



# **Annex A - Technical Questionnaire**



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# 1. Introduction

- 1.1 This document allows us to assess your quality of delivery for Neurodiversity Services.
- 1.2 The document is split into two sections:
  - 1.2.1 Mandatory Declarations Questions
    - 1.2.1.1 For Mandatory Questions, please populate the checkbox table selecting 'Yes/No' from the drop-down list in the end column, and entering any additional information in the bottom row
  - 1.2.2 Technical Criteria Questions
    - 1.2.2.1 For Technical Criteria Questions, please provide a written response in the section marked 'Response' on each table
- 1.3 Bidders should complete all sections within this document if they wish to bid for ITT\_6723.
- 1.4 The Methodology given within table 1 below will be used for the evaluation of the quality criteria unless otherwise specified within the response requirement.
- 1.5 Bidders should fully explain their answers and provide evidence backed up with examples to the question specifics. Bidders should aim to give the evaluator confidence that they can deliver the proposed service with features and benefits to MoJ. Unsubstantiated claims will not be given higher marks. Under no circumstances may you include any marketing information, materials and/or handbooks within your bid unless specifically requested to do so within the Limitation boxes.
- 1.6 Bidder should always provide their best possible proposal and answers for each individual question.
- 1.7 The Bidders Responses to each of the Award Criteria questions will be scored and weighted as shown in each individual question. These scores will determine the Most Economically Advantageous Tender (MEAT).
- 1.8 A statement that a particular requirement will be met is not in itself sufficient. Such Responses, or Responses that are ambiguous, may be taken as failing to meet the Requirement. Detailed information regarding how, when and to what extent a Requirement can be met must be provided where appropriate. Furthermore, if any requirement or part of a requirement cannot be met, this must be stated explicitly along with the reason why.
- 1.9 **Where a bidder has already provided information that addresses a specific requirement in another question, this information should be re-stated in their Bid, not simply referenced. Please note that any Response simply making reference to handbooks, marketing material or accreditations and not describing how this will be applied to the Requirement will not be accepted.**
  - 1.9.1 Please provide Responses clearly and concisely in a question answer format.

- 1.9.2 Word Count: all word counts stated for each specific question must be adhered to, if not your response will be redacted in relation to the word count specified.
- 1.9.3 The technical evaluation will be split into a Mandatory Declarations Checklist and five (5) Technical Criteria Questions which have been weighted in accordingly.
- 1.9.4 The Weightings of each of the Technical Criteria Questions will total 100% and each Weighting has been stated in the relevant question.
- 1.10 The Weightings of these sections will total 100% as outlined above and in Annex A, the response to each question will be evaluated and scored based on either;
  - (a) a pass/fail basis; or
  - (b) A weighted score – the score given to each question shall be divided by the weighting for that question. The sum of the weighted scores will provide the Overall Technical Score.
- 1.11 The Technical Criteria Questions listed below will be evaluated against the criteria and scoring matrix detailed in section 2.
- 1.12 If a Bid does not achieve an overall Technical Score of 60%, the Authority reserves the right to exclude that Bidder from the Call-Off Competition.

## 2. Scoring Methodology

The methodology given in the table below will be used for the evaluation of the award criteria unless otherwise specified within the Response requirement.

SCORE (%)	ASSESSMENT	INTERPRETATION
100	Exceptional	The Supplier's response: (a) meets all of the minimum stated criteria in an <b>exceptional manner</b> with a robust proposal that provides full confidence of an overall <b>extremely effective solution</b> , including the relevant ability, understanding, expertise, skills and/or resources OR (b) meets all of the minimum stated criteria in an <b>acceptable manner</b> with a proposal that provides full confidence effective solution, including the relevant ability, understanding, expertise, skills and/or resources, <b>AND</b> provides evidence of factor(s) that will add <b>exceptional value</b> beyond what is described in the criteria.
86.6	Very Good	The Supplier's response: (a) meets all of the minimum stated criteria in a <b>very good manner</b> with a robust proposal that provides full confidence of an overall <b>very effective solution</b> , including the relevant ability, understanding, expertise, skills and/or resources OR (b) meets all of the minimum stated criteria in an <b>acceptable manner</b> with a proposal that provides full confidence effective solution, including the relevant ability, understanding, expertise, skills and/or resources, <b>AND</b> provides evidence of factor(s) that will add <b>significant value</b> beyond what is described in the criteria.
73.3	Good	The Supplier's response: (a) meets all of the minimum stated criteria in a <b>good manner</b> with a robust proposal that provides full confidence of an overall <b>effective solution</b> , including the relevant ability, understanding, expertise, skills and/or resources OR (b) meets all of the minimum stated criteria in an <b>acceptable manner</b> with a proposal that provides full confidence effective solution, including the relevant ability, understanding, expertise, skills and/or resources, <b>AND</b> provides evidence of factor(s) that will add <b>some value</b> beyond what is described in the criteria.
60	Acceptable	The Supplier's response: meets all of the minimum stated criteria in an <b>acceptable manner</b> with a proposal that provides full confidence in an acceptable solution, including the relevant ability, understanding, expertise, skills and/or resources. There may be <b>minor concerns</b> which are <b>easily resolvable</b> and in any event which <b>do not have a material impact</b> on the overall acceptability of the proposal.
40	Minor Reservations	The Supplier's response: <u>does not</u> fully meet one or more of the minimum stated criteria in an acceptable manner and/or meets the minimum stated criteria in an acceptable manner but <u>does not</u> provide full confidence in an acceptable solution, including the relevant ability, understanding, expertise, skills and/or resources causing some <b>minor reservations</b> in one or more areas which <b>may be resolvable</b> but, if not, <b>may have a material impact</b> on the overall acceptability of the proposal.
20	Major Reservations	The Supplier's response: <u>does not</u> fully meet one or more of the minimum stated criteria in an acceptable manner and/or meets the minimum stated criteria in an acceptable manner but <u>does not</u> provide full confidence in an acceptable solution, including the relevant ability, understanding, expertise, skills and/or resources, causing one or more <b>major reservations</b> in one or more areas are <b>unlikely to be resolvable</b> but and <b>may have a material impact</b> on the overall acceptability of the proposal.
0	Unacceptable	The Supplier's response: <u>does not</u> meet one or more of the minimum stated criteria in an acceptable manner and/or contains insufficient information to provide full confidence in an acceptable solution, including the relevant ability, understanding, expertise, skills and/or resources, causing <b>major reservations</b> in one or more areas that are <b>not resolvable</b> and <b>will have an impact</b> on the overall acceptability of the proposal.

### 3. Mandatory Questions

MD-001	Question Area	Requirement – Select Yes/No	
	Specification / Service Description	Please can you confirm you have reviewed 'Schedule 2.1 – Services Description' and confirm below that you understand and can deliver on all requirements and outcomes therein?	Yes
		Please can you confirm you can meet the needs of the majority (i.e. more than 50%) of the conditions listed at 7.2(a)(i) of Schedule 2.1 – Services Description? If you cannot, please explain any relevant mitigation in the box below:	Yes
	Digital & Technology and Information Assurance	Please can you confirm reviewed and understood and shall be compliant with Schedule 2.3 (Standards) and Schedule 2.4 (Information Security and Assurance) of the Framework Agreement?	Yes
		Please can you confirm your organisation will be compliant with the requirements of Service Level 1 (SL1) of Schedule 2.4, prior to service commencement (note: this includes accreditation to Cyber Essentials Basic)?	Yes
		Please can you confirm your organisation will upgrade to Cyber Essentials Plus, and comply with Service Level 2 (SL2) of Schedule 2.4, if the Authority, at its sole discretion, determines additional Information Assurance is required of the Provider of this contract at any stage during the contract term?	Yes
		Please can you confirm your organisation will submit to the Authority for approval an Information Security Management Plan for the Service being delivered within [one month] of award of Call-off Effective Date.	Yes
	Workforce	Please confirm compliance with regards to vetting requirements within <a href="#">PI 2014/03</a>	Yes
		Please confirm compliance with regards to vetting requirements within <a href="#">PI 2014/60</a>	Yes
		Please confirm compliance with regards to vetting requirements within <a href="#">PI 2014/23</a>	Yes
		Please confirm compliance with regards to vetting requirements within <a href="#">PI 2014/55</a>	Yes
		Please confirm that you will appropriately engage and communicate the outcome and implications of this competition with your employees, and where relevant, Trade Unions.	Yes
	Estates	The Provider shall have a duty of care to provide a facility that meets basic H&S standards and is accessible to People on Probation and Provider Personnel with protected characteristics (in the main, but not limited to, physical impairments) and takes into account the specific needs of users of the service in question. Please can you confirm that you will comply with this requirement?	Yes
		Please can you confirm your organisation will be compliant with the Legal and Regulatory Requirements as outlined in Appendix 1 – Supplier Own Site Suitability Review?	Yes

		Please can you confirm your organisation will be compliant with the Best Practice Requirements as outlined in Appendix 1 – Supplier Own Site Suitability Review? (where this isn't possible please confirm you will comply with the below question to pass this mandatory question)	Yes
		Where you can not comply with the above question, please confirm you agree that adequate consideration has been applied and where necessary, mitigations are in place or are in development, and will be agreed by the Authority?	Yes
	Social Value	Please confirm your compliance that services will be delivered in a way that supports environmental sustainability, in accordance with Schedule 2.3 of the Framework Agreement.	Yes.
		Please provide a statement below to describe how your organisation will or does support health and wellbeing, including physical and mental health, in the workforce	
		<p><b>Your response to this question should be a maximum of 500 words and IS FOR INFORMATION ONLY and shall not be scored in the evaluation</b></p> <p>[Redacted]</p>	
Enter any additional comments here			

## 4. Criteria Questions

The tables below sets' out the Award Criteria and weightings relating to the provision of Neurodiversity Services

TC-001 Service Continuity			
TC-001	Weighting	5%	Limitations
	Question		Up to 400 words;
	<p>The Authority requires the Bidder to understand the requirements of and comply with the entirety of the Neurodiversity Services specification throughout the duration of Call-Off Contract period.</p> <p>Please describe what considerations you will make to ensure service continuity in the event of disruption and changing landscapes, in particular the following staffing events:</p> <ul style="list-style-type: none"> <li>a) Annual leave;</li> <li>b) Staff sickness;</li> <li>c) Attrition.</li> </ul> <p>(NB: You may wish to use examples and/or case studies of how you have previously handled similar situations).</p>		<p>The response should be entered in this table in the cell below;</p> <p><b>Additional diagrams and tables can be submitted to support your response, however any wording within these shall be included in the overall word count</b></p>
	Response		
	[Redacted]		
	Total Word Count – (Providers to self-populate)		399



TC-002 Understanding of Neurodiverse Individuals			
TC-002	Weighting	25%	Limitations
	Question		Up to 1000 words;
	<p>The Authority requires the Bidder to have a thorough understanding and appreciation of the needs and challenges facing neurodiverse individuals.</p> <p>Please detail <b>how</b> you will use your expertise to deliver an inclusive service which is responsive to the specific needs and experiences of neurodiverse individuals in the criminal justice system.</p>		<p><b>The response should be entered in this table in the cell below;</b></p> <p><b>Additional diagrams and tables can be submitted to support your response, however any wording within these shall be included in the overall word count</b></p>
	Response		
	[Redacted]		
Total Word Count – (Providers to self-populate)			994

TC-003 Service Delivery: Delivery Model			
TC-003	Weighting	35%	Limitations
	Question		Up to 2000 words;
	<p>The Authority requires the bidder to demonstrate its approach to service delivery and its delivery model. Please set out your delivery model below.</p> <p>This should include (but is not limited to):</p> <ol style="list-style-type: none"> <li>1) In light of the requirements in Schedule 2.1 (Services Description), <b>how</b> you intend to deliver the engagement services to people on probation?</li> <li>2) In light of the requirements in Schedule 2.1 (Services Description), <b>how</b> you intend to deliver the engagement services to probation staff, including probation practitioners and leaders?</li> </ol> <p>You may also want to consider if there is there anything <b>above and beyond what is described in the criteria</b> that you could offer as part of your service.</p>		<p><b>The response should be entered in this table in the cell below;</b></p> <p><b>Additional diagrams and tables can be submitted to support your response, however any wording within these shall be included in the overall word count</b></p>
	Response		
	[Redacted]		
Total Word Count – (Providers to self-populate)			1978

TC-004 Service Delivery: Collaboration			
TC-004	Weighting	25%	Limitations
	Question		Up to 750 words;
	<p>The Authority requires the bidder to utilise other organisations with specialist knowledge, where appropriate.</p> <p>Please set out:</p> <p>1) <b>Evidence</b> of your understanding of other specialist organisations with neurodiverse expertise and <b>how</b> you will collaborate with them or use their services.</p> <p>You may also want to consider if there is there anything <b>above and beyond what is described in the criteria</b> that you could offer as part of your service.</p>		<p>The response should be entered in this table in the cell below;</p> <p><b>Additional diagrams and tables can be submitted to support your response, however any wording within these shall be included in the overall word count</b></p>
	Response		
	[Redacted]		
Total Word Count – (Providers to self-populate)			749

TC-005 Implementation			
TC-005	Weighting	10%	Limitations
	Question		For parts A) and B), no more than 1000 words in total.
	<p>Providers are required to provide detail on how they will implement this contract across the region.</p> <p><b>A)</b> Explain <b>how</b> you will plan to ensure that the implementation of the Call-Off Contract will be successfully achieved without interruption to services. Account may be had of any challenges that are unique to the region and its geography.</p> <p><b>B)</b> Outline the approach you will take to working with the Authority to make the implementation successful within the required timeframes as outlined in ITT.</p> <p><b>C)</b> Please provide an Implementation Plan (in any format) to detail planned timescales and responsibilities to meet the Implementation milestones as per Schedule 6.1 – Implementation, in the Call-off Contract. This section requires explicit reference to the milestones and requires bidders to provide a confident plan of <b>how</b> each milestone shall be met on time.</p> <p>D) Please complete a RAID (Risks, Assumptions, Issued and Dependencies) log outlining the key challenges you expect to encounter while implementing the services and how you intend to mitigate these risks and challenges.</p>		<p>The Implementation Plan for part C) should be submitted as an additional attachment and must be no longer than 2 A4 pages. The content of this Implementation Plan shall not form part of the word limit above; however, the font must be Arial and size 11. Please submit as a PDF.</p> <p>For part D), the RAID log should be no longer than 3 A4 pages. The content of the RAID log shall not form part of the word limit above; however, the font must be Arial and size 11. Please submit as a PDF.</p> <p>The response should be entered in this table in the cell below, save for the plan and log.</p> <p>Additional diagrams and tables can be submitted to support your response, however any wording within these shall be included in the overall word count</p>
	Response		

	[Redacted]	
	Total Word Count – (Providers to self-populate)	999



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