**APPENDIX D**

**RESPONSE GUIDANCE**

# introduction

## This Appendix D sets out the questions that will be evaluated as part of this Procurement.

## The following information has been provided in relation to each question (where applicable):

### Weighting – highlights the relative importance of the question

### Guidance – sets out information for the Potential Provider to consider when preparing a response

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

# DOCUMENT COMPLETION

## You **must** provide a response to every question. Please provide your response via the e-sourcing portal as a separate document at each question. All responses must be provided as either Word or PDF documents using Arial font, no less than size 11.

## You **must not** submit any additional information with your Tender other than that specifically requested in this document or Appendix B – Statement of Requirements and Appendix D – Response Guidance.

# RESPONSE GUIDANCE

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| **1** | **COMPANY INFORMATION** |
| 1.1 | Please state your full company name. |
| 1.2 | Please state your registered office address. |
| 1.3 | Please state your company or charity registration number. |
| 1.4 | Please state whether your company is a SME. |
| 1.5 | Please state whether your company is a voluntary, community or social enterprise organisation. |
| 1.6 | Please state the name of your immediate parent company. |

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| **2** | **TENDER CONTACT** |
| 2.1 | Please state the contact’s name. |
| 2.2 | Please state the contact’s address, Postcode and Country. |
| 2.3 | Please state the contact’s telephone number. |
| 2.4 | Please state the contact’s mobile number. |
| 2.5 | Please state the contact’s e-mail address. |

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| **3** | **MANDATORY REQUIREMENTS** | **Pass/Fail** |
| **Please Note:** The following question is a Pass / Fail question, therefore if a Potential Provider cannot or is unwilling to answer ‘Yes’, their Tender will be deemed non-compliant and they will be unable to be considered for this requirement. The Potential Provider should confirm by deleting the inappropriate answer. | | |
| 3.1 | Do you agree, without caveats or limitations, that in the event you are successful in this Procurement, you will unreservedly sign the Terms and Conditions of Contract as set out at Appendix C upon award of the Contract? | |
| 3.2 | Do you agree without caveat or limitations that this tender will be treated in the utmost confidence and that you will implement tight restrictions on the dissemination of the project within your organisation and do not disclose to any other parties any information about this requirement? | |

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| **4** | **CONFLICT OF INTEREST** | **Pass/Fail** |
| **Please Note:** Question 4.1 is a Yes/No question and will dictate whether or not question 4.2 needs to be answered. If the answer is Yes to this question please select Yes and address all questions a) to i) in a word or pdf document and attach to this question.  **Only respond to question 4.2 if the answer to question 4.1 is Yes.** Question 4.2 requires a written response. Please place your answer in the text section provided. If a Potential Provider cannot or is unwilling to suitably demonstrate that they have suitable safeguards to mitigate any risk then their tender will be deemed non-compliant and they will be unable to be considered for this requirement.  Questions 4.3 is a Yes/No question. | | |
| 4.1 | Please confirm whether you have any potential, actual or perceived conflicts of interest that may by relevant to this requirement, more specifically:   1. Have you, or any of your sub-contractors ever worked, in any capacity, for Gatwick Airport Ltd, Heathrow Airport Ltd, Heathrow Hub or the Airports Commission in the last 7 years? 2. What was the nature of this work? 3. When did this work start and end? 4. Are you scheduled to work with any of these parties, or expecting to bid for work with these parties in the future? 5. If so, what is the nature of this work and when it is expected to start and finish? 6. Do you have any arrangements with any of these airports where you may be called upon to do work in the future for them? 7. Have you ever worked, or do you have planned in the future, to work with any other airport, company, organisation, body, group in the public or private sector, in the UK or abroad relating to airport capacity in the UK? 8. If so, what was the nature of the work? 9. When did this work start and end? Or when is it planned to start and end? | |
| 4.2 | We require that any actual, potential, or perceived conflicts of interest (CoI) in respect of this requirement should be identified in the tender response. Where there is deemed to be a potential CoI, you must include a detailed proposed compliance regime in your tender response to mitigate the risks of actual or perceived conflicts during the delivery of these services. As a minimum, this must include:    a) Answering all of the questions set out in 4.1 above  b) Manner of operation and management  c) Roles and responsibilities including the line management chains  d) Standards for integrity and fair dealing  e) Levels of access to and protection of competitors’ sensitive information  f) Confidentiality / non-disclosure agreements  g) The Authority’s right to audit  h) Physical and managerial separation.  i) Security and access to IT systems.    Please note: The tender will be deemed non-compliant if the tenderer cannot reasonably demonstrate the application of suitable safeguards to mitigate any conflict of interest risk to the complete satisfaction of the Department / Authority. | |
| 4.3 | Notwithstanding the CoI question at 4.1 & 4.2 above, do you agree to notify the Authority immediately of any CoI that arises at any point prior to the issue of Letter of Appointment that has not already been disclosed in the tender response, or after the issue of the Letter of Appointment and during the life of the contract? | |

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| **5** | **Project Specific Experience** | | | **Weighting 10%** | | | |
| **Guidance:** | | | | | | | |
| * Potential providers should attach one document at the questionnaire level that forms their response to the set questions below. * Potential providers should clearly label the response to each of the questions within the attachment and the document must not exceed four sides of A4 (11pt font maximum) and be submitted in word/PDF format. * The maximum score available for this questionnaire is 100. | | | | | | | |
| **Question:** | | | | | | | |
|  | | | | | **Max Score** | **Weighting %** | |
| 5.1 | | | Please provide CVs for the personnel you intend to utilise detailing their experience relevant to this work. | | 100 | | 40% |
| 5.2 | | | Please provide three case studies to demonstrate your experience in relation to carrying out peer reviews of the type listed in Appendix B. This should also include delivering reports of your reviews, the advice offered and how it was used to improve the work being reviewed. | | 100 | | 60% |
| **Marking Scheme:** | | | | | | | |
| **The following marking scheme will be used to assess the response provided to this question:** | | | | | | | |
| 0 | | Failed to meet any aspect of 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. | | | | | |

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| **6** | **Methodology** | | | **Weighting 40%** | | |
| **Guidance:** | | | | | | |
| * Potential providers should attach one document at the questionnaire level that forms their response to the set questions below. * Potential providers should clearly label the response against each of the questions within the attachment and the document must not exceed four sides A4 (11pt font maximum) and be submitted in word/PDF format. * The Maximum score available for this questionnaire is 100. | | | | | | |
| **Question:** | | | | | | |
|  | | | | | **Max Score** | **Weighting %** |
| 6.1 | | | Please provide a detailed proposal, with supporting rationale, of your proposed approach to delivering the activities outlined in Appendix B – Statement of Requirements.Your response must consider:-  * How you would present your work in a clearly structured plan which outlines timings and milestones for each task * How you maintain regular contact with DfT * How you would review and report the approach to data collection   + Where appropriate use diagrams to illustrate your point with supporting rationale      * How you would review the report written by the company carrying out the analysis of the responses to the consultation   + Indicate how you manage a very tight deadline and how you communicate making changes with the DfT * The production of a comprehensive final report, which incorporates findings from the peer review is assured   + Set out the headings you would use for the report with supporting rationale | | 100 | 100% |
| **Marking Scheme:** | | | | | | |
| The following marking scheme will be used to assess the response provided to this question: | | | | | | |
| 0 | | Failed to meet any aspect of 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. | | | | |

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| **7** | **Account Management** | | | **Weighting 10%** | | |
| **Guidance:** | | | | | | |
| * Potential providers should attach one document at the questionnaire level that forms their response to the set questions below. * Potential providers should clearly label the response against each of the questions within the attachment and the document must not exceed four sides of A4 and be submitted in word/PDF format. * The Maximum score available for this questionnaire is 100. * **Potential Providers must score a minimum of 50 in all questions within this section in order for their bid to be considered further.** | | | | | | |
| **Question:** | | | | | | |
|  | | | | | **Max Score** | **Weighting %** |
| 7.1 | | | Please demonstrate how you will adhere to the key service level agreements and timetable specified in Appendix B - Statement of Requirements. Please also include:  * A business continuity and/or disaster recovery plan that will be implemented prior to commencing the contract * All staff continuity plans and information assurance. * A robust escalation route and dedicated point of contact for this project. * An organisation chart shows the proposed governance structure for this project showing all project team members. * Provide details of security and confidentiality strategy that sets out your practices in relation to information management. | | 100 | 100% |
| **Marking Scheme:** | | | | | | |
| The following marking scheme will be used to assess the response provided to this question: | | | | | | |
| 0 | | Failed to meet any aspect of 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. | | | | |

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| **8** | **Price** | **Weighting 40%** |
| **Guidance:** | | |
| The Authority requires the Potential provider to provide a transparent breakdown of costs to deliver the requirements set out in Appendix B – Statement of Requirements.  Potential providers should submit costs and rates to provide the services by completing and attaching Appendix E - Pricing Matrix.  Prices should be submitted in Pound Sterling inclusive of expenses but exclusive of VAT. | | |
| **Question:** | | |
| Please populate Appendix E – Pricing Matrix with a full breakdown of all costs to meet the requirements set out in Appendix B – Statement of Requirements. | | | |
| **Marking Scheme:** | | |
| The maximum mark available for Price will be 100. This mark will be awarded to the lowest priced Potential Provider. Remaining Potential Providers will receive a mark out of this maximum mark on a pro rata basis dependent on how far they deviate from the lowest price.  The calculation that will be used to determine marks is as follows:  Score = Lowest Tender Price     x  100 (maximum mark available)  Tender Price | | |

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