1. **INTRODUCTION**
   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.
   2. The following information has been provided in relation to each question (where applicable);
      1. Weighting – highlights the relative importance of the question
      2. Guidance – sets out information for the Potential Providers to consider
      3. Marking Scheme – details the marks available to evaluators during evaluation
   3. The defined terms used in the ITT document shall apply to this document.
2. **OVERVIEW**
   1. The e-Sourcing event is broken down into the following Questionnaires:

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

* 1. Quality Evaluation Process
     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. Each response to questions within the Quality/Service Delivery Questionnaire(s) will be marked in accordance with the table below:

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| 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. |

* + 1. Each mark achieved will be multiplied by the corresponding weighting to provide an overall question score.
    2. 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”).
  1. Consensus Marking Procedure
     1. Tenders that are scored and require evaluation will be evaluated in accordance with the procedure described in this paragraph.
     2. The Consensus Marking Procedure is a two-step process, comprising of:
        1. Independent evaluation; and
        2. Group consensus marking.
     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.
     4. The Agent will review the marks allocated by the individual evaluators before facilitating a group consensus marking meeting.
     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.
     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. Price Evaluation Process
     1. Prices submitted by Potential Providers’ in Schedule E :Price will be recorded and evaluated in accordance with the following process.
     2. Potential Providers’ are required to provide a completed pricing schedule against the ‘Price’ Questionnaire within the e-Sourcing event.
     3. Prices offered will be evaluated against the range of prices submitted by all Potential Providers for that item.
     4. The Potential Provider with the lowest price shall be awarded the Maximum Score Available. The remaining Potential Providers shall be awarded a percentage of the Maximum Score Available equal to their price, relative to the lowest price submitted.
     5. The calculation used is the following:
     6. = Lowest Price Tendered x Maximum Score Available

Tender price

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| **Potential Provider** | **Price Submitted** | **Score Calculation** | **Maximum Score Available** | **Score Awarded** |
| Potential Provider A | £1,000 | £1,000/£1,000 \*100 | 100 | 100 |
| Potential Provider B | £2,000 | £1,000/£2,000 \*100 | 100 | 50 |
| Potential Provider C | £2,500 | £1,000/£2,500 \*100 | 100 | 40 |

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

1. **EVALUATION CRITERIA**
   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:
   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. 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.
   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.

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| **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 agree, without caveats or limitations, that in the event that you are successful the Crown Commercial Service’s Terms and Conditions within Appendix C, Draft Contract Document will govern the provision of this contract? | Pass/Fail | N/A |
| 1.4 | 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 |
| 1.5 | Do you confirm that you will adhere to UK e-learning industry standards and regulation e.g. SCORM. | Pass/Fail | N/A |
| 1.6 | Please confirm that your proposed e-learning platform complies with General Data Protection requirements. As a minimum the solution should meet with WCAG 2.1 AA Accesibility requirements. | Pass/Fail | N/A |
| 1.7 | Please confirm you have a current and valid Cyber Essentials Plus Certificate awarded by one of the government approved Cyber Essentials accreditation bodies within the last 12 months.  Or have valid ISO 27001:2013 Certification  Or would be willing to obtain one of these certificates within three months of contract award. | Pass/Fail | N/A |
| **QUESTIONNAIRE 2 – CONFLICTS OF INTEREST** | | |  |
| **GUIDANCE** | 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. 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 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. | | |
| **Question Number** | **Question** | **Max Score** | **Weighting (%)** |
| 2.1 | Please confirm whether you have any potential, actual or perceived conflicts of interest that may by 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 |

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| **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 ommissions may delay completion of this Tender exercise. | | |
| Question Number | Question | Max Score | Weighting (%) | |
| 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 [EU recommendation 2003/361](http://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX:32003H0361) | 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;   * 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;   * Trading Names(s) * Registered address(es) * Dunns Number(s) * Role/responsibility within the Group | None | N/A |

* 1. 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.
  2. 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. 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.
  4. Potential Providers 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.
  5. 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.
  6. 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.
  7. 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.
  8. Potential providers will be marked in accordance with the marking scheme at Section 2.
  9. The page limit per attachment is 13 (sides) including graphs and diagrams. Attachments must be submitted in Word, Excel or PDF format and be in Arial font size 11. CV’s are not included in the attachment page limit but they are restricted to a maximum of 1 side of A4 per person.
  10. Suppliers should set out their responses in 3 attachments:
* **Attachment 1- Questionaire 1, 2 and 3 (Mandatory questions) in PDF format uploaded at Questionaire 1 only.**
* **Attachment 2- Questionaire 4 and 5 (Quality bid) in PDF format uploaded at Questionaire 4 only.**
* **Attachment 3- Questionaire 6 (Appendix E- Price Table) in an Excel file, uploaded at question level within Questionaire 6 only.**

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| **QUESTIONNAIRE 4 – QUALITY AND CAPABILITY** | | | **Weighting – 30%** | |
| **All Potential Providers MUST answer ALL the following questions** | | | | |
| Question Number | Question | Minimum Acceptable Score | Maximum Available Score | Weighting |
| 4.1 | Potential providers should provide a portfolio of their credentials in their response including case studies of where their organisation has delivered a bespoke e-learning course based on user needs previously, demonstrating;   1. Creation of an exemplary learning journey; 2. Excellent design based on user needs 3. Quality of service; 4. Delivering at pace to tight deadlines; and 5. Ability to flexibly meet shifting client priorities.   As part of this, potential providers should outline their methodology and approach to e-learning course design. | 50 | 100 | 60% |
| 4.2 | Please provide evidence demonstrating your teams’ relevant experience, qualifications and capability for this requirement.  Potential providers should provide CVs of the people (maximum 1 side of A4 per person) that will make up the project team. CVs will be evaluated against the skills and experience relevant to the requirement as detailed in Appendix B – Statement of Requirement.  This should be provided by an attachment uploaded at questionnaire 4 | 50 | 100 | 40% |

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| **QUESTIONNAIRE 5 – SERVICE DELIVERY AND MANAGEMENT** | | | | **Weighting – 40%** | | |
| **All Potential Providers MUST answer ALL the following questions** | | | | | | |
| Question Number | Question | | Minimum Acceptable Score | Maximum Available Score | | Weighting% |
| 5.1 | Potential Providers are requested to provide their specific methodology delivering for this project as well as their project plan to deliver the requirement as outlined in Appendix B, including but not limited to;   1. A summary of their creative design approach; 2. A technical summary; 3. Understanding of business requirements; 4. Meeting deadlines; 5. Contingency planning; 6. The processes that you will put in place to minimise technology failure; 7. Shifting client needs/assisting with clients’ (Cabinet Office Team) questions and clarifications; and 8. Meeting the accessibility requirements and security standards specified by the Client. | | 50 | 100 | | 50% |
| 5.2 | Potential Providers are requested to describe how they will manage the service to the Authority in terms of account management and quality assurance and reporting. | | 50 | 100 | | 25% |
| 5.3 | Please provide a detailed project team chart showing all key personnel, who will be responsible for delivering services under this contract.  The response must include:   1. A clear structure with reporting lines and titles within respective organisation including Sub-contractors (if applicable); and 2. Key roles and responsibilities for the contract summarised. | | 50 | 100 | | 25% |
| **QUESTIONNAIRE 6 – PRICE** | | | | | **Weighting – 30 %** | | |
| **GUIDANCE** | | Potential Providers must complete the attachment Appendix E. Instructions are within Schedule E .  Potential Providers 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.  Potential Providers will be marked in accordance with the marking scheme at Section 2. | | | | | |
| Question Number | | Question | | | Max Score | | |
| 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 excluding overseas travel which needs to be approved by the contracting authority (please refer to Appendix B 21.1). The prices will remain firm for a period of 90 days following the Deadline for Submission. | | | 100 | | |