

Invitation to tender

Attachment 2 – How to bid

Online Tests and Assessment Platform

Reference Number - RM6129

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1. How to make your bid
	1. Your bid must be made by the organisation that will be responsible for providing the goods and/or services if your bid is successful.
	2. Your bid must be **entered into the eSourcing suite.** We can only accept bids that we receive through the eSourcing suite.
	3. Upload ONLY those attachments we have asked for. Do not upload any attachments we haven’t asked for.
	4. Make sure you answer every question.
	5. You must submit your bid before the bid submission deadline, in paragraph 5 “Timelines for the competition” in Attachment 1 Read First About the Contract.
	6. It will be the Authority’s decision whether we will accept bids submitted after the bid submission deadline.
	7. You must regularly check for messages in the eSourcing suite throughout the competition. You must log on to the eSourcing suite and access your message inbox for this competition to check for messages.
	8. If anything is unclear, or you are unsure how to complete your bid submission, you can raise a question before the clarification question deadline, via the eSourcing suite. Read paragraph 6 “When and how to ask questions” Attachment 1 Read First About the Contract.
	9. We may require you to clarify aspects of your bid in writing and/or provide additional information. Failure to respond within the time required, or to provide an adequate response may result in the rejection of your bid and your exclusion from this competition.
2. Selection stage
	1. At the selection stage, we evaluate bidders’ technical, professional and financial capabilities. We will ask a range of questions appropriate to the procurement. It is important that you answer these questions accurately.
	2. If you are relying on any key subcontractors to provide the answers to the technical and professional ability or you are relying on a guarantor to pass the economic and financial assessment, they must complete Parts 2 and 3 for themselves.
	3. In addition, if you are the lead member of a consortium, you must get each of the other members to answer the questions in Parts 2 and 3 for themselves.
	4. We are providing the ‘Information and declaration’ workbook (attachment 4) to enable you to collect and submit this data to us, whether from organisations on whom you are relying (for example a key subcontractor or a guarantor) or from other members of a consortium. Or they can provide you with their European Single Procurement Document (ESPD).
3. Selection process
	1. After the bid submission deadline we will check all bids to make sure we have received everything we have asked for.
	2. We may ask you to clarify information you provide, if that is necessary. Don’t forget to check for messages in the eSourcing suite throughout the competition. You must log on to the eSourcing suite and access your message inbox for this competition to check for messages.
	3. If your bid is not compliant we will reject your bid and you will be excluded from the competition. We will tell you why your bid is not compliant.
	4. Not all selection questions need guidance as the questions are self-evident. However other questions such as the financial question, require a process to be undertaken before we can assess your response. In those instances we have told you what we will do in the **evaluation guidance**.
4. Selection criteria
	1. We may exclude you from the competition at the selection stage if:
		* you receive a ‘fail’ for any of the evaluated selection questions.
		* any of the information you have provided proves to be false or misleading.
	2. you have broken any of the competition rules in paragraph 8 of Attachment 1 Read First About the Contract, or not followed the instructions given in this ITT pack.
	3. If we exclude you from the competition we will tell you and explain why.
5. Selection questionnaire

Please refer to Attachment 2a Selection questionnaire. Remember you must complete the questionnaire online in the eSourcing suite (qualification envelope).

You have the option of responding to Part 2 and Part 3 by attaching Parts II and III of your European Single Procurement Document (ESPD).

If you are submitting an EU ESPD you must still complete Parts 2A, 2B, 4, 5, 6, 7, 8, 9, 10, 11 and the declaration.

1. Award stage

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 this Award Questionnaire and Attachment 11 - Assessment Platform Demonstration. They set out the Marking Scheme which will apply. For the avoidance of doubt, references to “you” in this document shall be references to the Bidder.

If you have successfully passed the selection stage, you will proceed to the award stage.

We have tried to make our award stage as simple as possible, whilst achieving the best possible commercial outcomes.

The award stage is made up of two parts; part 1 Award Quality Questions, part 2 Assessment Platform Demonstration.

Your bid must deliver what our buyers need, at the best possible price you can give.

When completing your bid you must:

* Read through the entire ITT pack specifically Contract Schedule 2 (Specification)carefully, and read more than once
* Read each question, the response guidance, marking scheme and evaluation criteria
* Read Attachment 11 – Assessment Platform Demonstration
* Read the contract terms.
	1. If you are unsure, ask questions before the clarification questions deadline see paragraph 5 ‘Timelines for the competition’ and paragraph 6 ‘When and how to ask questions’ in Attachment 1 Read First About the Contract.
* Allow plenty of time to complete your responses; it always takes longer than you think to submit
* Your prices should be in line with the service level you offer, in response to the award quality questions.
1. Award criteria

The Award Stage consists of a quality evaluation (see paragraph 9 of this document) and a price evaluation (see paragraph 12 of this document).

The award of this Contract will be on the basis of the ‘Most Economically Advantageous Tender’ (MEAT).

The weighting for the quality evaluation is 70 marks; and, the price evaluation is worth 30 marks. The 70 marks for the quality evaluation is split between part 1 Award Quality Questions 35 marks and part 2 Assessment Platform Demonstration 35 marks.

The weighting for the quality evaluation and the price evaluation is broken down as follows:

|  |  |
| --- | --- |
| Quality evaluation weightingLot 3 (70%) | Price evaluation weighting |
| part 1 Award Quality Questions | part 2 Assessment Platform Demonstration | 30% |
| 35% | 35% |

1. Award process
	1. **What YOU need to do**
* answer the quality questions section A and section B of the quality questionnaire in the eSourcing suite in the technical envelope.
* Read Attachment 11 – Assessment Platform Demonstration in advance of your demonstration session, and follow the instructions
* Complete the price matrix attachment 3.
* Upload your completed price matrix into the eSourcing suite in the commercial envelope to question PQ1.
	1. **What WE will do at the award stage**

|  |  |
| --- | --- |
| 1. | **Compliance Check**First, we will do a check to make sure that you completed the pricing matrix in line with our instructions.  |
| 2a. | **Quality Evaluation – Award Questions** We will give your responses to our evaluation panel. Each evaluator will independently assess your responses to the quality questions using the response guidance and the evaluation criteria. Each evaluator will give a mark and a reason for their mark for each question they are assessing. Each evaluator will enter their marks and reasons into the eSourcing suite. |
| 2b.  | **Quality Evaluation – Portal Demonstration** You will demonstrate your platform and the required features as set out in Attachment 11 – Assessment Platform Demonstration to the evaluation panel. Each evaluator will independently assess your demonstration using the response guidance and the evaluation criteria. Each evaluator will give a mark and a reason for their mark for each question they are assessing.  |
| 3a. | **Consensus - Award Questions**Once the evaluators have independently assessed your answers to the questions we will arrange for the evaluators to meet and we will facilitate the discussion. At this consensus meeting, the evaluators will discuss the quality of your answers and discuss their marks and reasons for that mark. The discussion will continue until they reach a consensus regarding the mark, and a reason for that mark, for each question. These final marks will be added together with the finals marks achieved in your Platform Demonstration to calculate your quality score.  |
| 3b.  | **Consensus - Platform Demonstration** Once the evaluators have independently assessed your Platform Demonstration, we will arrange for consensus period to take place immediately after your demonstration and we will facilitate the discussion. At this consensus meeting, the evaluators will discuss the quality of your demonstration and discuss their marks and reasons for that mark. The discussion will continue until they reach a consensus regarding the mark, and a reason for that mark, for each question. These final marks will be added together with the finals marks achieved in your Platform Demonstration to calculate your quality score.  |
| 4. | **Quality Threshold**If you have received a zero for any of the quality questions in part 1 Award Quality Questions or a zero for any of the scenario questions in part 2 Assessment Platform Demonstration or if you have not met a minimum quality score of 35, we will reject your bid and you will be excluded from the competition. We will tell you that your bid has been excluded from the competition and why. Refer to table at paragraph 9 for an example of how your **quality score** will be calculated. |
| 5. | **Evaluate Pricing**We will then give your pricing to the price evaluation panel, who are different evaluators from those who assessed your quality responses.They will calculate your price score using the evaluation criteria in paragraph 12 ‘price evaluation’ of this document. |
| 6. | **Final Score**Your quality score will be added to your price score, to create your final score as illustrated in paragraph 13 ‘final decision to award’ of this document. |
| 7. | **Award** Awards will be made to the successful bidders following the standstill period, subject to contract. |

1. Quality Evaluation

The quality evaluation is made up of two parts; part 1 Award Quality Questions, part 2 Assessment Platform Demonstration.

* 1. **Part 1 Award Quality Questions**

Questions QA1 is a mandatory questions and will be evaluated PASS / FAIL. If you answer no to this one or more of the questions, we will reject your bid and you will be excluded from the competition. We will tell you that your bid has been excluded and why.

Each question must be answered in its own right. You must not answer any of the questions by cross referencing other questions or other materials for example reports or information located on your website.

Each of the quality questions, in section B of the quality questionnaire will be independently assessed by our evaluation panel.

When the consensus meeting has taken place and the final mark for each question has been agreed by the evaluators, your final mark for each question will be multiplied by that questions weighting to calculate your weighted mark for that question.

* 1. **Part 2 Assessment Platform Demonstration**

You must read Attachment 11 – Assessment Platform Demonstration, in advance of your demonstration session, and follow the instructions

* 1. **Part 1 - Award Quality Questions Example**

Each weighted mark for each question will then be added together to calculate your quality mark for part 1 Award Quality Questions (weighted at 35%).

See table below:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Question**  | **Weighting**  | **Maximum mark available**  | **Your final mark** | **Your weighted mark** |
| AQB1 | Implementation | 15 % | 100 | 100 | 15.00 |
| AQB2 | Test delivery and integration   | 25 % | 100 | 100 | 25.00 |
| AQB3 | Usability, compatibility and accessibility  | 20% | 100 | 100 | 20.00 |
| AQB4 | Technology, hosting and scalability  | 15 % | 100 | 100 | 15.00 |
| AQB5 | Security | 10 % | 100 | 100 | 10.00 |
| AQB6 | Support & Maintenance | 10 % | 100 | 100 | 10.00 |
| AQB7 | Continuous improvement & Innovation | 5 % | 100 | 100 | 5.00 |
| **Quality Mark**  | **100.00** |
| **Weighted Quality Mark(35%)** | **35.00** |

* 1. **Part 2 - Assessment Platform Demonstration Example**

Each mark for each scenario will be added together to calculate your quality mark for Assessment Platform Demonstration (weighted at 35%.)

See table below:

|  |  |  |
| --- | --- | --- |
| **Question**  |  **Maximum mark available**  | **Your weighted mark** |
| AQC1 | Scenario 1 | 25 | 25.00 |
| AQC2 | Scenario 2 | 25 | 25.00 |
| AQC3 | Scenario 3  | 15 | 15.00 |
| AQC4 | Scenario 4 | 5 | 5.00 |
| AQC5 | Scenario 5 | 10 | 10.00 |
| AQC6 | Scenario 6 | 15 | 15.00 |
| AQC7 | Scenario 7 | 5 | 5.00 |
| **Quality Mark** | **100.00** |
| **Weighted Quality Mark (35%)** | **35.00** |

See paragraph 5 of Attachment 11 – Assessment Platform Demonstration on how scoring is calculated for part 2 – Assessment Platform Demonstration.

* 1. **Quality Score**

The quality score is calculated by adding the Weighted Quality Mark of part 1 Award Quality Questions with part 2 Assessment Platform Demonstration. See below table:

|  |  |  |
| --- | --- | --- |
| **Award quality questionnaire quality mark** | **Assessment platform demonstration mark** | **Quality score** |
| 35.00 | 35.00 | 70.00 |

As per the table at 8.2 if you have not met a minimum quality score of 35 out of the 70, we will reject your bid and you will be excluded from the competition. We will tell you that your bid has been excluded from the competition and why.

1. Award quality questionnaire
	1. The quality questionnaire is split into two sections:
* SECTION A – GENERIC MANDATORY REQUIREMENTS
* SECTION B – SPECIFIC QUESTIONS – ALL SOLUTIONS
* SECTION C – ASSESSMENT PLATFORM DEMONSTRATION
	1. If you fail to provide a response to any applicable question of the Award Questionnaire, your Bid may be deemed to be non-compliant. If a Bid is deemed to be non-compliant, the Bid will be rejected and excluded from further participation in this procurement.
	2. A summary of all the questions contained within the Award Questionnaire, along with the Marking Scheme and Maximum mark Available for each question is set out below:

|  |  |  |
| --- | --- | --- |
| **Specific questions** | **Marking scheme** | **Weighting**  |
| **SECTION B – SPECIFIC QUESTIONS**  |  |
| **AQA1** | Obligations to the Specification | PASS / FAIL | N/A |
| **AQB1** | Implementation | 100/75/50/25/0 | 15% |
| **AQB2** | Test delivery and integration   | 100/75/50/25/0 | 25% |
| **AQB3** | Usability, compatibility and accessibility  | 100/75/50/25/0 | 20% |
| **AQB4** | Technology, hosting and scalability  | 100/75/50/25/0 | 15% |
| **AQB5** | Security | 100/75/50/25/0 | 10% |
| **AQB6** | Support & Maintenance | 100/75/50/25/0 | 10% |
| **AQB7** | Continuous improvement & Innovation | 100/75/50/25/0 | 5% |

**Award Quality Questions**

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| **SECTION A – MANDATORY QUESTION**  |
| AQA1 – Mandatory Requirement |
| **Response Guidance** **AQA1 Response Guidance** All bidders must answer this question. **This question is evaluated PASS/FAIL. If you cannot, or are unwilling to select Yes to this question, you will be excluded from this competition.** The Authority requires suppliers to provide deliverables which meet all the mandatory service requirements as set out in Attachment 10 - Contract Schedule 2 (Specification). You are required to insert either option **Yes** or **No** in the box applicable to question AQA1– to indicate whether you will or will not be able, or willing, to provide the mandatory service requirements, set out in Contract Schedule 2 (Specification). |
| **AQA1 Compliance with Contract Schedule 2 (Specification)**  |
| Please indicate by selecting either option ‘Yes’ or ‘No’,that in the event you are awarded a contract whether you will or will not, unreservedly deliver in full, all the mandatory service requirements as set out in Contract Schedule 2 (Specification).  |
| **Marking scheme** | **Evaluation criteria** |
| **Pass** | You have selected option **Yes** confirming that you will unreservedly deliver in full, all the mandatory service requirements, as set out in Contract Schedule 2 (Specification).  |
| **Fail** | You have selected option **No** confirming that you will not, or cannot, deliver in full, all the mandatory service requirements, applicable to the lot in which you are bidding, as set out in Contract Schedule 2 (Specification). OR You have not answered this question.  |

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| **SECTION B – SPECIFIC QUESTIONS**  |
| AQB1 - Implementation |
| **Requirement:**The Authority requires you to demonstrate the implementation process you will have in place as set out in Attachment 10 - Contract Schedule 2 (Specification). You are required to set out a clear implementation plan and how you will implement service to the required timelines. |
| **Response Guidance** **All bidders must answer this question.****You must insert your response into the text fields in the e-Sourcing Suite.**In order to satisfy the requirement and the question associated with the requirement, your response must:* + - * 1. demonstrate the processes for managing service implementation and delivery efficiently to ensure our needs are met as set out in the specification of requirements. Detail the processes, tools and approaches to achieve this.
				2. demonstrate how you will ensure our implementations are adequately resourced by staff with the appropriate experience, capacity and qualifications; and how your level of resource is maintained and managed over the course of the Commercial Agreement
				3. demonstrate how you will ensure the service meets customer needs and expectations, performs effectively and is implemented effectively. This should include your delivery methods to plan, develop and review work.
				4. demonstrate the processes you have in place to manage the ongoing pipeline of implementations whilst undertaking business as usual activities without compromising the quality of the Services

Your response should be limited to, and focus on each of the component parts of the question posed (a to d). 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 willassist 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 – 8000 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 bidder’s response fully addresses all 4 of the component parts (a to d) of the response guidance above. |
| **75** | The bidder’s response fully addresses 3 of the 4 component parts (a to d) of the response guidance above. |
| **50** | The bidder’s response fully addresses 2 of the 4 component parts (a to d) of the response guidance above. |
| **25** | The bidder’s response fully addresses 1 of the 3 component parts (a to d) of the response guidance above. |
| **0** | The bidder’s response has not fully addressed any of the 4 component parts (a to d) of the response guidance above.ORA response has not been provided to this question. |

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| AQB2 – Test delivery and integration  |
| **Requirement:**The Authority requires you to demonstrate how will you manage and deliver the required integrations for this service, ensuring that they meet our requirements. You are required to provide a detailed response covering how you will address the delivery and integration requirements for the service within the required timeframes as set out in Attachment 10 - Contract Schedule 2 (Specification).  |
| **Response Guidance** **All Bidders must answer this question.**In order to satisfy the requirement and the question associated with the requirement, your response must:* + - * 1. Demonstrate how you will plan, manage and deliver the integration demonstrating how you will work with Oleeo vX (formerly WCN) to enable the applicant tracking system to associate tests to a vacancy, automatically allocating tests to applicants, automatically scores in the ATS and review each applicants score.
				2. Demonstrate how you would support the Authority’s digital delivery team (for Fast Stream and Early Talent) to integrate their applicant tracking systems with your platform (via APIs) so that applicants to the graduate and apprenticeship schemes can be tested.
				3. Demonstrate how will test the integration to ensure it works effectively. Your response must include your testing strategy, and outline functional, performance and user testing to ensure the integration performs as required. You should also consider how you ensure that future tests will work with this integration.
				4. Demonstrate how you will monitor and support the integration after it is completed. Your response must include how you ensure that future releases and functionality do not disrupt the integration.

Your response should be limited to, and focus on each of the component parts of the question posed (a to d). 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 willassist 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 – 8000 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 bidder’s response fully addresses all 4 of the component parts (a to d) of the response guidance above. |
| **75** | The bidder’s response fully addresses 3 of the 4 component parts (a to d) of the response guidance above. |
| **50** | The bidder’s response fully addresses 2 of the 4 component parts (a to d) of the response guidance above. |
| **25** | The bidder’s response fully addresses 1 of the 3 component parts (a to d) of the response guidance above. |
| **0** | The bidder’s response has not fully addressed any of the 4 component parts (a to d) of the response guidance above.ORA response has not been provided to this question. |

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| AQB3 - Usability, compatibility and accessibility  |
| **Requirement:**The Authority requires you to demonstrate how will you ensure your service is suitable for all applicants regardless of digital confidence and accessibility needs.You are required to provide a detailed response covering how your service is designed to support accessibility, compatibility and usability needs as set out in Attachment 10 - Contract Schedule 2 (Specification).  |
| **Response Guidance** **All Bidders must answer this question.**In order to satisfy the requirement and the question associated with the requirement, your response must:* + - * 1. demonstrate how you confirm an applicant will be able to complete their test(s) using their device and software; how you test for compatibility and how your service confirms the compatibility of their device, browser and settings for the test.
				2. demonstrate your processes for ensuring the platform is accessible and meets WCAG 2.0 (/2.1) standards, and how the platform will be tested to ensure it meets the standards, including when new features are introduced.
				3. demonstrate how you ensure your service is designed to be intuitive, allowing users to complete their tasks with minimal difficulty and how the service will be designed to provide a positive user experience which is reviewed and tested.
				4. demonstrate the process and/or functionality you will have in place to customise the look and feel of your service to align with the GOV.UK design system (i.e. be consistent with GOV.UK site designs).

Your response should be limited to, and focus on each of the component parts of the question posed (a to d). 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 willassist 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 – 8000 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 bidder’s response fully addresses all 4 of the component parts (a to d) of the response guidance above. |
| **75** | The bidder’s response fully addresses 3 of the 4 component parts (a to d) of the response guidance above. |
| **50** | The bidder’s response addresses 2 of the 4 component parts (a to d) of the response guidance above. |
| **25** | The bidder’s response addresses 1 of the 4 component parts (a to d) of the response guidance above. |
| **0** | The bidder’s response has not fully addressed any of the 4 component parts (a to d) of the response guidance above.ORA response has not been provided to this question. |

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| AQB4 - Technology, hosting and scalability  |
| **Requirement:**The Authority requires you to demonstrate how your software and service is designed to scale efficiently as the hour usage grows and ensure service continuity.You are required to provide a detailed response setting out your technical and process approaches to ensuring your service can scale to meet growing demand effectively as set out in Attachment 10 - Contract Schedule 2 (Specification). |
| **Response Guidance** **All Bidders must answer this question.**In order to satisfy the requirement and the question associated with the requirement, your response must:* + - * 1. demonstrate the processes for scaling the service to meet changing usage both in the short and long term. We expect testing volumes to grow significantly during the duration of the contract so the platform will need to be able to scale efficiently to meet this demand.
				2. demonstrate how you monitor service performance to detect performance issues or disruption and your processes for responding to this.
				3. demonstrate your processes for disaster recovery, backup and resilience which would enable the customer to efficiently restore service after a significant disruption without unexpected loss of data.
				4. demonstrate how you have reviewed and improved the service to improve performance at scale where large volumes of tests are completed throughout the year.

Your response should be limited to, and focus on each of the component parts of the question posed (a to d). 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 willassist 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 – 8000 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 bidder’s response fully addresses all 4 of the component parts (a to d) of the response guidance above. |
| **75** | The bidder’s response fully addresses 3 of the 4 component parts (a to d) of the response guidance above. |
| **50** | The bidder’s response addresses 2 of the 4 component parts (a to d) of the response guidance above. |
| **25** | The bidder’s response addresses 1 of the 4 component parts (a to d) of the response guidance above. |
| **0** | The bidder’s response has not fully addressed any of the 4 component parts (a to d) of the response guidance above.ORA response has not been provided to this question. |

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| AQB5 - Security |
| **Requirement:**The Authority requires you to demonstrate how you ensure that your service (and the data it holds) is secure.You are required to provide a detailed response outlining the technical features and processes established to ensure the service remains secure as set out in Attachment 10 - Contract Schedule 2 (Specification).  |
| **Response Guidance** **All Bidders must answer this question.**In order to satisfy the requirement and the question associated with the requirement, your response must:* + - * 1. demonstrate how your processes are compliant with industry recognisable security standards and contracts such as ISO27001 or an equivalent standard..
				2. demonstrate how security testing of the service is to be undertaken during the deployment, operational and disposal of the service to ensure conformance with the security policy. Your response must include the process for managing ITHC and penetration testing.
				3. demonstrate how user profiles can be defined based on roles and responsibilities. Access to assign and restrict access to user functions as well as item and test content. Also demonstrate your security monitoring process and audit logs of users access and activity.
				4. demonstrate how you will assess and undertake information risk assessments throughout the contract term and demonstrate how these risks are managed and translated into actual security controls (technical, personnel, and procedural) into your proposed solution.

Your response should be limited to, and focus on each of the component parts of the question posed (a to d). 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 willassist 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 – 8000 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 bidder’s response fully addresses all 4 of the component parts (a to d) of the response guidance above. |
| **75** | The bidder’s response fully addresses 3 of the 4 component parts (a to d) of the response guidance above. |
| **50** | The bidder’s response addresses 2 of the 4 component parts (a to d) of the response guidance above. |
| **25** | The bidder’s response addresses 1 of the 4 component parts (a to d) of the response guidance above. |
| **0** | The bidder’s response has not fully addressed any of the 4 component parts (a to d) of the response guidance above.ORA response has not been provided to this question. |

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| AQB6 - Support and Maintenance |
| **Requirement**The Authority requires you to demonstrate how will you provide effective live support and maintenance throughout the contractas set out in Attachment 10 - Contract Schedule 2 (Specification).  |
| **Response Guidance** **All Bidders must answer this question.**In order to satisfy the requirement and the question associated with the requirement, your response must:* + - * 1. demonstrate your ability to provide effective incident management and support including your process for raising use incidents/disruption, managing these incidents and resolving the issues within service level agreements (SLAs).
				2. demonstrate how the service is monitored and maintained to ensure it performs to the expected standard consistently.
				3. demonstrate your processes for account management ensure that our issues are raised, managed and escalated as required to ensure effective service delivery.
				4. demonstrate that there is a robust process for reporting, tracking and resolving bugs/defects in the service. This process should be transparent and clear.

Your response should be limited to, and focus on each of the component parts of the question posed (a to d). 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 willassist 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 – 8000 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 bidder’s response fully addresses all 4 of the component parts (a to d) of the response guidance above. |
| **75** | The bidder’s response fully addresses 3 of the 4 component parts (a to d) of the response guidance above. |
| **50** | The bidder’s response addresses 2 of the 4 component parts (a to d) of the response guidance above. |
| **25** | The bidder’s response addresses 1 of the 4 component parts (a to d) of the response guidance above. |
| **0** | The bidder’s response has not fully addressed any of the 4 component parts (a to d) of the response guidance above.ORA response has not been provided to this question. |

|  |
| --- |
| AQB7 - Continuous Improvement & Innovation |
| **Requirement**The Authority requires you to demonstrate how will ensure the service you provide remains effective and relevant and continuously improves to our needs Provide a detailed response to set out how you develop and improve your service to better meet your customer needs as set out in Attachment 10 - Contract Schedule 2 (Specification).  |
| **Response Guidance** **All Bidders must answer this question.**In order to satisfy the requirement and the question associated with the requirement, your response must:* + - * 1. demonstrate you have a robust pipeline of improvements for your platform that deliver tangible benefits.
				2. demonstrate the process for us to request specific improvements and/or customisation, such as new test types
				3. demonstrate how you approach innovation. You should consider how you explore and adopt emerging technology to improve your service.
				4. demonstrate that you have recently released significant improvements to your product and customer experience.

Your response should be limited to, and focus on each of the component parts of the question posed (a to d). 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 willassist 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 – 8000 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 bidder’s response addresses all 4 of the component parts (a to d) of the response guidance above. |
| **75** | The bidder’s response fully addresses 3 of the 4 component parts (a to d) of the response guidance above. |
| **50** | The bidder’s response addresses 2 of the 4 component parts (a to d) of the response guidance above. |
| **25** | The bidder’s response addresses 1 of the 4 component parts (a to d) of the response guidance above. |
| **0** | The bidder’s response has not fully addressed any of the 4 component parts (a to d) of the response guidance above.ORA response has not been provided to this question. |

1. Scenarios

Please refer to Attachment 11 - Assessment Platform Demonstration. Seven of the questions in the Scenario information pack AQC1 – AQC7 must be answered through the scenario presentations and do not need to be submitted with the bid submission.

A summary of all the questions contained within the Platform Demonstrations, along with the marking scheme and maximum mark available for each question is set out in the table below:

|  |  |  |
| --- | --- | --- |
| **Scenario questions** | **Marking scheme** | Weighting |
| **SECTION B – SPECIFIC QUESTIONS**  |  |
| **AQC1** | Scenario 1 - Create a linear test containing multimedia content, multiple traits (or dimensions), and combined scoring. | 0/1/2/3/4/5 | 25 |
| **AQC2** | Scenario 2 - Create an item response theory (IRT) test using computerised adaptive testing (CAT) and convert raw scores to standardised scores using score norms. | 0/1/2/3/4 | 25 |
| **AQC3** | Scenario 3 - Demonstrate that GOV.UK styling can be adopted for the tests. | 0/1 | 15 |
| **AQC4** | Scenario 4 - Create a free-text (constructed) response test and show that the results can be reviewed and marked. | 0/1/2/3 | 5 |
| **AQC5** | Scenario 5 - Schedule and deliver a test, using an anonymous identifier to generate a unique URL and then export the results. | 0/1/2/3 | 10 |
| **AQC6** | Scenario 6 - Demonstrate that tests created on your platform are compatible with a range of browsers, devices and assistive technologies. | 0/1/2/3/4 | 15 |
| **AQC7** | Scenario 7 - Demonstrate how management information can be accessed and reports generated. | 0/1 | 5 |

Please see paragraph 5 of Attachment 11 – Assessment Platform Demonstration for how the marking scheme (number of tasks met) is scored and calculated.

1. Price evaluation

This paragraph 12 contains information on how to complete the pricing matrix attachment 3 and the price evaluation process.

* 1. **How to complete your pricing matrix:**

Read and understand the instructions in the pricing matrix, and in this paragraph, before submitting your prices.

Your prices should compare with the quality of your offer.

Your prices must be sustainable and include your operating overhead costs and profit.

Your prices submitted must :

* + exclude VAT.
	+ be exclusive of expenses/travel and subsistence
	+ be in british pounds sterling, up to two decimal places
	+ submitted up to two decimal places

Negative bids will not be allowed. We will investigate where we consider your bid to be abnormally low.

The prices submitted will be the maximum payable under this contract. Prices may be lowered at the call-off stage. Refer to Contract Schedule 3 – (price).

You must download and complete the pricing matrix attachment 3.

Provide a price, where one has been requested, in the cells highlighted yellow and orange.

When you have completed your pricing matrix, you must upload this into the eSourcing suite at question PQ1 in the commercial envelope. If you do not upload your pricing matrix your bid may be rejected from this competition.

Do not alter, amend or change the format or layout of the pricing matrix attachment 3.

* 1. **Price evaluation process**

This is how we will evaluate your pricing:

We will check you have completed all the yellow and orange cells.

Failure to insert an applicable price may result in your bid being deemed non-compliant and may be rejected from this competition. Remember negative prices will not be accepted.

The price evaluation will be undertaken separately to the quality evaluation process.

The bidder with the lowest total basket price will be awarded the maximum mark available a price score of 30.

All other bidders will get a price score relative to the lowest total basket price.

The calculation we will use to evaluate your total basket price, you are bidding for, is as follows:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Price Score  |  | Lowest total basket price  |  | 30 (maximum mark available) |
| = |  | x |
|  | Bidders total basket price |  |

Example

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Bidder A |  | Bidder B |  | Bidder C |
| Total basket price |  | Total basket price |  | Total basket price |
| £ 217,000.00 |  | £ 432,000.00 |  | £ 542,000.00 |
|   |   |   |   |   |

1. Bidder A has the lowest basket price of £217,000.00. Bidder A is awarded the maximum mark available for price, which is 30;
2. Bidder B submits a total basket price of £432,000.00. Bidder B is awarded a price score of 15
3. Bidder C submits a total basket price of £542,000.00 and is awarded a price score of 12.
	1. **Abnormally low tenders**

Where we consider any of the total basket price(s) you have submitted to have no correlation with the quality of your offer or to be **abnormally low** or will ask you to explain the price(s) you have submitted (as required in regulation 69 of the Regulations).

If your explanation is not acceptable, we may reject your bid and exclude you from this competition, we will inform you if your bid has been excluded and why.

If your total basket price is 20% below the median of the total basket prices submitted we will consider your total basket price to be abnormally low.

1. Final decision to award
	1. **How we will calculate your final score**

We will add your quality score to your price score to calculate your final score.

Example:

|  |  |  |  |
| --- | --- | --- | --- |
| Bidder | Quality score | Price score | Final score |
| Maximum score available 70 | Maximum score available 30 | Maximum score available 100 |
| Bidder A | 70.00 | 30.00 | 100.00 |
| Bidder B | 60.00 | 15.00 | 75.00 |
| Bidder C | 50.00 | 12.00 | 62.00 |

We will then rank all final scores from highest to lowest. Round will take place to 2 decimal places.

We will offer a single bidder a contract as set out in Attachment 1 Read First About the Contract.

In the event that there two or more bidders who have tied scores, the Authority will apply a tie breaker and the bidder who obtained the highest overall score on Part2 – Assessment Platform Demonstration will be awarded the Contract.

* 1. **Intention to award**

We will tell you if you have been successful or unsuccessful via the eSourcing suite. We will send intention to award letters to all bidders who are still in the competition i.e. who have not been excluded.

At this stage, a standstill period of ten (10) calendar days will start, the term standstill period is set out in regulation 87(2) of the Regulations. During this time, you can ask questions that relate to our decision to award. We cannot provide advice to unsuccessful bidders on the steps they should take and they should seek independent legal advice, if required.

Following the standstill period, and if there are no challenges to our decision, the successful bidder will be formally awarded a contract subject to signatures.

* 1. **Contract**

You must sign and return the contract within 5 days of being asked. If you do not sign and return, we may withdraw our offer of a contract.

The conclusion of a contract is subject to the provision of due ‘certificates, statements and other means of proof’ where bidders have, to this point, relied on self-certification.