



Crown  
Commercial  
Service

**AWARD QUESTIONNAIRE RESPONSE GUIDANCE AND EVALUATION AND MARKING  
SCHEME (PHASE 1)**

**MANAGEMENT CONSULTANCY**

**REFERENCE NUMBER**

**RM3745**

**ATTACHMENT 3**

## **AWARD QUESTIONNAIRE RESPONSE GUIDANCE, EVALUATION AND MARKING SCHEME**

### **1 INTRODUCTION**

- 1.1 This document provides an overview of the methodology which will be adopted by the Authority to evaluate your response to each question set out within the Award Questionnaire. It also sets out the Marking Scheme which will apply. For the avoidance of doubt, references to “you” in this document shall be references to the Potential Provider.
- 1.2 The defined terms used in the ITT document (Attachment 1) shall apply to this document.

### **2 OVERVIEW**

- 2.1 The Award Questionnaire is broken down into the following sections:
  - SECTION A – MANDATORY REQUIREMENTS
  - SECTION B – SCORED QUESTIONS ALL LOTS
  - SECTION C – SCORED QUESTIONS LOT 1
  - SECTION D – SCORED QUESTIONS LOT 2
  - SECTION E – SCORED QUESTIONS LOT 3
- 2.2 If you fail to provide a response to any applicable question of the Award Questionnaire, your Tender may be deemed to be non-compliant. If a Tender is deemed to be non-compliant, the Tender will be rejected and excluded from further participation in this Procurement.
- 2.3 A summary of all the questions contained within the Award Questionnaire, along with the Marking Scheme and Maximum Score Available for each question is set out below:

Section		Marking Scheme	Weighted Score Available
<b>SECTION A – MANDATORY QUESTIONS FOR ALL LOTS</b>			
AQA1	Mandatory Requirements	Pass/Fail	N/A
<b>SECTION B – SCORED SPECIFIC QUESTIONS LOTS 1-3</b>			
AQB1	All Lots - Knowledge Transfer and Upskilling	100/66/33/0	35
AQB2	All Lots - Multiple Projects	100/66/33/0	35
<b>SECTION C – SCORED LOT SPECIFIC QUESTIONS LOT 1 BUSINESS CONSULTANCY</b>			
AQC1	Lot 1 – Project Delivery	100/66/33/0	30
<b>SECTION D - SCORED LOT SPECIFIC QUESTION LOT 2 FINANCE</b>			
AQD1	Lot 2 – Financial Advice and Assurance	100/66/33/0	30
<b>SECTION E - SCORED LOT SPECIFIC QUESTION LOT 3 AUDIT</b>			
AQE1	Lot 3 – Process Compliance	100/66/33/0	30

## SECTION A – MANDATORY QUESTIONS

### AQA1 COMPLIANCE WITH FRAMEWORK AGREEMENT SCHEDULE 2: SERVICES AND KEY PERFORMANCE INDICATORS PART A: SERVICES

Please indicate by selecting either option **YES** or **NO**, that in the event you are awarded a place on the Framework Agreement, whether you will or will not, unreservedly deliver in full, all the Mandatory requirements as set out in Paragraph 3 Attachment 5b - Framework Schedule 2 (Services and Key Performance Indicators).

**YES** - You will, unreservedly deliver in full, all the mandatory requirements as set out in Paragraph 3 Attachment 5b - Framework Schedule 2 (Services and Key Performance Indicators).

**NO** - You will not, or cannot, deliver in full, all the mandatory requirements as set out in Paragraph 3 Attachment 5b - Framework Schedule 2 (Services and Key Performance Indicators).

#### AQA1 Response Guidance

**This is a PASS/FAIL question. If you cannot or are unwilling to select YES to this question, you will be disqualified from further participation in this Procurement.**

You are required to select either option **YES** or **NO** from the drop down list associated with this question.

Providing a **YES** response means the Potential Provider will, unreservedly deliver in full, all the mandatory Service requirements as set out in Paragraph 3 Attachment 5b - Framework Schedule 2 (Services and Key Performance Indicators).

If the Potential Provider selects **NO** (or does not answer the question) to indicate that they will not, or cannot, deliver in full, all the mandatory requirements as set out in Paragraph 3 Attachment 5b - Framework Schedule 2 (Services and Key Performance Indicators), then the Potential Provider will be disqualified from further participation in this Procurement.

Marking Scheme	Evaluation Guidance
<b>PASS</b>	The Potential Provider has confirmed that they will, unreservedly deliver in full, all the mandatory Service requirements as set out in Paragraph 3 Attachment 5b - Framework Schedule 2 (Services and Key Performance Indicators).
<b>FAIL</b>	The Potential Provider has confirmed that they will not, or cannot, deliver in full, all the mandatory Service requirements as set out in Paragraph 3 Attachment 5b - Framework Schedule 2 (Services and Key Performance Indicators). OR The Potential Provider has not selected either <b>YES</b> or <b>NO</b> .

<b>SECTION B - SCORED SPECIFIC QUESTIONS LOTS 1-3</b>	
<b>AQB1 KNOWLEDGE TRANSFER AND UPSKILLING</b>	
<p><b>REQUIREMENT:</b> The Authority requires the Potential Provider to demonstrate how they will manage knowledge transfer and upskilling as per paragraphs 3.5 and 3.6 of Attachment 5b as part of the delivery of Call off Contracts.</p> <p>Please provide details of how you will manage knowledge transfer and upskilling by addressing component parts a) to c) contained in the Response Guidance below.</p> <p><b>Maximum character count – 8192 character including spaces and punctuation</b></p>	
<p><b>AQB1 Response Guidance</b></p> <p><b>All Potential Providers submitting a tender for one/combination/all Lots 1, 2 &amp; 3 must answer this question.</b></p> <p>You must insert your response into the text fields in the e-Sourcing Suite.</p> <p>Your response must clearly demonstrate your approach to knowledge transfer and upskilling, the Potential Provider shall clearly:</p> <ul style="list-style-type: none"> <li>a) Demonstrate the process you will have in place to ensure you build and enhance capability within the scope of the services of the Contracting Authorities call off contract listed in paragraph 3.5 of Attachment 5b – Framework Schedule 2 (Services and Key Performance Indicators).</li> <li>b) Demonstrate how you will ensure the capture and sharing of all lessons learned with Contracting Authorities so they can improve awareness and knowledge transfer of strategic approaches and market intelligence as listed in paragraph 3.5 of Attachment 5b - Framework Schedule 2 (Services and Key Performance Indicators).</li> <li>c) Demonstrate the methods you will apply to upskill Contracting Authority personnel.</li> </ul> <p>Your response should be limited to, and focused on each of the component parts of the question posed (a to c). Potential Providers should refrain from making generalised statements and providing information not relevant to the topic.</p> <p>Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these areas and you address each of the component parts in this response guidance in the order they are listed above and highlight which part (a to c) you are responding to.</p> <p><b>Maximum character count – 8192 characters including spaces and punctuation. This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words.</b></p>	
<b>Marking Scheme</b>	<b>Evaluation Guidance</b>

<b>100</b>	The Potential Provider's response fully addresses all 3 of the component parts (a to c) of the response guidance above.
<b>66</b>	The Potential Provider's response fully addresses 2 of the 3 component parts (a to c) of the response guidance above.
<b>33</b>	The Potential Provider's response fully addresses 1 of the 3 component parts (a to c) of the response guidance above.
<b>0</b>	The Potential Provider's response has not fully addressed any of the 3 Component parts (a to c) of the response guidance above. OR A response has not been provided to this question

**SECTION B - SCORED LOT SPECIFIC QUESTIONS LOTS 1-3**

**AQB2 MULTIPLE PROJECTS**

**REQUIREMENT:** The Authority requires the Potential Provider to demonstrate how they will manage multiple projects as part of the delivery of Call Off Contracts throughout the lifetime of the Framework Agreement.

Please provide details how you will manage multiple projects by addressing component parts a) to c) contained in the Response Guidance below.

**Maximum character count – 8192 character including spaces and punctuation**

**AQB2 Response Guidance**

**All Potential Providers submitting a tender for one/combination/all Lots 1, 2 & 3 must answer this question.**

You must insert your response into the text fields in the e-Sourcing Suite.

Your response must clearly demonstrate your approach to managing multiple projects, the Potential Provider shall clearly:

- a) Demonstrate the processes for selecting and matching appropriate personnel for individual Call Off Contracts to ensure that all personnel offered to the Contracting Authority will have the relevant experience, knowledge and skills that will undertake the Project.
- b) Demonstrate how you will ensure that capacity is available throughout the grade structure listed in Attachment 9 to ensure multiple projects are delivered successfully.
- c) Demonstrate how you will ensure that you will have continuity of service and provide realistic timescales and a thorough handover if key personnel move.

Your response should be limited to, and focused on each of the component parts of the question posed (a to c). Potential Providers should refrain from making generalised statements and providing information not relevant to the topic.

Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these areas and you address each of the component parts in this response guidance in the order they are listed above and highlight which part (a to c) you are responding to.

**Maximum character count – 8192 characters including spaces and punctuation. This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words.**

<b>Marking Scheme</b>	<b>Evaluation Guidance</b>
<b>100</b>	The Potential Provider’s response fully addresses all 3 of the component parts (a to c) of the response guidance above

<b>66</b>	The Potential Provider's response fully addresses 2 of the 3 component parts (a to c) of the response guidance above
<b>33</b>	The Potential Provider's response fully addresses 1 of the 3 component parts (a to c) of the response guidance above
<b>0</b>	The Potential Provider's response has not fully addressed any of the 3 Component parts (a to c) of the response guidance above. OR A response has not been provided to this question

## SECTION C - SCORED LOT SPECIFIC QUESTIONS LOT 1

### AQC1 PROJECT DELIVERY

**REQUIREMENT:** The Authority requires Potential Providers to demonstrate how they will manage Project Delivery as set out in paragraph 3.3 Attachment 5b - Framework Schedule 2 (Services and Key Performance Indicators).

Please provide details of how you will manage Project Delivery by addressing component parts a) to c) contained in the Response Guidance below.

**Maximum character count – 8192 character including spaces and punctuation**

#### AQC1 Response Guidance

**All Potential Providers submitting a tender for Lot 1 must answer these questions.**

You must insert your response into the text fields in the e-Sourcing Suite.

Your response must clearly demonstrate your approach to Project Delivery, the Potential Provider shall clearly:

- a) Demonstrate how you will deliver a project as detailed in paragraph 3.3 of Attachment 5b - Framework Schedule 2 (Services and Key Performance Indicators).
- b) Demonstrate the procedure you will follow to measure and report project deliverables; and control costs, measured against milestones in the Project Plan.
- c) Demonstrate the process you will have in place to keep Contracting Authorities informed should projects be off track, including mitigating actions you will take to get the project back on track.

Your response should be limited to, and focused on each of the component parts of the question posed (a to c). Potential Providers should refrain from making generalised statements and providing information not relevant to the topic.

Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these areas and you address each of the component parts in this response guidance in the order they are listed above and highlight which part (a to c) you are responding to.

**Maximum character count – 8192 characters including spaces and punctuation. This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words.**

Marking Scheme	Evaluation Guidance
100	The Potential Provider's response fully addresses all 3 of the component parts (a to c) of the response guidance above
66	The Potential Provider's response fully addresses 2 of the 3 component parts (a to c) of the response guidance above

<b>33</b>	The Potential Provider's response fully addresses 1 of the 3 component parts (a to c) of the response guidance above
<b>0</b>	The Potential Provider's response has not fully addressed any of the 3 Component parts (a to c) of the response guidance above. OR A response has not been provided to this question

**SECTION D - SCORED LOT SPECIFIC QUESTIONS LOT 2**

**AQD1 FINANCIAL ADVICE AND ASSURANCE**

**REQUIREMENT:** The Authority requires the Potential Provider to demonstrate how they will provide financial Advice and Assurance as part of the delivery of Call off Contracts.

Please provide details how you will provide Financial Advice and Assurance by addressing component parts a) to c) contained in the Response Guidance below.

**Maximum character count – 8192 character including spaces and punctuation**

**AQD1 Response Guidance**

**All Potential Providers submitting a tender for Lot 2 must answer these questions.**

You must insert your response into the text fields in the e-Sourcing Suite.

Your response must clearly demonstrate your approach to providing Financial Advice and Assurance, the Potential Provider shall clearly:

- a) Demonstrate the procedure for undertaking a review of the Contracting Authority’s finance operation including how you will use the findings to develop and present Project Plans to the Contracting Authority.
- b) Demonstrate how you will achieve the outcomes as defined in the Call Off Contract by outlining strategies and identifying key programmes of work.
- c) Demonstrate how you will identify and engage key internal and external stakeholders and detail the communications you will have in place to translate information to the key stakeholders.

Your response should be limited to, and focused on each of the component parts of the question posed (a to c). Potential Providers should refrain from making generalised statements and providing information not relevant to the topic.

Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these areas and you address each of the component parts in this response guidance in the order they are listed above and highlight which part (a to c) you are responding to.

**Maximum character count – 8192 characters including spaces and punctuation. This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words.**

<b>Marking Scheme</b>	<b>Evaluation Guidance</b>
<b>100</b>	The Potential Provider’s response fully addresses all 3 of the component parts (a to c) of the response guidance above
<b>66</b>	The Potential Provider’s response fully addresses 2 of the 3 component parts (a to c) of the response guidance above

<b>33</b>	The Potential Provider's response fully addresses 1 of the 3 component parts (a to c) of the response guidance above
<b>0</b>	The Potential Provider's response has not fully addressed any of the 3 Component parts (a to c) of the response guidance above. OR A response has not been provided to this question

**SECTION E - SCORED LOT SPECIFIC QUESTIONS LOT 3**

**AQE1 PROCESS COMPLIANCE**

**REQUIREMENT:** The Authority requires the Potential Provider to demonstrate how they will manage process compliance throughout the lifetime of the Framework Agreement, detailing how they will identify, manage and prevent process irregularities.

Please provide details how you will manage process compliance by addressing component parts a) to c) contained in the Response Guidance below.

**Maximum character count – 8192 character including spaces and punctuation**

**AQE1 Response Guidance**

**All Potential Providers submitting a tender for Lot 3 must answer this question.**

You must insert your response into the text fields in the e-Sourcing Suite.

Your response must clearly demonstrate your approach to ensuring process compliance in line with the Services offered within Lot 3 as listed in paragraph 8 of Attachment 5b Framework Schedule 2 (Services and Key Performance Indicators), the Potential Provider shall clearly:

- a) Demonstrate the process you will have in place for identifying non process compliance throughout the lifetime of each project.
- b) Demonstrate the process you will have in place for preventing non process compliance activity throughout the lifetime of each project.
- c) Demonstrate the procedure detailing how you will address non process compliance once it has been discovered, including how lessons learnt will be cascaded to the Contracting Authority.

Your response should be limited to, and focused on each of the component parts of the question posed (a to c). Potential Providers should refrain from making generalised statements and providing information not relevant to the topic.

Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these areas and you address each of the component parts in this response guidance in the order they are listed above and highlight which part (a to c) you are responding to.

**Maximum character count – 8192 characters including spaces and punctuation. This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words.**

<b>Marking Scheme</b>	<b>Evaluation Guidance</b>
<b>100</b>	The Potential Provider’s response fully addresses all 3 of the component parts (a to c) of the response guidance above

<b>66</b>	The Potential Provider's response fully addresses 2 of the 3 component parts (a to c) of the response guidance above
<b>33</b>	The Potential Provider's response fully addresses 1 of the 3 component parts (a to c) of the response guidance above
<b>0</b>	The Potential Provider's response has not fully addressed any of the 3 Component parts (a to c) of the response guidance above. OR A response has not been provided to this question