

APPENDIX B
RESPONSE GUIDANCE

1 INTRODUCTION

- 1.1 This document provides the questions that will be evaluated as part of this procurement and an overview of the methodology which will be adopted by the Authority to evaluate Potential Provider responses to each question. 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 DOCUMENT COMPLETION

- 2.1 You must not submit any additional information with your Tender other than that specifically requested in this document or Appendix A – Service Description and Appendix B – Response Guidance.
- 2.2 **Note:** Please submit your tender response as attachments there should be only three attachments, as follows: -
- Responses to all **Commercial (1, 2, & 3)** questions must be submitted as a **single PDF** document, to be attached at the quality evaluation response in the AWARD e-Portal;
 - Responses to **Quality (4)** questions must be submitted as a **single PDF** document, to be attached at the quality evaluation response in the AWARD e-Portal;
 - Responses to **Price (5)** question must only be submitted as a **single PDF**, to be attached at the **price schedule response** in the AWARD e-Portal.

Any submitted tender responses which are not separated in the above manner may be rejected.

Any Tender response left at “Draft Bid” status on the AWARD e-portal at the Tender receipt cut off time may be deemed a non-compliant bid and may NOT be assessed further.

3 RESPONSE GUIDANCE

3.1 Quality Evaluation Process

3.1.1 Each response to questions within the Quality/Service Delivery Questionnaire(s) will be given once of the scores 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.

3.1.2 Each mark achieved will be multiplied by the corresponding weighting to provide an overall question score.

3.1.3 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”).

3.2 Consensus Marking Procedure

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

- 3.2.1.1 Independent evaluation; and
- 3.2.1.2 Group consensus marking.

3.2.2 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.

3.2.3 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.

3.2.4 Once all quality responses have been evaluated the individual scores attributed to each response will be added together to provide a ‘Quality Score’.

3.3 Price Evaluation Process

3.3.1 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.

3.3.2 The calculation used is the following:

$$3.3.3 = \frac{\text{Lowest Price Tendered}}{\text{Tender price}} \times \text{Maximum Score Available}$$

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

3.4 Final score

3.4.1 The Quality Score will be added to the Price Score to determine the final score for each Potential Provider ("Final Score")

4 EVALUATION CRITERIA

- 4.1 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.
- 4.2 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.
- 4.3 The Authority reserves 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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Question Number	Question	Max Score
1.1	Have you read, understood and accepted the Invitation to Tender and all associated appendices, specifically Appendix A, Specification?	Pass/Fail
1.2	Do you agree, without caveats or limitations, that in the event that you are successful the Department for Transport Terms and Conditions will govern this contract?	Pass/Fail
1.3	Will all staff working on this contract be employed by the Provider, or designated self-employed staff with a demonstrable, long standing working relationship with the Provider?	Pass/Fail
1.4	Do you have either a valid Transport for London (TfL) or Local Authority Private Hire Vehicle (PHV) operator's licence?	Pass/Fail
1.5	Do you confirm that all drivers working on this contract have all of the following: <ul style="list-style-type: none"> • Baseline Personnel Security Standard (BPSS) • The right to work in the United Kingdom • An appropriate, valid, current UK driving licence • A valid TfL or Local Authority PHV Operator's Licence • Any Professional driver training qualification(s) held i.e. RoSPA, IAM etc • Are fluent in the English language 	Pass/Fail
1.6	Do you confirm that all vehicles to be used on this contract are either registered, outright purchased or contract hired/leased to the Provider?	Pass/Fail
1.7	Do you confirm that all vehicles to be used on this contract: <ul style="list-style-type: none"> • Are at least medium executive saloon class, able to carry a minimum of four (4) passengers and their luggage • Conform to all legal requirements, be taxed and carry all relevant certification documents • Be comprehensively insured against all risks associated with the carrying of passengers for hire and reward • Be less than 4 years old • Be professionally serviced and maintained in line with the manufacturer's standards • Be fitted with reading lights • Are not fitted with an in-car two-way radio system of any description (or show signs of one being fitted e.g. external aerial) • Are equipped with up to date satellite navigation system. 	Pass/Fail

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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. 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.</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.	Pass/Fail	N/A

QUESTIONNAIRE 3 – INFORMATION ONLY

GUIDANCE	<p>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.</p>		
Question Number	Question	Max Score	Weighting (%)
3.1	<p>What are your details:</p> <ul style="list-style-type: none"> ● Name (registered name if registered) ● Office address (registered address if registered) ● Website address (if applicable) ● Date of registration (if applicable) or date of formation ● Registration number (company, partnership, charity etc.) if applicable ● DUNS number (of head office, if applicable) 	None	N/A

	<ul style="list-style-type: none"> VAT number 		
3.2	<p>What is your trading status:</p> <ul style="list-style-type: none"> Public limited company Limited company Limited liability partnership Other partnership Sole trader Third sector Other – please specify 	None	N/A
3.3	<p>Please confirm whether your organisation is an SME as defined within EU recommendation 2003/361</p>	None	N/A
	<p>Please provide details of where the Award Outcome should be directed. Your response must include their;</p> <ul style="list-style-type: none"> Full Name Role/Title Registered Address Email Address 	None	N/A

4.4 The following Quality/Service Delivery Questionnaires are designed to test Potential Providers' ability to deliver the requirement as set out in Appendix A, Specification. Potential Providers **MUST** answer all Quality/Service Delivery questions.

4.5 Potential Providers must achieve the minimum acceptable Quality Score overall of at least 60%. Only those responses which achieve this threshold will move onto the Price Evaluation Process. The bids that do not make this threshold are rejected and therefore unsuccessful.

4.6 Potential providers will be marked in accordance with the marking scheme at Section 3.

QUESTIONNAIRE 4 – QUALITY		Weighting – 60 %	
Question Number	Question	Maximum Available Score	Weighting
4.1	Please provide evidence of the understanding of the operational objectives, deliverables and what the	100	10%

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	Department is trying to achieve (refer to 04 Appendix A – Specification Section 4).		
4.2	Please provide evidence of the ability to deal with fluctuations in demand, including your assessment of the number of driver and vehicle resources that you intend to use in the delivery of this contract (refer to 04 Appendix A – Specification Sections 4.4 & 4.5).	100	20%
4.3	Please provide evidence of the robustness of the proposal and methodology to respond to GCS requirements (refer to 04 Appendix A – Specification Section 6.5) including how requirements will be achieved using only security cleared staff (refer to 04 Appendix A – Specification Sections 6.5.1 & 7).	100	30%
4.4	Please provide a robust contingency plan to ensure the continuity of service in case of vehicle breakdown, service failure or minor accident (refer to 04 Appendix A – Specification Sections 6.5.4 & 6.5.6).	100	15%
4.5	Please provide evidence of commitment to support GCS to meet its obligations for operating/introducing ultra-low emission vehicles by 2022 (refer to 04 Appendix A – Specification Section 9).	100	10%
4.6	Please provide evidence of proposed quality assurance (Quality Plan) and project management systems (refer to 04 Appendix A – Specification Sections 8 & 10).	100	10%
4.7	Please provide evidence of identification and management of risks and associated KPI reporting capabilities (refer to 04 Appendix A – Specification Section 10.4).	100	5%

QUESTIONNAIRE 5 – PRICE

Weighting – 40 %

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GUIDANCE	Potential Providers must upload the price schedule at the question level on the AWARD e-portal. The price schedule will also show a breakdown of service rates in the form provided. 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 3.	
Question Number	Question	Max Score
5.1	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 firm for a period of [90] days following the Deadline for Submission.	100