



Invitation to Quote

Questions

Invitation to Quote (ITQ) on behalf of **Advisory, Conciliation and Arbitration Service**

Subject: **HR Online Resource Portal**

Sourcing Reference Number: **DDaT21328**

Section 6 – Evaluation questionnaire

Bidders should note that the evaluation questionnaire is located within the **e-sourcing questionnaire**.

Guidance on how to register and use the e-sourcing portal is available at <http://www.uksbs.co.uk/services/procure/Pages/supplier.aspx>

PLEASE NOTE THE QUESTIONS ARE NOT NUMBERED SEQUENTIALLY

COMMERCIAL QUESTIONNAIRE

SEL1.1	Please state the full legal name and address and contact details of the organisation tendering (or organisation acting as lead contact where a consortium bid is being submitted).																																	
Bidder Guidance	The information should be based on the details of the organisation bidding (or organisation acting as lead contact where a consortium bid is being submitted). This is the legal entity with whom we will Contract if successful.																																	
Scoring Criteria	For information only																																	
Answer Type	<div style="background-color: yellow;"> Text <table border="1" style="width: 100%;"> <tr> <td style="width: 5%;">(a)</td><td style="width: 70%;">Bidders full legal name</td><td style="width: 25%;"></td></tr> <tr> <td>(b)</td><td>Address line 1</td><td></td></tr> <tr> <td></td><td>Address line 2</td><td></td></tr> <tr> <td></td><td>Address line 3</td><td></td></tr> <tr> <td></td><td>Address line 4</td><td></td></tr> <tr> <td></td><td>Town / City</td><td></td></tr> <tr> <td></td><td>Country</td><td></td></tr> <tr> <td></td><td>Post code (or equivalent)</td><td></td></tr> <tr> <td>(c)</td><td>Bidder contact</td><td></td></tr> <tr> <td>(d)</td><td>Telephone No.</td><td></td></tr> <tr> <td>(e)</td><td>Email</td><td></td></tr> </table> </div>	(a)	Bidders full legal name		(b)	Address line 1			Address line 2			Address line 3			Address line 4			Town / City			Country			Post code (or equivalent)		(c)	Bidder contact		(d)	Telephone No.		(e)	Email	
(a)	Bidders full legal name																																	
(b)	Address line 1																																	
	Address line 2																																	
	Address line 3																																	
	Address line 4																																	
	Town / City																																	
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(c)	Bidder contact																																	
(d)	Telephone No.																																	
(e)	Email																																	

SEL1.2	<p>In the last three years, has any finding of unlawful discrimination been made against your organisation by an Employment Tribunal, an Employment Appeal Tribunal or any other court (or in comparable proceedings in any jurisdiction other than the UK)? And/or;</p> <p>In the last three years, has your organisation had a complaint upheld following an investigation by the Equality and Human Rights Commission or its predecessors (or a comparable body in any jurisdiction other than the UK), on grounds of alleged unlawful discrimination?</p>
Bidder Guidance	<p>The Bidder shall answer Yes or No</p> <p>Yes – Fail – Please provide details within SEL1.2.1 No – Pass – No response required to SEL1.2.1</p> <p>*If you have answered “yes” please provide, as an attachment to SEL1.2.1 a summary of the nature of the investigation and an explanation of the outcome of the investigation to date.</p> <p>If the investigation upheld the complaint against your organisation, please use the attachment to explain what action (if any) you have taken to prevent unlawful discrimination from reoccurring.</p> <p>You may be excluded if you are unable to demonstrate to the Contracting Authority’s satisfaction that appropriate remedial action has been taken to prevent similar unlawful discrimination reoccurring.</p>
Scoring Criteria	Mandatory Pass / Fail
Answer Type	<div style="background-color: yellow;"> Yes – Fail – Please provide details within SEL1.2.1 No – Pass – No response required to SEL1.2.1 </div>

SEL1.2.1	Supporting Documentation for SEL1.2.1
Bidder Guidance	<p>Where a bidder has responded 'Yes' to SEL1.2 please provide a supporting document attached to this question, including a summary of the nature of the investigation and an explanation of the outcome of the investigation to date.</p> <p>If the investigation upheld the complaint against your organisation, please use the attachment to explain what action (if any) you have taken to prevent unlawful discrimination from reoccurring.</p> <p>You may be excluded if you are unable to demonstrate to the Contracting Authority's satisfaction that appropriate remedial action(s) have been taken to prevent similar unlawful discrimination reoccurring.</p> <p>This information should be provided as an attachment to this question. Any bidder declaring unlawful discrimination within SEL1.2 but not providing evidence may not be considered.</p>
Scoring Criteria	For Information Only
Answer Type	Document Upload

SEL1.3	If you are Commercial organisation with a minimum financial turnover of £36M, please confirm that you are compliant with Section 54 of the Modern Slavery Act 2015.
Bidder Guidance	<p>The Bidder shall choose from the following options;</p> <ul style="list-style-type: none"> A. N/A – our turnover is less than £36M B. Yes – We are compliant and have attached information in SEL1.3.1 C. No (with justification) – we are not compliant but will be prior to commencement of a contract. See information attached in SEL1.3.1 D. No – we are not and will not be compliant at the time of award of the contract <p>Bidders selecting option 'D' will be considered non-compliant for this Procurement.</p>
Scoring Criteria	Mandatory Pass/ Fail
Answer Type	Multiple Choice Dropdown

SEL1.3.1	Supporting Documentation for SEL1.3
Bidder guidance	<p>Where a bidder has responded 'Yes' or 'No (with justification)' to SEL1.3, please provide your supporting information as an attachment.</p> <p>Any bidder declaring they are compliant within SEL1.3 but not providing evidence may not be considered.</p>
Scoring	For information only

Criteria	
Answer Type	Document upload

SEL1.4	Please state the relevant classification of your organisation (state whether you fall within one of these, and if so which one)
Bidder Guidance	<p>The Bidder shall choose from the following options;</p> <ul style="list-style-type: none"> A. Voluntary Community Social Enterprise (VCSE) B. Sheltered Workshop C. Public Service Mutual D. N/A <p>Where options A, B and C are not applicable to your organisation please respond with option D</p>
Scoring Criteria	For information only
Answer Type	<p>Multiple Choice Dropdown</p> <ul style="list-style-type: none"> A. Voluntary Community Social Enterprise (VCSE) B. Sheltered Workshop C. Public Service Mutual D. N/A

SEL1.5	Please state the size of your organisation at the time of bid submission
Bidder Guidance	<p>The Bidder shall choose from the following options;</p> <ul style="list-style-type: none"> A. Micro – fewer than 10 persons employed B. Small – 10-49 persons employed C. Medium – 50-249 persons employed D. Large – 250 or more persons employed
Scoring Criteria	For information only
Answer Type	<p>Multiple Choice Dropdown</p> <ul style="list-style-type: none"> A. Micro – fewer than 10 persons employed B. Small – 10-49 persons employed C. Medium – 50-249 persons employed D. Large – 250 or more persons employed

SEL2.10	<p>Information Security</p> <p>The following information security requirements are mandatory for this procurement:</p> <p>Cyber Essentials certification or Cyber Essentials Plus Certification , OR ISO27001.</p>
Bidder Guidance	Bidders can answer

	<p>Yes – the requirements are currently in place</p> <p>Intend – the requirements are not in place and we intend to have them in place for commencement of the contract.</p> <p>No – the requirements are not in place and we have no intention of having them in place for commencement of the contract</p> <p>A response of 'Yes' or 'Intend' will result in a pass and a response of 'No' will result in a fail against this question.</p>
Scoring Criteria	Mandatory Pass / Fail
Answer Type	<p>Multiple Choice Dropdown</p> <p>Yes – the requirements are currently in place</p> <p>Intend – the requirements are not in place and we intend to have them in place for commencement of the contract.</p> <p>No – the requirements are not in place and we have no intention of having them in place for commencement of the contract</p>

SEL2.10.1	Supporting Documentation for SEL1.10
Bidder Guidance	<p>Where a bidder has responded 'Yes' to SEL2.10 please provide a copy of the valid certificate.</p> <p>This information should be provided as an attachment to this question.</p> <p>Any bidder responding Yes to SEL1.10 but not providing evidence may not be considered.</p> <p>Bidders that responded "Intend" to SEL 1.10 will be asked to provide evidence of meeting these requirements in order for the contract to be awarded. Failure to evidence compliance to these requirements prior contract award will result in the contract not being awarded to the bidder.</p>
Scoring Criteria	For Information Only
Answer Type	Document Upload

SEL2.12	<p>United Kingdom General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018</p> <p>The UK GDPR is a mandatory requirement for all contracts or agreements both in the Public, Private and Third sectors that involves the transfer, storing and processing of personal data. The UK GDPR sits alongside the Data Protection Act 2018 as the UK's data privacy law that governs the processing of personal data domestically.</p> <p>The UK GDPR was drafted as a result of the UK leaving the EU, which resulted in the EU's GDPR not applying domestically to the UK any longer. The UK GDPR sits alongside the Data Protection Act 2018. It is mandatory for bidders to demonstrate that they are able to meet the technical requirements and obligations prescribed by the UK GDPR and Data Protection Act 2018 and that they will adhere to their processing obligations and as detailed in the supporting Annex A.</p> <p>All contracts or agreements that are awarded by the Contracting Authority (the data controller) shall contain terms and conditions that oblige the successful bidder and any bidder supply chain (data processor or sub-processors) used under this to comply with their information law obligations and indemnify the Contracting Authority (data controller). Please note that the appointment of any sub-processor/s should only occur after authorisation is received in writing from the Data Controller or UK SBS.</p> <p>Further information and helpful guidance relating to the UK GDPR is available from the Information Commissioners Office (ICO) at: https://ico.org.uk/</p>
Bidder Guidance	<p>The Contracting Authority actively encourages all bidders to ensure that they visit the ICO website via the advised link and understand the implications of information legislation in the UK (including Data Protection Act, UK GDPR and other relevant legislation) and have your Data Protection Officer complete this section if you have one or alternatively seek external professional advice before completing this section of your bid</p> <p>Bidders can answer</p> <p>Yes – We can demonstrate full compliance as is required by the UK GDPR now and will adhere to the processing obligations detailed within Annex A – Pass</p> <p>No – We will not be compliant prior to any award – Fail</p>
Scoring Criteria	Mandatory Pass / Fail
Answer Type	<p>Yes – We can demonstrate full compliance as is required by the UK GDPR and Data Protection Act 2018 now and will adhere to the processing obligations detailed within Annex A – Pass</p> <p>No – We will not be compliant prior to any award – Fail</p>

SEL2.13	Data Storage Please confirm where UK GDPR data, as detailed within the Annex A, will be stored for the duration of this Contract, including any additional Countries that data may be transferred to / accessed from throughout the life of this Contract.
Bidder Guidance	<p>Bidders are required to confirm where UK GDPR data, as detailed within the Annex A, will be stored for the duration of this Contract, including any additional Countries that data may be transferred to / accessed from throughout the life of this Contract.</p> <p>Please note, where successful bidders confirm that data may be stored, transferred, or accessed outside of the UK, there may be a requirement to include additional Contract Clauses to ensure UK GDPR and Data Protection Act 2018 Compliance prior to Contract Award.</p>
Scoring Criteria	For Information Only
Answer Type	Document Upload

FOI1.1	FREEDOM OF INFORMATION ACT 2000 (FOIA) AND / OR ENVIRONMENTAL INFORMATION REGULATIONS 2004 (EIR) Information provided in the course of the procurement process may be disclosed under Freedom of Information Act 2000 or Environmental Information Regulations 2004. Please note that some of the information provided may be protected under the FOIA exemptions and EIR exceptions. More information on applying the exemptions or exceptions can be found under the information Commissioners Office (ICO) website http://ico.org.uk Please confirm you have been informed that information provided under this Bid may be disclosed under the FOIA and EIR and agree to it being published.
Bidder Guidance	<p>The Bidder shall answer Yes or No</p> <p>Yes – Pass No – Fail</p>
Scoring Criteria	Mandatory Pass / Fail
Answer Type	Yes – Pass No – Fail

FOI1.2	FREEDOM OF INFORMATION ACT 2000 AND / OR ENVIRONMENTAL INFORMATION REGULATIONS 2004 EXEMPTIONS Please complete this section <u>only</u> if you have agreed for your information to be disclosed under the FOIA or EIR in FOI1.1 If you have not agreed for your information to be disclosed under the FOIA or EIR in Question FOI1.1 please complete each field 'N/A' (not applicable) If you have agreed for your information to be disclosed under the FOIA or EIR
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	in Question FOI1.1 please tell us what exemptions or exceptions may apply to your information and why?
Bidder Guidance	<p>The Bidder shall provide details of their proposed exemptions/exception in the fields below.</p> <p>The Bidder shall note that if the Contracting Authority believes that the suggested exemptions or exceptions have not been applied properly, the Contracting Authority will disclose the requested information unless another exemption or exception can be applied by the Contracting Authority.</p> <p>Be aware that by completing FOI1.1 and answering 'yes' you have agreed for the Contracting Authority to disclose the provided information under the Freedom of Information Act 2000 or Environmental Information Regulation 2004; therefore, you will not be approached for consent.</p> <p>Bidders are required to complete the table fields below, highlighting your proposed exemptions to this question.</p> <p>If you are not relying on any exemptions or exceptions, please complete each field 'N/A' (not applicable).</p>
Scoring Criteria	For information only
Answer Type	Confidential Information and justification for exemption/exception under FOI Act
Answer Type	Large Text Field

AW1.1	<p><u>FORM OF BID</u></p> <p>I declare that to the best of my knowledge the answers submitted in this ITQ are correct. I understand that the information will be used in the process to assess my organisation's suitability to be invited to bid for the Contracting Authority's requirement and I am signing on behalf of my organisation. I understand that the Contracting Authority may reject this ITQ if there is a failure to answer all relevant questions fully or if I provide false/misleading information.</p> <p>I understand that the Government's transparency agenda requires that sourcing documents, including ITQ templates such as this, are published on a designated, publicly searchable web site, and, that the same applies to other sourcing documents issued by the Contracting Authority, including the ITQ, and any contract entered into by the Contracting Authority or its customers with its preferred supplier once the procurement is complete.</p> <p>By submitting a response to this ITQ I agree that our participation may be made public.</p> <p>I understand that the answers given in this response will not be published on the web site (but may fall to be disclosed under Freedom of Information Act 2000 or Environmental Information Regulations 2004).</p> <p>By submitting a response to this ITQ I agree and accept the justification for the Contracting Authority's evaluation criteria.</p>
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	<p>By submitting a response to this ITQ I agreed and accept that the Contracting Authority reserves the right to change without notice the procedure for awarding the Contract, to reject any or all bids for the Contract, to stop the process and not award the Contract (in whole or in part) at any time without any liability on its part.</p> <p>By submitting a response to this ITQ I agree and accept that nothing in this process is intended to form any express or implied contractual relationship between the Parties unless and until a Contract is awarded. The Contracting Authority is not liable for any costs resulting from cancellation of this process nor any costs incurred by Bidders taking part in this procurement process.</p> <p>I understand that where sourcing documents issued by the Contracting Authority or contracts with its suppliers fall to be disclosed the Contracting Authority will redact them as it thinks necessary, having regard (inter alia) to the exemptions/exceptions in the FOIA or EIR.</p>
Bidder Guidance	<p>The Bidder shall answer Yes or No</p> <p>Yes – Pass No - Fail</p>
Scoring Criteria	Mandatory Pass / Fail
Answer Type	<p>Yes – Pass No – Fail</p>

AW1.3	<p>CERTIFICATE OF BONA FIDE BID</p> <p>The essence of procurement is that the customer shall receive bona fide competitive Bids, from all those Bidding. In recognition of this principle, we certify that this is a bona fide Bid, intended to be competitive and that we have not fixed or adjusted the amount of Bid by or under or in accordance with any agreement with any other person.</p> <p>We also certify that we have not done, and we undertake that we will not do at any time before the hour and date specified for the return of this Bid any of the following:</p> <ul style="list-style-type: none"> (a) Communicate to a person other than the person calling for these Bids the amount or approximate amount of the proposed Bid, except where the disclosure, in confidence, of the approximate amount of the Bid was necessary to obtain insurance premium quotations for the preparation of the Bid; (b) Enter into any agreement or arrangement with any other person that he shall refrain from bidding or as to the amount of any Bid to be submitted; (c) Offer to pay or agree to pay or give any sum of money or valuable consideration directly or indirectly to any person for doing or having done or causing or have caused to be done in relation to any other Bid or proposed Bid for the said supply / service any act or thing of the sort described above.
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	<p>In this certificate, the word "person" includes any persons and anybody or association, corporate or unincorporated, and any "agreement or arrangement" includes any such transaction, formal or informal, and whether legally binding or not.</p> <p>We acknowledge that the Contracting Authority will be entitled to cancel the contract and to recover from us the amount of any loss resulting from such cancellation if we or our representatives (whether with our without our knowledge) shall have practiced collusion in Bidding for this contract or any other contract with the Contracting Authority or shall employ any corrupt or illegal practices either in the obtaining or execution of this contract or any other contract with the Contracting Authority.</p> <p>We agree that the Contracting Authority may disclose the Bidders information / documentation (submitted to the Contracting Authority during this Procurement) more widely within Government for the purpose of ensuring effective cross-Government procurement processes, including value for money and related purposes.</p>
Bidder Guidance	<p>The Bidder shall answer Yes or No</p> <p>Yes – Pass No – Fail</p>
Scoring Criteria	Mandatory Pass / Fail
Answer Type	<p>Yes – Pass No – Fail</p>

AW3.1	<p>In the event of a Bidder successfully providing the most advantageous offer to the Contracting Authority against a procurement requirement, the Bidder is expected to provide an answer to the validation check that can be seen within Stage One: Overview Section prior to the award of any Contract.</p> <p>If the Bidder fails to meet the Contracting Authority's expectations, we reserve the right to not award the Contract to the relevant Bidder and either award to the Bidder with the second most advantageous response or run a new procurement.</p>
Bidder Guidance	<p>The Bidder is not required to complete the validation check at this stage but will be required to respond to the questions in the event of providing the most advantageous offer to the Contracting Authority's against a procurement requirement.</p> <p>Yes – Pass No – Fail</p>
Scoring Criteria	Mandatory Pass / Fail
Answer Type	<p>Yes – Pass No – Fail</p>

AW4.1	Please confirm your acceptance of the Contract Terms that can be found within the Stage One: Overview section.
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Bidder Guidance	<p>The Bidder shall answer Yes, No with justification or No</p> <p>Yes, we accept the terms and condition in their entirety – Pass</p> <p>No with justification – Pass. Complete the document upload attached to AW4.2 with details of what amounts to a valid justification.</p> <p>No – Fail</p> <p>For absolute clarity should a bidder select 'Yes' or 'No' you are not required to respond to AW4.2, however if you select 'No with Justification' you will be required to complete AW4.2 in order to be considered.</p>
Scoring Criteria	Mandatory Pass / Fail
Answer Type	<p>Multiple Choice Dropdown</p> <p>Yes, we accept the terms and condition in their entirety – Pass</p> <p>No with justification – Pass. Complete the document upload attached to AW4.2 with details of what amounts to a valid justification.</p> <p>No – Fail</p>

AW4.2	<p>Where a Bidder has answered question AW4.1 with 'No with justification' they must detail the justification and the proposed change to the clause.</p> <p>Where a bidder has responded 'Yes' or 'No' to AW4.1 you are not required to respond to this question.</p>
Bidder Guidance	<p>A justification for not accepting a specific clause or series of clauses from the attached Contract Terms is that the Bidder would be in breach of legal requirements or statutory regulations by complying with that clause or series of clauses (i.e. for the avoidance of doubt, being unable to comply with a clause or series of clauses because of an internal policy reason will not be considered to be a justification for a legal requirement or statutory regulation).</p> <p>Where the Bidder has answered question AW4.1 as "no with justification", the Bidder shall provide a Contract mark-up utilising track changes detailing the relevant clause, the proposed changes to the clause and the justification for the changes. In this case, the Bidder shall score a pass if (but only if) the Contracting Authority considers both the following requirements are satisfied:</p> <ul style="list-style-type: none"> • the reasons stated as justifying the Bidder's statement that it cannot accept the Contract Terms due to legal requirements or statutory regulations are valid; and • the changes submitted do not create significant risk for the Contracting Authority and are reasonably necessary and proportionate to ensure the Bidder complies with the legal requirements and statutory regulations. <p>In the event of a Bidder answering Yes or No to Question AW4.1 and then providing a proposed mark-up, rejection of a clause or a justification for a change then the response will be a Fail.</p> <p>Any bidder selecting 'No with Justification' to AW4.1 and failing to upload an attachment to this question detailing the information above may not be considered further.</p> <p>Bidders are to note that any requested modifications to the Contracting</p>

	Authority Terms and Conditions on the grounds of statutory and legal matters only, should be raised as a formal clarification during the permitted clarification period.
Scoring Criteria	Mandatory Pass / Fail
Answer Type	Document Upload

PRICE QUESTIONNAIRE

AW5.1	Please confirm your price shall remain firm and fixed for 3 years / full term of the Contract.
Bidder Guidance	The Bidder shall answer Yes or No Yes – Pass No – Fail
Scoring Criteria	Mandatory Pass / Fail
Answer Type	Yes – Pass No - Fail

AW5.2	<p>Bidders are required to complete the Excel Pricing Schedule attached in the Document Upload attachments.</p> <p>All prices shall be in £ GBP and exclusive of VAT.</p> <p>All costs appearing elsewhere in the Bid but not mentioned in this Pricing Schedule shall be presumed waived.</p>  <p>DDaT21328 AW5.2 Price Schedule Temp</p>
Bidder Guidance	<p>Bidders shall confirm they have completed the Pricing Schedule.</p> <p>The scoring methodology for this question shall be:</p> <p>The lowest price for a response which meets the pass criteria shall score 100.</p> <p>All other bids shall be scored on a pro rata basis in relation to the lowest price. The score is then subject to a multiplier to reflect the percentage value of the price criterion.</p> <p>Where the scoring criterion is worth 50% then the 0-100 score achieved will be multiplied by 50</p> <p>In the example if a supplier scores 80 from the available 100 points this will equate to 40% by using the following calculation: Score/Total Points multiplied by 50 (80/100 x 50 = 40)</p> <p>The lowest score possible is 0 even if the price submitted is more than 100% greater than the lowest price.</p> <p>The lowest price for a response which meets the pass criteria shall score 100. All other bids shall be scored on a pro rata basis in relation to the lowest price. The lowest score possible is 0.</p> <p>For example, assuming the lowest bid is £100,000.</p> <p>Bid Price £100,000</p>

	<p>Differential to the lowest price which meets mandatory pass criteria ('Differential') 0 Score 100</p> <p>Bid price - £120,000 Differential - 20% Score - 80 Bid price - £140,000 Differential - 40% Score - 60 Bid Price - £150,000 Differential - 50% Score - 50 Bid Price - £175,000 Differential - 75% Score - 25 Bid Price - £200,000 Differential - 100% Score - 0 Bid Price - £300,000 Differential - 200% Score - 0</p>
Scoring Criteria	Maximum Marks 30%
Answer Type	Price Document Upload

QUALITY QUESTIONNAIRE

AW6.1	Please confirm your compliance to the requirements of Section 4 Specification
Bidder Guidance	<p>The Bidder shall answer Yes or No</p> <p>Yes – Pass No – Fail</p>
Scoring Criteria	Mandatory Pass / Fail
Answer Type	Yes – Pass No – Fail

AW6.2	<p>Variable Bids</p> <p>The Contracting Authority shall not accept variable bids as part of this Procurement. The criteria in regard to variable bids for this Procurement is outlined below.</p>
Bidder Guidance	<p>The Bidder shall answer Yes or No</p> <p>Yes - We have provided a variable bid only – Fail No - We have chosen to only offer a main bid and have not chosen to provide an alternative bid submission – Pass</p>
Scoring Criteria	Mandatory Pass / Fail
Answer Type	Yes - We have provided a variable bid only – Fail No - We have chosen to only offer a main bid and have not chosen to provide an alternative bid submission – Pass

PROJ1.1	<p>Proposed Solution, Employment law commentary and guidance – relevance and accuracy</p> <p>Please describe your solution and how it meets the main aims and objectives outputs and expectations, business functions and processes as described in section 4 specification of the ITQ document. Demonstrate how the portal will be kept up to date with relevant, -accurate, and up to date employment law information and guidance.</p>
Bidder Guidance	The bidder shall upload a 2 page maximum document. Font must be Arial size 11.
Scoring Criteria	15%
Answer Type	Document Upload

PROJ1.2	<p>Navigation and customisation – ability to find content and tailor the resource</p> <p>Demonstrate how you will tailor content and resource to meet ACAS' needs. Please confirm that all the requirements listed in section 4 specification sub section Navigation and Customisation can be met and describe how you're going to meet the requirements.</p>
Bidder Guidance	The bidder shall upload a 2 page maximum document. Font must be Arial size 11.
Scoring Criteria	15%
Answer Type	Document Upload

PROJ1.3	<p>Updates and version control – content is frequently updated with changes made clear</p> <p>Demonstrate how you will tailor content and resource to meet ACAS' needs. Please confirm that all the requirements listed in section 4 specification sub section Updates and version Control can be met and describe how you're going to meet the requirements.</p>
Bidder Guidance	The bidder shall upload a 2 page maximum document. Font must be Arial size 11.
Scoring Criteria	10%
Answer Type	Document Upload

PROJ1.4	<p>Lifetime training and licence management support</p> <p>Provide training to all new users via webinar and refresher as and when required. Please describe how you're proposing to meet the</p>
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	training requirements listed in section 4 specification.
Bidder Guidance	The bidder shall upload a 2 page maximum document. Font must be Arial size 11.
Scoring Criteria	5%
Answer Type	Document Upload

PROJ1.5	Bidder's availability to attend demonstrations and to provide sandbox environment for user testing
Bidder Guidance	Please confirm you will be willing to attend demonstration and provide sandbox environment for user testing. Should you be successful to second stage of the procurement. Bidders that are not prepared to provide demonstrations and sandbox will not be considered further.
Scoring Criteria	The Bidder shall answer Yes or No Yes -Pass No - Fail
Answer Type	Document Upload

PROJ1.6	<u>Demonstration of Portal</u>
Bidder Guidance	<p>As part of the ITQ process, Bidders will be required to deliver a system demonstration to the ACAS</p> <p>Bidders are asked to provide a 45-minute demonstration remotely via Video Conference covering the following criteria:</p> <ul style="list-style-type: none"> • How to navigate the portal • Show the desk instructions or guidance on the portal • Show the Employment Law resources content and other information available that would be suitable for Acas frontline staff in their jobs • Any brief or journals that are available • Mi data available <p>Following the submission of the bids, Acas will evaluate the commercial, quality and price submissions and the 3 top scoring Bidders will be invited to deliver demonstrations.</p> <p>The System demonstration shall take place at the agreed date/time remotely over Zoom and shall not exceed 45 minutes. Zoom details will be shared closer to the demonstration dates.</p> <p>At the end of the system demonstration, there will be a 15-minute Q&A session to answer questions from the evaluation panel.</p> <p>Bidders can bring up to 2 people to this demonstration round.</p> <p>This demonstration should be delivered by the key individuals that will be involved in this contract should your bid be successful.</p>

	<p>Please supply the names and roles of up to two people you intend to bring to the demonstration.</p> <p>Acas shall reserve the right to carry out due diligence and seek clarifications on assumptions being used and the evidence base which is being used to support the Bidder responses.</p> <p>There will be no allowance of scores provided for covering off material that will have already been scored.</p> <p>Scoring will be based on 0-100 scoring methodology as described in Section 5 of the Mini Competition document.</p>
Scoring Criteria	5%
Answer Type	Large text field

PROJ1.7	<p><u>User Testing</u></p> <p>Bidders are asked to confirm that they are able to provide a Sandbox Environment for Acas to carry out testing in line with the evaluation requirements</p>
Bidder Guidance	<p>As part of the ITQ process, ACAS will require up to 14 testers for 1 week to have access to the Bidders Portal to test the system to determine how fit for purpose the solution is and how user friendly in terms of system navigation the solution is. This will be determined on the following. How easy it is to:</p> <ul style="list-style-type: none"> - Navigate around the solution - Retrieve content - Access helpline service - Navigate the website to find any pre-recorded training materials - Access guidance on the practical application of employment law, key case law and the practical implications for employment relations and human resources with professionals and businesses - Run searches within the solution effectively to retrieve or identify content based on key words, descriptions, tags. - Find and use interactive 'Help' function available for licence users to use via live chat, web portal, or similar media.
Scoring Criteria	20%
Answer Type	Yes/No