



Schedule 5 – Quality

1. Documents for Completion

Tenderers must provide a response to each Quality Factor question. This can be found below at Appendix 1 of this Schedule 5 (Quality).

2. Quality Evaluation Process

The questions asked within the Quality Factors are designed to test a Tenderer's ability to deliver the requirements as set out in Schedule 2 (Requirements Specification) and against the Sub-Criteria set out at section 4 of this Schedule 5 (Quality). Tenderers must answer all questions.

- 2.1 Tenderers must achieve a minimum acceptable Quality Score for each question as set out in the table below (Minimum Threshold). If following the evaluation process set out below a Tenderer fails to meet the Minimum Threshold, its Tender will be rejected and will not be considered further.
- 2.2 Responses submitted to the Quality Factors will be assessed in accordance with the process and criteria set out below.
- 2.3 Each response provided to each question within the Quality Factor will be awarded a score in accordance with the Scoring Matrix set out below.
- 2.4 Each mark achieved will be multiplied by the corresponding weighting to provide an overall question score.
- 2.5 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").
- 2.6 **Consensus Marking Procedure** - The Consensus Marking Procedure is a two-step process, comprising of:
 - Independent evaluation; and
 - Group consensus marking.
- 2.7 During the independent evaluation process, each evaluator will separately (i.e. without conferring with other evaluators) scrutinise the quality of answers given by Tenderers in their Tender. Each evaluator will then allocate a mark for the answer in accordance with the Marking Scheme applicable to that question



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- 2.8 During the meeting, the evaluators will discuss the independent marks until they reach a consensus regarding the marks that should be attributed to each Tenderer's answer to the questions.
- 2.9 Once all quality responses have been evaluated the individual scores attributed to each response will be added together to provide a 'Quality Score'.

3. Scoring Matrix

Mark	Description	Scoring Guide
100	Excellent Confidence	Comprehensive evidence provided that supports that the Bidder meets all of the requirement, leading to the conclusion of a total level of confidence that the Bidder can meet the requirement.
75	Good Confidence	Evidence provided that supports that the Bidder meets most of the requirement leading to the conclusion of a high level of confidence that the Bidder can meet the requirement.
50	Reasonable Confidence	Evidence provided that supports that the Bidder meets some of the requirement leading to the conclusion of a mid-level of confidence that the Bidder can meet the requirement.
25	Minimal Confidence	Some evidence provided that supports that the Bidder meets few of the requirements leading to the conclusion of a low level of confidence that the Bidder can meet the requirement
0	No Confidence	Limited or No evidence provided that the Bidder meets the requirement. No confidence that the Bidder can meet the requirement.



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4. Quality Factors

A summary of each Quality Factor question along with; the associated minimum acceptable mark and percentage score; the maximum available mark and percentage score and; the weighting are outlined below:

Question	Minimum Acceptable Score	Maximum Available Score	Weighting %
Approach for learning and assessment to meet requirements	3	5	50%
Delivery plan overview	3	5	40%
Trainer credentials	3	5	10%

Please note: Suppliers failing to get a mandatory mark of either 3, 4 or 5 for each question of their bid will not proceed any further in the competition and their tender will be deemed non-compliant.



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Appendix 1 – Quality Factors

Primary Criteria	Primary Criteria Weighting (%)	Sub-criteria weighting and description	Evidence Requirement	Individual Sub -Criteria Weighting (%)
Technical solution proposed and competence	40%	<p><u>Approach for learning and assessment to meet requirements</u></p> <p>Supplier to evidence how they will meet the criteria outlined in this specification for Digital and Calibration Tachograph training. The supplier should also state which system will be used to deliver the training.</p> <p>Supplier to provide details of the optimum number of delegates per course and the reasons why this is the optimum number. This should apply to the virtual delivery and the practical delivery.</p> <p>This should include an overview on how delegates will be assessed and how the supplier will provide feedback as outlined in the specification section 6.</p>	A Statement that addresses DVSA's required characteristics. Max 3 sides of A4 (minimum font size Arial 10)	50%



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		<u>Delivery plan overview</u> Supplier to provide an outline course plan detailing the course content and outline of timings including breaks for practical elements and any live trainer sessions for the theoretical elements.	A Statement that addresses DVSA's required characteristics. Max 3 sides of A4 (minimum font size Arial 10)	40%
		<u>Trainer Credentials</u> Supplier to evidence the trainer's relevant skills and experience to deliver the Productivity Training.	Short CV's of team members/key personnel who will be providing the training. Max 1 side of A4 per CV. Maximum overall page count for CV's 6 sides of A4 (minimum font size Arial 10)	10%
	Total = 100% (This will be converted into the maximum 40% quality score weighting)			