

## **INVITATION TO TENDER**

### **CONTRACT FOR UK ASSET RESOLUTION LIMITED A LIMITED COMPANY WHOLLY OWNED BY HER MAJESTY'S TREASURY**

**REFERENCE NUMBER  
2021-UKAR-CF-001-PR**

### **APPENDIX D RESPONSE GUIDANCE**

## 1 INTRODUCTION

- 1.1 This document provides an overview of the methodology which will be adopted by UKAR to evaluate Potential Provider responses to each question set out within the Questionnaire(s) in this document. It also sets out the evaluation methodology which will apply.
- 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 Providers to consider; and
  - 1.2.3 Evaluation methodology – details the marks available to evaluators during evaluation.
- 1.3 The defined terms used in the ITT document shall apply to this document.

## 2 OVERVIEW

- 2.1 Information submitted by Potential Providers should be inserted into the following Questionnaires:

Questionnaire Reference	Questionnaire Title
1	KEY PARTICIPATION REQUIREMENTS
2	CONFLICTS OF INTEREST
3	INFORMATION ONLY
4	QUALITY: CAPABILITY
5	QUALITY: SERVICE DELIVERY AND MANAGEMENT
6	PRICE

### 2.2 Quality Evaluation Process

- 2.2.1 The evaluation of each response to the Quality Questionnaire(s) will be conducted and consensus checked in accordance with the Consensus Scoring Procedure set out in paragraph 2.3 below.
- 2.2.2 Each response to questions within the Quality Stage Questionnaire(s) will be evaluated and scored in accordance with the table below:

Score	Comment
0	Failed to provide confidence that the proposal will meet the requirements. An unacceptable response with serious reservations.
25	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.
75	A good response that meets the requirements with good supporting evidence. Demonstrates good understanding.
100	An excellent, comprehensive response that meets the requirements with detailed supporting evidence and no weaknesses resulting in a high level of confidence.

2.2.3 Each score achieved will be multiplied by the Corresponding Weighting to provide an overall question score.

2.2.4 When the score for each question has been determined they will be added together to provide an overall score for the Quality Evaluation (the “Quality Score”).

## 2.3 Consensus Scoring Procedure

2.3.1 Tender responses that are compliant and require evaluation will be evaluated in accordance with the procedure described herein.

2.3.2 The Consensus Scoring Procedure is a two-step process, comprising of:

- 2.3.2.1 Independent evaluation; and
- 2.3.2.2 Group consensus marking.

2.3.3 During the independent evaluation process, each evaluator will separately (i.e. without conferring with other evaluators) scrutinise the quality of answers given by Potential Providers in their Tender. Each evaluator will then allocate a score for the answer.

2.3.4 UKAR will review the scores allocated by the individual evaluators before facilitating a group consensus scoring meeting.

2.3.5 During the meeting, the evaluators will discuss the independent scores until they reach a consensus regarding the scores that should be attributed to each Potential Providers’ answer to the questions.

2.3.6 Once all quality responses have been evaluated in accordance with the Invitation to Tender, the individual scores attributed to each response will be added together to calculate the Quality Score.

## 2.4 Price Evaluation Process

2.4.1 Prices submitted by Potential Providers' in the Appendix E UKAR Price Schedule will be recorded and evaluated in accordance with the following process.

2.4.2 Potential Providers are required to provide a completed pricing schedule against the 'Price' Questionnaire as an attachment.

2.4.3 Prices offered will be evaluated and scored. Rate card and monthly fee prices will be evaluated and scored against the range of prices submitted by all Potential Providers for that item. The Potential Provider with the lowest price shall be awarded the Maximum Score of 100. The Potential Provider with the second lowest price will be awarded a score of 90. For each following Potential Provider the score awarded will be reduced by 10.

2.4.4 The scores for rate card and monthly fee will be multiplied by the Corresponding Weighting and combined to provide an overall score for the Price Evaluation (the "Price Score").

## 2.5 Final score

2.5.1 The Quality Score achieved will be added to the Price Score to determine a ranking for each Potential Provider (the "Final Score").

## 3 EVALUATION CRITERIA

3.1 A summary of all the questions contained within the ITT documents, along with; the minimum acceptable score, maximum score available and weighting (where applicable) are set out below.

3.2 Questionnaires 1 and 2 contain 'Pass/Fail' questions and act as a doorway for progression to the following stages of the evaluation. Potential Providers are strongly advised to read and understand the specific guidance provided before responding to these questionnaires.

3.3 Questionnaire 3 is for information only. Although this questionnaire does not form part of the evaluation process, Potential Providers are advised to complete it in full as any omissions could affect the award process.

3.4 UKAR reserve the right to challenge any information provided in response to Questionnaire 3 and request further information in support of any statements made therein.

QUESTIONNAIRE 1 – KEY PARTICIPATION REQUIREMENTS			
<b>GUIDANCE</b>	The following questions are 'Pass/Fail' questions. If Potential Providers are unwilling or unable to answer "Yes", their submission will be deemed non-compliant and shall be rejected. Potential Providers should confirm their answer by selecting the appropriate option from the drop down menu.		
<b>Question Number</b>	<b>Question</b>	<b>Max Score</b>	<b>Weighting (%)</b>

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1.1	Have you read, understood and agree with Appendix A, Terms of Participation?	Pass/Fail	N/A
1.2	Have you read, understood and accepted the Invitation to Tender and all associated appendices, specifically Appendix B, Statement of Requirement?	Pass/Fail	N/A
1.3	Do you agree, without caveats or limitations, that in the event that you are successful the UKAR Terms and Conditions within Appendix C, Draft Contract Document will govern the provision of this contract?	Pass/Fail	N/A

**QUESTIONNAIRE 2 – CONFLICTS OF INTEREST**

<b>GUIDANCE</b>	Question 2.1 is a 'Yes/No' question and will dictate whether or not question 2.2 needs to be answered. Question 2.2 is a Pass / Fail question. Potential Providers are required to provide details of how the identified conflict will be mitigated. UKAR will review the mitigation in line with the perceived conflict of interest, to determine what level of risk this poses to them. Therefore if Potential Providers cannot or are unwilling to suitably demonstrate that they have suitable safeguards to mitigate any risk then their Tender will be deemed non-compliant and will be rejected.		
<b>Question Number</b>	<b>Question</b>	<b>Max Score</b>	<b>Weighting (%)</b>
2.1	Please confirm whether you have any potential, actual or perceived conflicts of interest that may be relevant to this requirement.	None	N/A
2.2	We require that any potential, actual or perceived conflicts of interest in respect of this ITT 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.	Pass/Fail	N/A

**QUESTIONNAIRE 3 – INFORMATION ONLY**

<b>GUIDANCE</b>	The following question is for information only and do not form part of the evaluation. Information provided in response to these questions may be used in preparation of any Contract Award and any omissions may delay completion of this Tender exercise.		
<b>Question Number</b>	<b>Question</b>	<b>Max Score</b>	<b>Weighting (%)</b>

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3.1	Please provide the name, office address, telephone number and email address for your organisation's Tender point of contract.	None	N/A
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- 3.5 The following Quality/Service Delivery Questionnaires are designed to test Potential Providers' ability to deliver the requirements as set out in Statement of Requirements. Potential Providers *MUST* answer all Quality/Service Delivery questions.
- 3.6 Potential Providers must achieve the minimum acceptable Quality Score, as described, for each of the questions below. Only those responses which achieve the minimum acceptable Quality Score will be included in the Price Evaluation Process.
- 3.7 Where only one (1) submission is received which does not meet the minimum acceptable Quality Score, UKAR reserves the right to enter into dialogue and seek assurances regarding the delivery of the requirement.
- 3.8 Potential Providers are able to provide attachments against each question. Question text fields are populated with detailed references to relevant attachments or sections within their attachments.
- 3.9 Potential Providers' responses must clearly demonstrate how they propose to meet the requirements set out in the question and address each element in the order they are asked.
- 3.10 Potential Providers' responses should be limited to, and focused on each of the component parts of the question posed. They should refrain from making generalised statements and providing information not relevant to the topic.
- 3.11 Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these areas including identifying key sections within responses.
- 3.12 Potential providers will be marked in accordance with the evaluation methodology at Section 2.
- 3.13 As attachments are permitted, the maximum page count is contained in the relevant Questionnaire including titles and paragraph headings. This page count must not be exceeded and any text which is in excess of this limit shall be disregarded and shall not be considered in the evaluation process. Attachments may be submitted in Microsoft Word, Excel. PDF format and be in Arial font size 11.

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**QUESTIONNAIRE 4 – QUALITY: CAPABILITY**

**Weighting: 50%**

**All Potential Providers MUST answer ALL the following questions.**

**Please provide an attachment in Microsoft Word or pdf for this questionnaire with the following limits;**

**Question 4.1: No more than 4 sides of A4**

**Question 4.2: No more than half page per team member**

Question Number	Question	Minimum Acceptable Score	Maximum Available Score	Weighting (100%)
4.1	<p>Please provide up to two case studies of how your organisation successfully delivered similar relevant requirements in terms of scale, scope and complexity, in the last three years. Case studies should show experience of;</p> <p>(i) Providing financial communications and strategic communications support across Government or an organisation of similar complexity;</p> <p>(ii) Advising on commercial transactions – preferably financial asset disposals;</p> <p>(iii) Managing corporate messages; and</p> <p>(iv) Providing support for organisations similar to UKAR.</p>	50	100	50%
4.2	<p>Please provide details of the relevant experience and capability that individuals in your team have in undertaking assignments of a similar scale, scope and complexity.</p>	50	100	50%

<b>QUESTIONNAIRE 5 – QUALITY: SERVICE DELIVERY AND MANAGEMENT</b>				<b>Weighting: 15%</b>
<p style="text-align: center;"><b>All Potential Providers MUST answer ALL the following questions</b></p> <p><b>Please provide an attachment in Microsoft Word or pdf for this questionnaire with the following limits;</b></p> <p><b>Question 5.1: No more than 2 sides of A4</b></p> <p><b>Question 5.2: No more than 2 sides of A4</b></p> <p><b>Question 5.3: No more than 2 sides of A4</b></p> <p><b>Question 5.4 No more than 2 sides of A4</b></p>				
Question Number	Question	Minimum Acceptable Score	Maximum Available Score	Weighting (100%)
5.1	Please provide a breakdown of what role and responsibilities each team member will have.	50	100	10%
5.2	How you will undertake and manage this requirement to the satisfaction of the customer and key stakeholders?	50	100	20%
5.3	How you would provide expertise that would be able to flex to deliver against low and high demand, while maintaining high level of service provision.	50	100	35%
5.4	Please detail what kind of broad communications strategy you would recommend UKAR to undertake over the next 6 – 12 months?	50	100	35%

<b>QUESTIONNAIRE 6 – PRICE</b>		<b>Weighting: 35 %</b>
<b>GUIDANCE</b>	Potential Providers must upload Price Schedule to UKAR via email.	



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	<p>Prices should be submitted in pounds Sterling inclusive of any expenses but exclusive of VAT.</p> <p>Potential Providers will be marked in accordance with the marking scheme at Section 2.</p>	
Question Number	Question	Weighting (100%)
6.1	Please confirm, by selecting 'YES' that you have attached a completed Price Schedule to the response to this question. In so doing, you are also confirming that prices offered are inclusive of any expenses, exclusive of VAT and firm for a period of 150 days following the Deadline for Submission.	100