

## 1 INTRODUCTION

- 1.1 This document provides an overview of the methodology which will be adopted by the Authority and its Agent to evaluate Potential Provider responses to each question set out within the e-Sourcing event. It also sets out the marking scheme 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
  - 1.2.3 Marking Scheme – 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 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	QUALITY AND CAPABILITY
5	SERVICE DELIVERY AND APPROACH
6	PRICE

### 2.2 Quality Evaluation Process

2.2.1 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.

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



Mark	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. Indicates an excellent response with detailed supporting evidence and no weaknesses resulting in a high level of confidence.

2.2.3 Each mark 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 (“Quality Score”).

### 2.3 Consensus Marking Procedure

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

2.3.2 The Consensus Marking 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 mark for the answer in accordance with the Marking Scheme applicable to that question.

2.3.4 The Agent will review the marks allocated by the individual evaluators before facilitating a group consensus marking meeting.

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

2.3.6 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 added together to provide a ‘Quality Score’.

### 2.4 Price Evaluation Process

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2.4.1 The Price Evaluation Process is detailed in Schedule E- Pricing.

2.5 Final score

2.5.1 The Quality Score will be added to the Price Score to determine the final score for each Potential Provider (“Final Score”).

### 3 EVALUATION CRITERIA

3.1 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:

3.2 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 The Authority and its Agent 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			
GUIDANCE	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.		
Question Number	Question	Max Score	Weighting (%)
1.1	Have you read, understood and agree with Appendix A, Terms of Participation? By answering “Yes”, you are confirming your ‘Declaration of Compliance’ at Annex 1 of 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 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
1.4	Cyber Essentials is mandatory for central government contracts advertised after 1 October 2014 which involves handling personal information and providing certain ICT products and services. It is mandatory for Potential Providers to <b>provide documentary evidence</b> that they meet the technical requirements prescribed by Cyber Essentials. The Potential Provider must have a Cyber Essentials Scheme Certificate or equivalent at the commencement date of the contract. See Appendix B, 15.1.1.	Pass/Fail	N/A
1.5	Potential Providers must confirm that they will provide protection to HM Treasurys' personal data provided for the Service. Potential Providers must confirm that requirement 15.2 (Protecting Bulk Personal Data) of Appendix B will be met.	Pass/Fail	N/A
1.6	Potential Providers must confirm requirement 15.3 (compliance with the Data Protection Act 1998 and Amendment 2003) of Appendix B will be met. <i>The Authority's preference is that the Service Provider would be able to host the data entirely within the UK, and supported entirely by UK based system admin staff – see Appendix B, 15.3 for further details..</i>	Pass/Fail	N/A
1.7	Potential Providers must confirm that the data held will be transferred to HM Treasury when the Contract expires in the format specified in Appendix B, 14.4.	Pass/Fail	N/A
1.8	Potential Providers must confirm that any personal data relating to the Authority will not be used when the contract terminates, as specified in Appendix B, 14.4.	Pass/Fail	N/A
<b>QUESTIONNAIRE 2 – CONFLICTS OF INTEREST</b>			
<b>GUIDANCE</b>	<p><b>Question 2.1 is a 'Yes/No' question and will dictate whether or not question 2.2 needs to be answered.</b></p> <p><b>Question 2.2 is a Pass / Fail question. Potential Providers 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.</b></p>		



<b>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>			
<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>Question Number</b>	<b>Question</b>	<b>Max Score</b>	<b>Weighting (%)</b>
<b>GUIDANCE</b>	<b>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 this Tender exercise.</b>		
3.1	Please provide the name, office address, telephone number and email address for your organisations Tender point of contract.	None	N/A
3.2	Please confirm whether your organisation is an SME as defined within <a href="#">EU recommendation 2003/361</a>	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"> <li>Trading Name(s)</li> </ul>	None	N/A



	<ul style="list-style-type: none"> <li>Registered Address(es) and contact details</li> <li>Goods/Services to be provided</li> </ul>		
3.4	Do you agree, without caveats or limitations, that in the event that you are successful the Crown Commercial Service’s Terms and Conditions within Appendix C, will govern the provision of this contract (The Authority will not consider any material changes to the Ts&Cs).	None	N/A
3.5	<p>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;</p> <ul style="list-style-type: none"> <li>Trading Names(s)</li> <li>Registered address(es)</li> <li>Dunns Number(s)</li> <li>Role/responsibility within the Group</li> </ul>	None	N/A

- 3.6 The following Quality/Service Delivery Questionnaires are designed to test Potential Providers’ ability to deliver the requirement as set out in Appendix B, Statement of Requirements. Potential Providers *MUST* answer all Quality/Service Delivery questions.
- 3.7 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.
- 3.8 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.
- 3.9 Potential Providers must insert their responses into the relevant text fields in the e-Sourcing Suite.
- 3.10 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.
- 3.11 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.



- 3.12 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.
- 3.13 Potential providers will be marked in accordance with the marking scheme at Section 2.
- 3.14 **The maximum character count within a text field is 4096 characters including spaces and punctuation. This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words.**
- 3.15 **As attachments are permitted for 4.1, 5.1 and 5.2 the maximum word count is indicated at questionnaire level, words including titles and paragraph headings. This word 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. The page limit on attachments is set as per questionnaire. Attachments maybe submitted in Microsfot Word, Excel. PDF format and be in Arial font size 11.**
- 3.16 **Potential providers must not submit any additional information with their Tender other than that specifically requested in this document.**
- 3.17 **Any Tender response left at “Draft Bid” status on the eSourcing tool at the Tender receipt cut off time may be deemed a non-compliant bid and may NOT be assessed further.**

QUESTIONNAIRE 4 – QUALITY AND CAPABILITY		Weighting – 30%		
<ul style="list-style-type: none"> <li>• All Potential Providers <b>MUST</b> answer ALL the following questions</li> <li>• Potential Providers should provide their written response to the below questions within the eSourcing suite.</li> <li>• Potential providers should clearly label their response for attachment 4.1.</li> </ul>				
Question Number	Question	Minimum Acceptable Score	Maximum Available Score	Weighting %
4.1	The Authority wishes to assess the Potential Provider’s capability in delivering the requirements. Please	50	100	30%

	<p>provide a detailed project team chart showing all key personnel, who will be responsible for delivering services under this contract. The response must include:</p> <ul style="list-style-type: none"> <li>a) A clear structure with reporting lines and titles within respective organisation;</li> <li>b) Key roles and responsibilities for the event summarised;</li> <li>c) Sub-contractors (if appropriate); and</li> </ul> <p>Please provide evidence demonstrating your teams' relevant experience for this requirement. Potential Providers may provide an attachment not exceeding two A4 pages (maximum word count 1000 words)</p>			
4.2	<p>Potential Providers should provide one case study of where your organisation has delivered e-Learning in the last three years for an organisation of a similar scale and complexity demonstrating quality of service, conformance to legislation, delivering at pace to tight deadlines, working with third party suppliers and the ability to flexibly meet shifting client demands.</p>	50	100	35%
4.3	<p>Potential Providers should provide usable links to the packages that you have delivered in the last three years (relevant to appendix B) that;</p> <ul style="list-style-type: none"> <li>1) explains how the Authority will access the System.</li> <li>2) is easy to use, understand and was intuitive for the participant.</li> </ul>	50	100	35%

	3) the programming and design of the content on the devices is flexible and adaptable to the clients' requests and meets industry standards on software design.			
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**QUESTIONNAIRE 5 – SERVICE DELIVERY AND APPROACH**

**Weighting – 30%**

- **All Potential Providers MUST answer ALL the following questions**
- **Potential Providers should provide their written response to the below questions within the eSourcing suite.**
- **Potential providers should clearly label their responses for attachments 5.1 and 5.2.**

Question Number	Question	Minimum Acceptable Score	Maximum Available Score	Weighting %
5.1	<p>Potential Providers are requested to provide a project plan to deliver this requirement as referenced in Appendix B and outline the approach you will take to deliver and manage this requirement, including;-</p> <p>a) contingency planning;</p> <p>b) the processes that you will put in place to minimise technology failure;</p> <p>c) keeping up-to-date with legislation/regulatory demand and shifting client needs;</p> <p>d) integrating with 3rd Party suppliers;</p> <p>Potential Providers are permitted to provide a project plan via attachment,</p>	50	100	50%



	not exceeding two pages of A4 (maximum word count 1000 words)			
5.2	<p>Potential Providers are requested to provide a draft security plan to deliver this requirement as referenced in Appendix B, outlining the approach you will take to deliver and manage how the security standards specified by the customer will be met.</p> <p>Potential Providers are permitted to provide a security plan via attachment, not exceeding half a page of A4 (maximum word count 250 words)</p>	50	100	15%
5.3	Potential Providers are requested to describe how they will manage the service to the Authority in terms of contract management and reporting. See Appendix B, section 5.13. Scope of Requirement.	50	100	35%

<b>QUESTIONNAIRE 6 – PRICE</b>		<b>Weighting – 40%</b>
<b>GUIDANCE</b>	<ul style="list-style-type: none"> <li>• <b>Potential Providers must complete the attachment appendix E – Pricing Schedule. Instructions are within appendix E.</b></li> <li>• <b>Prices should be submitted in pounds Sterling inclusive of any expenses but exclusive of VAT.</b></li> <li>• <b>Potential Providers will be marked in accordance with the marking scheme at Section 2.</b></li> </ul>	
Question Number	Question	Max Score
6.1	Please confirm, by selecting 'YES' that you have attached a completed Price Schedule. In so doing, you are also confirming that prices offered are inclusive of	40



	any expenses, exclusive of VAT and firm for a period of 90 days following the Deadline for Submission.	
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