**Technical Question (including Social Value) and Evaluation Approach**

Bidders are requested to submit their Tenders based on the SC1B Annex A - Statement of Requirement. Tenders will be assessed on the following criteria:

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| **Technical (including Social Value) Evaluation Methodology** | | | | |
| **Section** | **Topic** | **Evaluation Approach** | | |
| **Pass / Fail Criteria - TECHNICAL** | | | | |
| 1 | Accreditation | Pass / Fail | | |
| **Scored Criteria - TECHNICAL** | | Weighting  % | Minimum Acceptable Score | |
| 2 | Instructors | 40 | 30 | |
| 3 | Licence Category Pass Rate | 25 | 30 | |
| 4 | Management | 10 | 30 | |
| 5 | Minimum Test Vehicles | 15 | 30 | |
| **Scored Criteria - SOCIAL VALUE** | |  |  | |
| 6 | Social Value – creating new business, new jobs and new skills | 5 | - | |
| 7 | Social Value – Improve Health and Wellbeing | 5 | | - |
|  | **Total** | 100% | |  |

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| **Scoring Methodology** | | | |
| **Pass / Fail Criteria** | | | |
| **Section** | **Topic** | **Evidence** | |
| 1 | Accreditation | Accreditation Certificates or detailed plan to achieve accreditation | PASS |
| No Accreditation Certificate or detailed plan to achieve accreditation | FAIL |
|  |  | A FAIL mark in this question may result in your tender not being evaluated further. |  |

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| **Scoring Methodology** | | | |
| **Scored Criteria** | | | |
| **Note 1:** Tenderer must support their Tender with evidence demonstrating their knowledge and experience of this type of requirement.  **Note 2:** Tenderer must link proposed solutions to the Statement of Requirement  **Note 3:** Assumptions and risks should be clearly articulated. | | | |
| **0** | **30** | **70** | **100** |
| **Unanswered or Inadequate Response** | **Poor Response** | **Good Response** | **Excellent Response** |
| **Major Concerns** | **Concerns** | **Confidence** | **High Confidence** |
| Does not meet minimum requirements nor provide suitable evidence or information.  Fails to provide the Authority with confidence that the proposal will meet the requirements. An unacceptable response with serious reservations | Meets the minimum requirements and includes suitable information and evidence whilst demonstrating an understanding of the requirement.  Meets the minimum requirements but the response lacks sufficient detail to warrant a higher mark and the Authority has some reservations. | Meets the minimum requirements. And includes a detailed evidence and information whilst demonstrating a good understanding of the full requirement.  A Good response that meets the requirements with good supporting evidence. Demonstrates a good understanding of the requirement with only minor reservations. | Exceeds the minimum requirements and includes comprehensive information and evidence and demonstrations an excellent understanding of the requirement.  An Excellent comprehensive response that meets the requirements. The Tenderer provides excellent detailed supporting evidence with no weaknesses resulting in a high level of confidence with no reservations. |

**TECHNICAL QUESTIONS**

**Question 1 – Accreditation (Pass/Fail Question)**

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| **Aim** | **Background** | **Reporting Metrics** |
| To ensure the Tender holds the required accreditations to perform the services required within SOR (Schedule 5 - Statement of Requirement Serial 8). | It is a requirement of the Authority that potential suppliers have, or must have within 9 months from Contract award, formal Quality Assurance Accreditation/s (ISO9001 or equivalent as a minimum) which ensures quality of the services and processes used in terms of vehicles and their management. | Provide copies of the formal Quality Assurance Accreditation(s) available for your Company  or  provide a detailed plan on how ISO 9001 (or equivalent) will be achieved by no later than 9 months from Contract award. |
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**Question 2 – Instructors (Scored Question)**

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| **Aim** | **Background** | **Reporting Metrics** |
| To provide the necessary qualified Instructors to meet the training requirement within the SOR (Schedule 5 – Statement of Requirement, Serial 11)  To ensure the estimated training levels (Schedule 5 – Statement of Requirement Serial 1) are met including a Schedule of training for the first two years of Contract.  To demonstration how Instructor’s qualifications will be monitored and maintained throughout the duration of the Contract | It is important to the Authority that potential contractors have formal qualified Instructors for all license categories, sufficient to deliver estimated training levels and can provide structured training schedule to meet the demands of the requirement. | Provide copies of the formal Approved Driving Instructor (ADI) certificates (part 1 & 2) or EU equivalent. Copies of in date driving license with the relevant category held.  A schedule of training for the first two years of the contract  Evidence of how Instructor’s qualifications will be maintained throughout the contract period |
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**TECHNICAL CONFIDENCE QUESTIONS**

**Question 3 - Licence Category Pass Rate (Scored Question)**

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| **Aim** | **Background** | **Reporting Metrics** |
| To demonstrate evidence of ‘Pass Rates’ for licence categories C / C+ E / D and D1 | It is important to the Authority that the Tender can achieve ,at a minimum, pass ratres equal to or greater than the pass rate for each licence category as detailed in the table below.  The UK National average is taken from GOV.UK statistical data for 2020   |  |  | | --- | --- | | **Category** | **Pass Rate Percentage** | | C | 58.9% | | C+E | | D | 60% | | D1 | | Provide evidence demonstrating pass rate capability for each category of license by providing evidence of the last 3 years  If using Sub-Contractors, details of Sub-Contractors pass rates must be provided. |
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**Question 4 – Management (Scored Question)**

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| **Aim** | **Background** | **Reporting Metrics** |
| To provide evidence and examples of how a full management system will be set up and maintained to meet the requirements. Schedule 5 – Statement of Requirement Serial 3) | It is important to the Authority that potential suppliers have, or will have by Contract award, an appointed manager who will ensure the quality of driver training provision as well as ensuring administrative requirements and associated processes are maintained to a high standard. | The Tender shall provide evidence the intended manager is suitably qualified. Providing evidence of experience and/or examples of previous delivery including both suitable training programmes and managing the associated administrative requirements and associated processes in this requirement. |
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**Question 5 – Minimum Test Vehicles Conformity and Standards (Scored Question)**

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| **Aim** | **Background** | **Reporting Metrics** |
| To provide a list of vehicles that will be used to meet the requirement and evidence how the tenderer will provide the required Minimum Test Vehicles for driver training.  To ensure that all vehicles proposed for this requirement and serviceable and comply with the EU Conformity Regulations and all have all the required registrations and associated paperwork/test certificates. | It is essential that it can be demonstrated that vehicles comply with relevant EU Conformity Regulations (having vehicles that are serviceable; and have the required Certificates of Conformity; Republic of Cyprus registration; valid MOTs and are registered as training vehicles with the Republic of Cyprus) | Tenderers must evidence and confirm that all vehicles proposed for this requirement comply with EU Conformity Regulations (have EU Certificates of Conformity) and are equipped with the required safety equipment.  An Authorised Vehicle List (AVL) is required detailing information of vehicle, including but not limited to: Make; Model; Age; Registration and last MOT**.** |
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| **Question 6 – Social Value - Creating new business, new jobs and new skills (Scored Question)** | | | | | | |
| **Theme:**  **Tackling economic inequality** |  | | | | | |
| **Theme: Wellbeing** | **Policy Outcome:**  **Create new businesses, new jobs and new skills** | **Reporting Metrics** | | **Criteria for awarding a score for Question.** | | **Score** |
| **Model Evaluation Question**  Using a maximum of 5 A4 Single sided pages in font Arial size 11**.** Describe the commitment your organisation will make to ensure that opportunities under the contract deliver supporting health and wellbeing in the workforce the Policy Outcome and Award Criteria. Please include:  **Your ‘Method Statement’, stating how you will achieve this and how your commitment meets the Award Criteria**  **A timed project plan and process, including how you will implement your commitment and by when. Also, how you will monitor, measure and report on your commitments/the impact of your proposals. You should include but not be limited to:**   * Timed action plan * Use of metrics * Tools/processes used to gather data * Reporting * Feedback and improvement * Transparency   **How you will influence staff, suppliers, customers and communities through the delivery of the contract to support the Policy Outcome, e.g., engagement, co-design/creation, training and education, partnering/collaborating, volunteering.** | **Model Award Criteria (MAC)**  Effective measures to deliver all the following benefits through the contract:   * **MAC 2.2:**   Create employment and training opportunities particularly for those who face barriers to employment and/or who are located in deprived areas, and for people in industries with known skills shortages or in high growth sectors.   * **MAC 2.3:**   Support educational attainment relevant to the contract, including training schemes that address skills gaps and result in recognised qualifications.  The potential providers response will be scored in line with the Criteria for awarding a score for social values Question. | | **Model Response Guidance for tenderers and evaluators**  The award criteria (left) and sub-criteria (below) will be used to evaluate the response  **Sub-criteria for MAC 2.2: Employment**  Activities that demonstrate and describe the tenderer’s existing or planned:   * Understanding of employment and skills issues, and of the skills and employment shortages of high growth sectors relating to the contract. Illustrative examples: demographics, skills shortages, new opportunities in high growth sectors, groups under-represented in the workforce (e.g. disabled people), geographic/local community and skills/employment challenges. * Implementation of recruitment practices and employment conditions, such as the five foundational principles of quality work set out in the  [Good Work Plan](https://www.gov.uk/government/publications/good-work-plan) (e.g. fair pay, participation and progression, voice and autonomy), in relation to the contract that will attract good candidates from all backgrounds, minimise turnover of staff and improve productivity. * Creation of employment opportunities particularly for those who face barriers to employment, such as prison leavers, and/or who are located in deprived areas, and for people in industries with known skills shortages or in high growth sectors. * Promotion of awareness of careers and recruitment opportunities relating to known skills shortages or in high growth sectors relating to the subject matter of the contract. * Support for the contract workforce by providing career advice and providing opportunities for staff working on the contract with in-work progression career development into known skills shortages or high growth areas. Illustrative examples: mentoring; mock interviews; CV advice and careers guidance; learning and development; volunteering; influencing staff, suppliers, customers and communities through the delivery of the contract to support employment and skills opportunities in high growth sectors. * Offer of opportunities for work experience or similar activities under the contract. Illustrative examples: work placements, pre-employment courses, paid/unpaid student placements, or paid internships of 6 weeks or more. * Support for educational attainment relevant to the contract, including training schemes that address skills gaps and result in recognised qualifications. * Delivery of training schemes and programmes to address any identified skills gaps and under-representation in the workforce for the contract (e.g. prison leavers, disabled people). * Other activities to support relevant sector related skills growth and sustainability such as delivering the following, in relation to the contract. Illustrative examples: careers talk, curriculum support, literacy support and safety talks. * Delivery of apprenticeships, traineeships and industry placement opportunities in relation to the contract. * Measures to ensure equality and accessibility, without discrimination, to employment and workforce related opportunities on the contract, and promote them so as to be fully accessible.   **Sub-criteria for MAC 2.3: Education and training**  Activities that demonstrate and describe the tenderer’s existing or planned:   * Understanding of employment and skills issues, and of the education and training issues relating to the contract. Illustrative examples: demographics, skills shortages, new opportunities in high growth sectors, groups under-represented in the workforce (e.g. prison leavers, disabled people), geographic/local community and skills/employment challenges. * Support for educational attainment relevant to the contract, including training schemes that address skills gaps and result in recognised qualifications. * Activities to support relevant sector related skills growth and sustainability in the contract workforce. Illustrative examples: careers talk, curriculum support, literacy support, safety talks and volunteering. * Delivery of apprenticeships, traineeships and industry placement opportunities in relation to the contract. | | **.**  **Excellent Response -** (Exceeds all the Model Award Criteria).  The response exceeds what is expected for the criteria. Leaves no doubt as to the  capability and commitment to deliver what is required. The response therefore shows:   * Very good understanding of the requirements. * Excellent proposals demonstrated through relevant evidence. * Considerable insight into the relevant issues. * The response is also likely to propose additional value in several respects above that expected. * The response addresses the social value policy outcome and can show in-depth market experience. | **100** |
| **Good response: -** (exceeds some of the Award Criteria)  The response meets the required standard in all material respects. There are no significant areas of concern, although there may be limited minor issues that need further exploration or attention later in the procurement process. The response therefore shows:   * Good understanding of the requirements. * Sufficient competence demonstrated through relevant evidence. * Some insight demonstrated into the relevant issues. * The response addresses the social value policy outcome and can show good market experience. | **70** |
| **Poor Response: -** (meets some of the Award Criteria)  The response meets elements of the requirement but gives concern in a number of significant areas. There are reservations because of one or all of the following:   * There is at least one significant issue needing considerable attention. * Proposals do not demonstrate competence or understanding. * The response is light on detail and unconvincing. * The response makes no reference to the applicable sector but shows some general market experience. * The response makes limited reference (naming only) to the social value policy outcome set out within the invitation. | **30** |
| **Unanswered or totally Inadequate Response**   * The response completely fails to meet the required standard or does not provide a proposal. | **0** |

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| Question 7 – Social Value - Improve Health and Wellbeing (Scored Question) | | | | | |
| Theme: Wellbeing for policy outcome: Improving health and Wellbeing | | | | | |
| **Theme: Wellbeing** | **Policy Outcome:** **Improve health and wellbeing** | | **Reporting Metrics** | **Criteria for awarding a score for Question.** | **Score** |
| **Model Evaluation Question**  Using a maximum of 5 A4 Single sided pages in font Arial size 11**.** Describe the commitment your organisation will make to ensure that opportunities under the contract deliver supporting health and wellbeing in the workforce the Policy Outcome and Award Criteria. Please include:  **Your ‘Method Statement’, stating how you will achieve this and how your commitment meets the Award Criteria**  **A timed project plan and process, including how you will implement your commitment and by when. Also, how you will monitor, measure and report on your commitments/the impact of your proposals. You should include but not be limited to:**   * Timed action plan * Use of metrics * Tools/processes used to gather data * Reporting * Feedback and improvement * Transparency | **Model Award Criteria (MAC)**  Effective measures to deliver all of the following benefits through the contract:   * **MAC 7.1:** Demonstrate action to support health and wellbeing, including physical and mental health, in the contract workforce. * The potential providers response will be scored in line with the Criteria for awarding a score for social values Question.   **.** | **Model Response Guidance for tenderers and evaluators**  The award criteria (left) and sub-criteria (below) will be used to evaluate the response  **Sub-criteria for MAC 7.1: Support health and wellbeing in the workforce**  Activities that demonstrate and describe the tenderer’s existing or planned:   * Understanding of issues relating to health and wellbeing, including physical and mental health, in the contract workforce. * Actions to invest in the physical and mental health and wellbeing of the contract workforce.   **Illustrative examples**   * + Implementing the 6 standards in the [Mental](https://www.mentalhealthatwork.org.uk/commitment/)  [Health at Work commitment](https://www.mentalhealthatwork.org.uk/commitment/). * Public reporting by the tenderer and its supply chain on the health and wellbeing of staff comprising the contract workforce, following the recommendations in the [Voluntary Reporting Framework](https://www.gov.uk/government/publications/voluntary-reporting-on-disability-mental-health-and-wellbeing/voluntary-reporting-on-disability-mental-health-and-wellbeing-a-framework-to-support-employers-to-voluntarily-report-on-disability-mental-health-an).   + Engagement plans to engage the contract workforce in deciding the most important issues to address. * Methods to measure staff engagement over time and adapt to any changes in the results. * Processes for acting on issues identified. | * Percentage of all companies in the supply chain under the contract to have implemented measures to improve the physical and mental health and wellbeing of employees. * Percentage of all companies in the supply chain under the contract to have implemented the 6 standards in the  [Mental](https://www.mentalhealthatwork.org.uk/commitment/)  [Health at Work commitment](https://www.mentalhealthatwork.org.uk/commitment/).   + Number of companies in the supply chain under the contract to have implemented the 6 standards in the  [Mental](https://www.mentalhealthatwork.org.uk/commitment/)  [Health at Work commitment](https://www.mentalhealthatwork.org.uk/commitment/). | **Excellent Response -** (exceeds all the Model Award Criteria).  The response exceeds what is expected for the criteria. Leaves no doubt as to the  capability and commitment to deliver what is required. The response therefore shows:   * Very good understanding of the requirements. * Excellent proposals demonstrated through relevant evidence. * Considerable insight into the relevant issues. * The response is also likely to propose additional value in several respects above that expected. * The response addresses the social value policy outcome and can show in-depth market experience. | **100** |
| **Good response: -** (exceeds some of the Award Criteria)  The response meets the required standard in all material respects. There are no significant areas of concern, although there may be limited minor issues that need further exploration or attention later in the procurement process. The response therefore shows:   * Good understanding of the requirements. * Sufficient competence demonstrated through relevant evidence. * Some insight demonstrated into the relevant issues. * The response addresses the social value policy outcome and can show good market experience. | **70** |
| **Poor Response: -** (meets some of the Award Criteria)  The response meets elements of the requirement but gives concern in a number of significant areas. There are reservations because of one or all of the following:   * There is at least one significant issue needing considerable attention. * Proposals do not demonstrate competence or understanding. * The response is light on detail and unconvincing. * The response makes no reference to the applicable sector but shows some general market experience. * The response makes limited reference (naming only) to the social value policy outcome set out within the invitation. | **30** |
| **Unanswered or totally Inadequate Response**   * The response completely fails to meet the required standard or does not provide a proposal. | **0** |