirements – the response generally meets the requirements, but lacks sufficient detail to warrant a higher mark.	
70	A Good response that meets the requirements with good supporting evidence. Demonstrates good understanding.	
100	An Excellent comprehensive response that meets the requirements. Indicates an excellent response with detailed supporting evidence and no weaknesses resulting in a high level of confidence.	
Question: Methodology (30%)		
		Max Score
		Weighting %

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5.1	Please can you confirm that you are able to work with UKVI, HMPO and other parts of the Home Office as appropriate in line with the requirements set out in Appendix B?	100	35
5.2	Please can you outline the methodology of how you intend to undertake the formal assessments enabling retention of CSE accreditation and re-accreditation for UKVI and for HMPO?	100	35
5.3	Please can you outline the methodology of how you intend to undertake any informal assessments?	100	10
5.4	Please can you outline the methodology of how you intend to undertake any formal assessments for areas that are not already accredited?	100	10
5.5	Please can you outline the methodology of how you intend to undertake CSE training?	100	10
Question: Project Specific Experience (20%)			
		Max Score	Weighting %
5.6	Please outline your previous experience of working on CSE with the Civil Service or public sector environment within the past three years, and demonstrate how this will add value to the requirement.	100	70
5.7	Please provide CVs for those who would be assigned to the Home Office account which should include relevant skills and experience that would add value to the requirement.	100	30
Question: Programme Delivery Support & Account Management (10%)			
		Max Score	Weighting %
5.8	Please outline the account management structure that will be in place in delivering the requirement as set out in Appendix B – Service Description (including a single point of contact).	100	70
5.9	Please provide full details of your proposed escalation procedure relating to account management and how this will support the Home Office in resolving any issues whilst working with you?	100	30

6	PRICE	Weighting 40%
Guidance:		
Prices should be submitted in Pound Sterling inclusive of expenses but exclusive of VAT.		

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Question:

Please populate the Appendix E – Pricing Table accordingly.

Marking Scheme:

Scoring Scheme

The price evaluation will be marked in two parts;

- Table A – UK Pricing Table
The tenderer with the lowest weighted daily rate will be given the maximum score of 20.
All other tenders will be scored proportionately.

- Table B – Overseas Pricing Table
The tenderer with the lowest weighted daily rate will be given the maximum score of 20.
All other tenders will be scored proportionately.

Each table will be evaluated as follows:-

$$\frac{\text{Lowest Price}}{\text{Supplier Price}} \times 20 = \text{Score}$$

Both scores will be combined with the quality score, to achieve the overall weighted score.