**THE PROVISION OF NFS ENGINEERING SUPPORT**

**REQUIREMENTS OF RESPONSE**

| **Serial** | **Detailed Requirement** | | **Requirements of Response** | **Weight** | **Score** | **Evaluation Criteria** |
| --- | --- | --- | --- | --- | --- | --- |
| **1.0 Service Delivery and Operational Management** | | | | | | |
| 1.1 | SOR references 1.1 – 1.2 | Provide a detailed Method Statement which clearly demonstrates how you intend to deliver the Contract requirement in accordance with the terms of the specification detailed at SC2 Schedule 2, Annex A, & Annex B  The Method Statement must be capable of being monitored, updated and amended as necessary during the period of the Contract.  Specifically, the Method Statement shall contain, but not be limited to, the following information:  Methodology to be used to deliver the services in line with SC2 Schedule 2, Annex A & Annex B   * Staffing arrangements (i.e. numbers and accountability of operatives) * Supervisory and communication arrangements * Management and administrative arrangements * Systems and procedures for dealing with complaints * Details of staff recruitment procedures and selection policy. * Training policy * Details of equipment and materials required to deliver the service (including types, quantities and capabilities). * Any other information deemed relevant by the Tenderer. | | 5.0 | 0  20  40  60  80  100 | No response at all or insufficient information provided in the response such that the solution is totally un-assessable and/or incomprehensible.  Substantially unacceptable submission which fails in several significant areas to set out a solution that addresses and meets the requirements: little or no detail may (and, where evidence is required or necessary, no evidence) have been provided to support and demonstrate that the tenderer will be able to provide the services and/or considerable reservations as to the tenderer's proposals in respect of relevant ability, understanding, expertise, skills and/or resources to deliver the requirements.  Would represent a very high-risk solution for the contracting authority.  Weak submission which does not set out a solution that fully addresses and meets the requirements: response may be basic/ minimal with little or no detail (and, where evidence is required or necessary, with insufficient evidence) provided to support the solution and demonstrate that the tenderer will be able to provide the services and/or some reservations as to the tenderer's solution in respect of relevant ability, understanding, expertise, skills and/or resources to deliver the requirements.  May represent a high-risk solution for the contracting authority.  Submission sets out a solution that largely addresses and meets the requirements, with some detail (or, where evidence is required or necessary, some relevant evidence) provided to support the solution; minor reservations or weakness in a few areas of the solution in respect of relevant ability, understanding, expertise, skills and/or resources to deliver the requirements.  Medium, acceptable risk solution to the contracting authority.  Submission sets out a robust solution that fully addresses and meets the requirements, with full details (and, where evidence is required or necessary, full and relevant evidence) provided to support the solution; provides full confidence as to the relevant ability, understanding, expertise, skills and/or resources to deliver the requirements.  Low/no risk solution for the contracting authority.  Submission sets out a robust solution (as for an 80 score) and, in addition, provides or proposes additional value and/or elements of the solution which exceed the requirements in substance and outcomes in a manner acceptable to the contracting authority; provides full confidence as to the relevant ability, understanding, expertise, skills and/or resources not only to deliver the requirements, but also exceed it as described.  Low/no risk solution for the contracting authority. |
| **2.0 Contract Management** | | | | | | |
| 2.1 | SOR references 2.1 – 2.2 | Provide a detailed Method Statement which clearly demonstrates how you intend to deliver the Contract requirement in accordance with the terms of the specification detailed at SC2 Schedule 2, Annex A, & Annex B  The Method Statement must be capable of being monitored, updated and amended as necessary during the period of the Contract.  Specifically, the Method Statement shall contain, but not be limited to, the following information:   * Service delivery arrangements (i.e. arrangements for ensuring staff availability) * Management and staffing arrangements (i.e. structure, responsibilities and reporting arrangements) * Reporting aspects (i.e. operational structure showing staff numbers and span of control of managerial and supervisory staff) * Performance Monitoring arrangements (i.e. methodology for monitoring of service delivery and details of quality control mechanisms) * Outline Business Continuity plan * Outline Quality assurance plan (i.e. how the quality standards will be achieved and maintained), if applicable. * Customer Satisfaction (i.e. how satisfaction levels are measured and maintained) * Health, Safety, and Environmental Management processes and procedures * Outline Risk Assessment and Management processes/procedures plan * Management Information processes and procedures * Details of any security arrangements required to deliver the contract and policy-compliance management. * Details how artifacts will be removed from system on contract end, and transferred to the authority * Any other information deemed relevant by the Tenderer. | | 1.5 | 0  20  40  60  80  100 | No response at all or insufficient information provided in the response such that the solution is totally un-assessable and/or incomprehensible.  Substantially unacceptable submission which fails in several significant areas to set out a solution that addresses and meets the requirements: little or no detail may (and, where evidence is required or necessary, no evidence) have been provided to support and demonstrate that the tenderer will be able to provide the services and/or considerable reservations as to the tenderer's proposals in respect of relevant ability, understanding, expertise, skills and/or resources to deliver the requirements.  Would represent a very high-risk solution for the contracting authority.  Weak submission which does not set out a solution that fully addresses and meets the requirements: response may be basic/ minimal with little or no detail (and, where evidence is required or necessary, with insufficient evidence) provided to support the solution and demonstrate that the tenderer will be able to provide the services and/or some reservations as to the tenderer's solution in respect of relevant ability, understanding, expertise, skills and/or resources to deliver the requirements.  May represent a high-risk solution for the contracting authority.  Submission sets out a solution that largely addresses and meets the requirements, with some detail (or, where evidence is required or necessary, some relevant evidence) provided to support the solution; minor reservations or weakness in a few areas of the solution in respect of relevant ability, understanding, expertise, skills and/or resources to deliver the requirements.  Medium, acceptable risk solution to the contracting authority.  Submission sets out a robust solution that fully addresses and meets the requirements, with full details (and, where evidence is required or necessary, full and relevant evidence) provided to support the solution; provides full confidence as to the relevant ability, understanding, expertise, skills and/or resources to deliver the requirements.  Low/no risk solution for the contracting authority.  Submission sets out a robust solution (as for an 80 score) and, in addition, provides or proposes additional value and/or elements of the solution which exceed the requirements in substance and outcomes in a manner acceptable to the contracting authority; provides full confidence as to the relevant ability, understanding, expertise, skills and/or resources not only to deliver the requirements, but also exceed it as described.  Low/no risk solution for the contracting authority. |
| **3.0 Performance Management** | | | | | | |
| 3.1 | SOR reference 3.1 | Provide a detailed Method Statement which clearly demonstrates how you intend to deliver the Contract requirement in accordance with the terms of the specification detailed at SC2 Schedule 2, Annex A, & Annex B  The Method Statement must be capable of being monitored, updated and amended as necessary during the period of the Contract  Specifically, the Method Statement shall contain, but not be limited to, the following information:   * Details of the self-monitoring system to be adopted * Details of how you will measure customer satisfaction (i.e. method, style and frequency) * Details of handling complaints and subsequent rectification of poor work. * Explain how you will achieve, maintain and improve customer satisfaction levels. * Any other information deemed relevant by the Tenderer. | | 1.5 | 0  20  40  60  80  100 | No response at all or insufficient information provided in the response such that the solution is totally un-assessable and/or incomprehensible.  Substantially unacceptable submission which fails in several significant areas to set out a solution that addresses and meets the requirements: little or no detail may (and, where evidence is required or necessary, no evidence) have been provided to support and demonstrate that the tenderer will be able to provide the services and/or considerable reservations as to the tenderer's proposals in respect of relevant ability, understanding, expertise, skills and/or resources to deliver the requirements.  Would represent a very high-risk solution for the contracting authority.  Weak submission which does not set out a solution that fully addresses and meets the requirements: response may be basic/ minimal with little or no detail (and, where evidence is required or necessary, with insufficient evidence) provided to support the solution and demonstrate that the tenderer will be able to provide the services and/or some reservations as to the tenderer's solution in respect of relevant ability, understanding, expertise, skills and/or resources to deliver the requirements.  May represent a high-risk solution for the contracting authority.  Submission sets out a solution that largely addresses and meets the requirements, with some detail (or, where evidence is required or necessary, some relevant evidence) provided to support the solution; minor reservations or weakness in a few areas of the solution in respect of relevant ability, understanding, expertise, skills and/or resources to deliver the requirements.  Medium, acceptable risk solution to the contracting authority.  Submission sets out a robust solution that fully addresses and meets the requirements, with full details (and, where evidence is required or necessary, full and relevant evidence) provided to support the solution; provides full confidence as to the relevant ability, understanding, expertise, skills and/or resources to deliver the requirements.  Low/no risk solution for the contracting authority.  Submission sets out a robust solution (as for an 80 score) and, in addition, provides or proposes additional value and/or elements of the solution which exceed the requirements in substance and outcomes in a manner acceptable to the contracting authority; provides full confidence as to the relevant ability, understanding, expertise, skills and/or resources not only to deliver the requirements, but also exceed it as described.  Low/no risk solution for the contracting authority. |
| **4.0 Exit Management** | | | | | | |
| 4.1 | SOR reference 4.1 | Provide a detailed Method Statement which clearly demonstrates how you intend to deliver the Contract requirement in accordance with the terms of the specification detailed at SC2 Schedule 2, Annex A, & Annex B  The Method Statement must be capable of being monitored, updated and amended as necessary during the period of the Contract.  Specifically, the Method Statement shall contain, but not be limited to, the following information:   * A detailed list of any on-going liabilities * If applicable, a detailed list of transferable assets * Any performance statistics for the services collected and maintained by the Contractor and details of any outstanding rectification actions * An up-to-date service description, together with any proposals, and all other related documentation and information * Any Contract amendments in preparation or awaiting approval * Any other information deemed relevant by the Tenderer | | 1.0 | 0  20  40  60  80  100 | No response at all or insufficient information provided in the response such that the solution is totally un-assessable and/or incomprehensible.  Substantially unacceptable submission which fails in several significant areas to set out a solution that addresses and meets the requirements: little or no detail may (and, where evidence is required or necessary, no evidence) have been provided to support and demonstrate that the tenderer will be able to provide the services and/or considerable reservations as to the tenderer's proposals in respect of relevant ability, understanding, expertise, skills and/or resources to deliver the requirements.  Would represent a very high-risk solution for the contracting authority.  Weak submission which does not set out a solution that fully addresses and meets the requirements: response may be basic/ minimal with little or no detail (and, where evidence is required or necessary, with insufficient evidence) provided to support the solution and demonstrate that the tenderer will be able to provide the services and/or some reservations as to the tenderer's solution in respect of relevant ability, understanding, expertise, skills and/or resources to deliver the requirements.  May represent a high-risk solution for the contracting authority.  Submission sets out a solution that largely addresses and meets the requirements, with some detail (or, where evidence is required or necessary, some relevant evidence) provided to support the solution; minor reservations or weakness in a few areas of the solution in respect of relevant ability, understanding, expertise, skills and/or resources to deliver the requirements  Medium, acceptable risk solution to the contracting authority.  Submission sets out a robust solution that fully addresses and meets the requirements, with full details (and, where evidence is required or necessary, full and relevant evidence) provided to support the solution; provides full confidence as to the relevant ability, understanding, expertise, skills and/or resources to deliver the requirements.  Low/no risk solution for the contracting authority.  Submission sets out a robust solution (as for an 80 score) and, in addition, provides or proposes additional value and/or elements of the solution which exceed the requirements in substance and outcomes in a manner acceptable to the contracting authority; provides full confidence as to the relevant ability, understanding, expertise, skills and/or resources not only to deliver the requirements, but also exceed it as described  Low/no risk solution for the contracting authority. |
| 5.0 Social Value | | | | | | |
| 5.1 | 5.1 – 5.3 | Provide a detailed Method Statement which clearly demonstrates how you intend to comply with Social Value and the Public Services ~~(~~Social Value) Act 2012 (or local equivalent) arrangements and best practice. The Method Statement must be capable of being monitored, updated and amended by agreement as necessary during the period of the Contract.    Specifically, the Method Statement shall contain, but not be limited to, the following information:   * Employment. * Education and training. * Innovation and disruptive technologies * Modernising delivery and increasing productivity * Manage cyber security risks. * Influence environmental protection and improvement. * Tackling inequality in the contract workforce * Supporting in-work progression. * Identifying and managing the risks of modern slavery.     Any other information deemed relevant by the Tenderer. | | 1.0 | 0  20  40  60  80  100 | No response at all or insufficient information provided in the response such that the solution is totally un-assessable and/or incomprehensible.  Substantially unacceptable submission which fails in several significant areas to set out a solution that addresses and meets the requirements: little or no detail may (and, where evidence is required or necessary, no evidence) have been provided to support and demonstrate that the tenderer will be able to provide the services and/or considerable reservations as to the tenderer's proposals in respect of relevant ability, understanding, expertise, skills and/or resources to deliver the requirements.  Would represent a very high-risk solution for the contracting authority.  Weak submission which does not set out a solution that fully addresses and meets the requirements: response may be basic/ minimal with little or no detail (and, where evidence is required or necessary, with insufficient evidence) provided to support the solution and demonstrate that the tenderer will be able to provide the services and/or some reservations as to the tenderer's solution in respect of relevant ability, understanding, expertise, skills and/or resources to deliver the requirements.  May represent a high-risk solution for the contracting authority.  Submission sets out a solution that largely addresses and meets the requirements, with some detail (or, where evidence is required or necessary, some relevant evidence) provided to support the solution; minor reservations or weakness in a few areas of the solution in respect of relevant ability, understanding, expertise, skills and/or resources to deliver the requirements.  Medium, acceptable risk solution to the contracting authority.  Submission sets out a robust solution that fully addresses and meets the requirements, with full details (and, where evidence is required or necessary, full and relevant evidence) provided to support the solution; provides full confidence as to the relevant ability, understanding, expertise, skills and/or resources to deliver the requirements.  Low/no risk solution for the contracting authority.  Submission sets out a robust solution (as for an 80 score) and, in addition, provides or proposes additional value and/or elements of the solution which exceed the requirements in substance and outcomes in a manner acceptable to the contracting authority; provides full confidence as to the relevant ability, understanding, expertise, skills and/or resources not only to deliver the requirements, but also exceed it as described  Low/no risk solution for the contracting authority. |