

1 INTRODUCTION

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2.1 This document provides an overview of the methodology which will be adopted by the Buyer to evaluate Supplier responses to each question set out within the e-Sourcing event. It also sets out the marking scheme which will apply.

2.2 The following information has been provided in relation to each question (where applicable);

2.2.1 Weighting – highlights the relative importance of the question

2.2.2 Guidance – sets out information for the Suppliers to consider

2.2.3 Marking Scheme – details the marks available to evaluators during evaluation

2.3 The defined terms used in the ITT document shall apply to this document.

3 OVERVIEW

3.1 The e-Sourcing event is broken down into the following Questionnaires:

Questionnaire Reference	Questionnaire Title
1	KEY PARTICIPATION REQUIREMENTS
2	CONFLICTS OF INTEREST
3	INFORMATION ONLY
4	EXPERIENCE OF DELIVERING SIMILAR REQUIREMENTS
5	INFRASTRUCTURE TO DELIVER THE SERVICE, BUSINESS CONTINUITY AND CONFIDENTIALITY OF DATA

6	METHODOLOGY
7	SERVICE DELIVERY
8	UNDERSTANDING OF REQUIREMENTS
9	WHOLE LIFE COST

3.2 Quality Evaluation Process

3.2.1 The evaluation of each response to the Quality/Service Delivery Questionnaire(s) will be conducted and consensus checked in accordance with the Consensus Marking Procedure set out in paragraph 2.3 below.

3.2.2 Each response to questions within the Quality/Service Delivery Questionnaire(s) will be marked in accordance with the table below:

Mark	Comment
1-2	<p>Failed to provide confidence that the proposal will meet the requirements. An unacceptable response with serious reservations.</p> <p>A proposal at this rating:</p> <ul style="list-style-type: none"> • Builds very little or no confidence that the tenderer can deliver the requirements due to insufficient evidence of relevant ability, experience, understanding, skills, resources and quality measures; • Builds very little or no confidence that the tenderer's approach/solution will deliver the requirements due to insufficient evidence or an inappropriate approach/solution.
3-4	<p>A Poor response with reservations. The response lacks convincing detail with risk that the proposal will not be successful in meeting all the requirements.</p> <p>A proposal at this rating:</p> <ul style="list-style-type: none"> • Raises reservations that the tenderer can deliver the requirements due to insufficient evidence of relevant ability, experience, understanding, skills, resources and quality measures;

	<ul style="list-style-type: none"> • Raises reservations that the tenderer's approach/solution will deliver the requirements due to insufficient evidence or an inappropriate approach/solution; • Note: a response at this rating includes reservations which cannot be easily resolved with the tenderer prior to contract award i.e. changes which would distort the competition, or during the contract term without impacting time, quality or cost.
5-6	<p>Meets the requirements – the response generally meets the requirements, but lacks sufficient detail to warrant a higher mark.</p> <p>A proposal at this rating:</p> <ul style="list-style-type: none"> • Confirms that the tenderer can deliver the requirements through evidence of relevant ability, experience, understanding, skills, resources and quality measures; • Provides an acceptable approach/solution to delivering the requirements utilising standard strategies, plans, tools, methods or technologies; • Note: an acceptable response may include minor reservations that can easily be resolved with the tenderer prior to contract award i.e. changes which would distort the competition, or during the contract term without impacting time, quality or cost.
7-8	<p>A Good response that meets the requirements with good supporting evidence. Demonstrates good understanding.</p> <p>A proposal at this rating:</p> <ul style="list-style-type: none"> • Builds confidence that the tenderer can deliver the requirements through evidence of relevant ability, experience, understanding, skills, resources and quality measures; • Provides a good approach/solution to delivering the requirements utilising appropriately tailored strategies, plans, tools, methods or technologies. • Note: a good response may include a small number of minor reservations that can easily be resolved with the tenderer prior to contract award i.e. changes which would distort the competition, or during the contract term without impacting time, quality or cost.
9-10	<p>An Excellent comprehensive response that meets the requirements. Indicates an excellent response with detailed supporting evidence and no weaknesses resulting in a high level of confidence.</p>

	<p>A proposal at this rating:</p> <ul style="list-style-type: none"> • Builds a high level of confidence that the tenderer can deliver the requirements through evidence of relevant ability, experience, understanding, skills, resources and quality measures; • Provides an exceptional approach/solution to delivering the requirements utilising appropriately tailored and at times innovative strategies, plans, tools, methods or technologies. • Note: an excellent response should not include any reservations.
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3.2.3 Each mark achieved will be multiplied by the corresponding weighting to provide an overall question score.

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

3.3 Consensus Marking Procedure

3.3.1 Tenders that are scored and require evaluation will be evaluated in accordance with the procedure described in this paragraph.

3.3.2 The Consensus Marking Procedure is a two-step process, comprising of:

3.3.2.1 Independent evaluation; and

3.3.2.2 Group consensus marking.

3.3.3 During the independent evaluation process, each evaluator will separately (i.e. without conferring with other evaluators) scrutinise the quality of answers given by Suppliers in their Tender. Each evaluator will then allocate a mark for the answer in accordance with the Marking Scheme applicable to that question.

3.3.4 The Commercial Lead will review the marks allocated by the individual evaluators before facilitating a group consensus marking meeting.

3.3.5 During the meeting, the evaluators will discuss the independent marks until they reach a consensus regarding the marks that should be attributed to each Supplier's answer to the questions.

3.3.6 Once all quality responses have been evaluated in accordance with Section 8 of the Invitation to Tender the individual scores attributed to each response will be

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added together to provide a 'Quality Score'.

3.4 Price Evaluation Process

3.4.1 Prices submitted by Suppliers in the Price Schedule will be recorded and evaluated in accordance with the following process.

3.4.2 Suppliers are required to provide a completed Price Schedule against the 'Price' Questionnaire within the e-Sourcing event.

3.4.3 Prices offered will be evaluated against the range of prices submitted by all Suppliers for that item.

3.4.4 The Supplier with the lowest price for the requirement shall be awarded the Maximum Score Available. The remaining Suppliers shall be awarded a percentage of the Maximum Score Available equal to their price, relative to the lowest price submitted.

3.4.5 The calculation used is the following:

3.4.6 =
$$\frac{\text{Lowest Price Tendered}}{\text{Tender price}} \times \text{Maximum Score Available}$$

Supplier	Price Submitted	Score Calculation	Maximum Score Available	Score Awarded
Supplier A	£1,000	$\frac{£1,000}{£1,000} \times 100$	100	100
Supplier B	£2,000	$\frac{£1,000}{£2,000} \times 100$	100	50
Supplier C	£2,500	$\frac{£1,000}{£2,500} \times 100$	100	40

3.5 Final score

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3.5.1 The Quality Score will be added to the Price Score to determine the final score for each Supplier ("Final Score").

EVALUATION CRITERIA

- 3.6 A summary of all the questions contained within the e-Sourcing event, along with; the minimum acceptable score, maximum score available and weighting (where applicable) are set out below:
- 3.7 Questionnaires 1 and 2 contain 'Pass/Fail' questions and act as a doorway for progression to the following stages of the evaluation. Suppliers are strongly advised to read and understand the specific guidance provided before responding to these questionnaires.
- 3.8 Questionnaire 3 is for information only. Although this questionnaire does not form part of the evaluation process, Suppliers are advised to complete it in full as any omissions could affect the award process.
- 3.9 The IICSA reserves 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			
GUIDANCE	The following questions are 'Pass/Fail' questions. If Suppliers are unwilling or unable to answer "Yes", their submission will be deemed non-compliant and shall be rejected. Suppliers should confirm their answer by selecting the appropriate option from the drop down menu.		
Question Number	Question	Max Score	Weighting (%)
1.1	Have you read, understood and accepted the Invitation to Tender and all associated annexes, specifically Annex A - Statement of Requirements?	Pass/Fail	N/A
1.2	Do you confirm your organisation's e-Sourcing suite profile is complete and accurate at the time of Tendering and that any amendments made following acceptance of this event will be notified to the buyer in writing.	Pass/Fail	N/A

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1.3	Do you agree, without caveats or limitations, that you will sign and agree to the conditions contained within the non-disclosure agreement (NDA).	Pass/Fail	N/A
1.4	As specified at section 8 (Ethics) of the Annex A - Statement of Requirements, please confirm by answering YES that you will undertake the Inquiry safeguarding policy training before fieldwork begins.	Pass/Fail	N/A
1.5	Please confirm by answering YES that you have read, understood and agree to the attached Annex B, Terms and Conditions which will be used to govern this contract.	Pass/Fail	N/A

QUESTIONNAIRE 2 – CONFLICTS OF INTEREST

GUIDANCE	<p>Question 2.1 is a 'Yes/No' question and will dictate whether or not question 2.2 needs to be answered.</p> <p>Question 2.2 is a Pass / Fail question. Suppliers are required to provide details of how the identified conflict will be mitigated. The Contracting Authority will review the mitigation in line with the perceived conflict of interest, to determine what level of risk this poses to them. Therefore, if Suppliers cannot or are unwilling to suitably demonstrate that they have suitable safeguards to mitigate any risk their Tender will be deemed non-compliant and will be rejected.</p>		
Question Number	Question	Max Score	Weighting (%)
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. If 'no' at 2.1, please enter N/A in the text box.	Pass/Fail	N/A

QUESTIONNAIRE 3 – INFORMATION ONLY

GUIDANCE	The following questions are 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
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	this Tender exercise.		
Question Number	Question	Max Score	Weighting (%)
3.1	Please provide the name, office address, telephone number and email address for your organisation's ITT point of contact.	None	N/A
3.2	Please confirm whether your organisation is an SME as defined within EU recommendation 2003/361	None	N/A
3.3	Please provide details of any sub-contractors you propose to use in order to meet your obligations should you be awarded a Contract. Your response must include their: <ul style="list-style-type: none"> • Trading Name(s) • Registered Address(es) and contact details • Goods/Services to be provided 	None	N/A
3.4	If you are the lead contact for a group of economic operators, please provide details of all the members of the group. Your response must include their: <ul style="list-style-type: none"> • Trading Names(s) • Registered address(es) • DUNS Number(s) • Role/responsibility within the Group 	None	N/A
3.5	Please provide details of the professional support you will be able to draw on during and after this project. Please note that your response to this question is for information only and will not be evaluated.	None	N/A

3.10 The following Quality/Service Delivery Questionnaires are designed to test Suppliers' ability to deliver the requirement as set out in Annex A - Statement of Requirements. Suppliers *MUST* answer all Quality/Service Delivery questions.

3.11 Where defined, suppliers must achieve the minimum acceptable Quality Score, as

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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.

- 3.12 Where only one (1) submission is received which does not meet the minimum acceptable Quality Score, the Authority reserves the right to enter into dialogue and seek assurances regarding the delivery of the requirement.
- 3.13 Suppliers are able to provide attachments against each question. Question text fields must be populated with detailed references to relevant attachments or sections within their attachments.
- 3.14 Suppliers' 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.
- 3.15 Suppliers' 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.
- 3.16 Suppliers will be marked in accordance with the marking scheme at Section 2.
- 3.17 Responses should be submitted at Questionnaire level. Responses should be a single document per Questionnaire. **Answers should be in PDF or Word format, Arial Font size 11.**

WRITTEN BIDS (50%)

QUESTIONNAIRE 4 – EXPERIENCE OF DELIVERING SIMILAR REQUIREMENTS				Weighting – 20%
All Suppliers MUST answer ALL the following questions				
Question Number	Question	Minimum Acceptable Score	Maximum Available Score	Weighting 100%
4.1	Please provide evidential examples showing your experience of reviewing and submitting successful qualitative research ethics	5	10	20%

	applications to HMPPS (formerly NOMS). This should include at least one qualitative research ethics application to HMPPS (formerly NOMS), successfully submitted since 2010.			
4.2	Please provide evidential examples of your experience of delivering in-depth interviews using topic guides ¹ and not semi structured/structured interview schedules. This should include at least one topic guide drawn from a relevant qualitative study, published since 2010.	5	10	20%
4.3	Please provide evidential examples of your experience of conducting high quality qualitative research, using depth interviews, with young offenders in custodial settings. Such examples should include: <ul style="list-style-type: none"> Two verbatim transcripts drawn from depth interviews with young offenders delivered on a project in custodial settings since 2010 A copy of the final report from which the transcripts were drawn. 	5	10	40%
4.4	Please provide evidential examples of your ability to deliver high quality research on related topics for government or other such clients	5	10	20%

QUESTIONNAIRE 5 – INFRASTRUCTURE TO DELIVER THE SERVICE, BUSINESS CONTINUITY AND CONFIDENTIALITY OF DATA

Weighting – 5%

¹ Arthur, S., Mitchell, M., Lewis, J. & McNaughton Nicholls, C. (2014). *Designing Fieldwork*. In J. Ritchie, J. Lewis, C. McNaughton Nicholls & Ormston, R. (Eds.). *Qualitative Research Practice* (2nd Ed.). London: Sage Publications.

All Suppliers MUST answer ALL the following questions				
Question Number	Question	Minimum Acceptable Score	Maximum Available Score	Weighting 100%
5.1	Information Assurance Please demonstrate how your organisation will implement a secure and suitably assured service, as described in the Statement of Requirements. Your response should include: - The IT infrastructure you propose for storing and managing secure and confidential information provided by victims and survivors of the Inquiry. - The procedures you would implement to prevent breaches of confidentiality of data and how you ensure public confidence that the information provided to your organisation is safe and secure. - Your procedures to defend against external cyber attacks or an organised attempt to breach your security procedures.	5	10	50%
5.2	Information management, and information sharing Please demonstrate how information will be suitably managed, in line with applicable laws and regulations, including records management. - Technology to support information sharing must not assume any specific technology, network, software or desktop on the part of IICSA other than a modern browser used from a suitably secure device.	5	10	50%

QUESTIONNAIRE 6 – METHODOLOGY				Weighting – 15%
All Suppliers MUST answer ALL the following questions				
Question Number	Question	Minimum Acceptable Score	Maximum Available Score	Weighting [X]%
6.1	<p>Please provide a description of your approach to leading a research team conducting high quality, ethical, in depth interviews with young offenders in custodial settings.</p> <p>This should include:</p> <ul style="list-style-type: none"> - Approach to leading depth interviews with vulnerable people in secure settings; - Approach to leading qualitative research with young offenders; - an outline of the approach to paired interviews (including interview and debrief); - how you will support the development of the IICSA research team; - markers of a quality depth interview in custody and how your approach will ensure the highest quality research and ethical outcome. 	5	10	50%
6.2	Please provide a description of your approach to leading research supervision. This should include details of how the supervision sessions will be structured and delivered to improve	5	10	50%

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	skills and encourage reflections, and the rationale for the approach taken.			
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QUESTIONNAIRE 7 – SERVICE DELIVERY				Weighting – 15%
All Suppliers MUST answer ALL the following questions				
Question Number	Question	Minimum Acceptable Score	Maximum Available Score	Weighting [X]%
7.1	Your written tender should demonstrate your ability to produce a readable report that is comprehensive, accessible to a non-research audience, and of a publishable standard.	0	10	5%
7.2	Please describe your approach to project management and how this will be implemented. Your response must include confirmation of the individual staff who will be carrying out each part of the research.	5	10	20%
7.3	Please provide a detailed work plan with a breakdown of key milestones and deliverables.	5	10	20%
7.4	Please provide a copy of your risk register and mitigation strategy (including business continuity).	5	10	15%
7.5	Please describe your approach to quality assurance and how any risks to quality delivery are anticipated and mitigated against (including any quality accreditation such as ISO 9001 or ISO 20252)).	5	10	20%
7.6	Please describe your approach to working collaboratively as part of a	5	10	20%

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	team, including evidence of a partnering ethos and strong stakeholder working.			
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QUESTIONNAIRE 8 – UNDERSTANDING OF REQUIREMENTS (FACE TO FACE PRESENTATION)				Weighting - 20%
All Suppliers MUST answer ALL the following questions				
Question Number	Question	Minimum Acceptable Score	Maximum Available Score	Weighting 100%
8.1	Clarity of presentation Your presentation should be clear and comprehensive.	5	10	15%
8.2	Understanding of delivering the requirements You are required to demonstrate your understanding of the key issues and challenges in undertaking this research and the strategies you will use to manage them. <i>Please note that you will not be expected to present your risk register, mitigation strategy or quality assurance process which will be assessed via your written bid.</i>	5	10	85%

QUESTIONNAIRE 9 – WHOLE LIFE COST		Weighting – 25%
GUIDANCE	Suppliers must upload the Price Schedule at the question level on the e-Sourcing event. Prices should be submitted in pounds Sterling inclusive of any expenses but exclusive of VAT.	

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	Suppliers will be marked in accordance with the marking scheme at Section 2.	
Question Number	Question	Max Score
9.1	<p>Please confirm, by selecting 'YES' that you have attached a completed Price Schedule to the response to this question. In doing so, you are also confirming that prices offered are exclusive of VAT and firm for a period of 90 days following the Deadline for Submission.</p> <p>T&S costs are payable at the rates shown at the Annex D of this Invitation to Tender (ITT), all travel expenses must have the approval of the IICSA prior to booking.</p>	100

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