



Crown  
Commercial  
Service



Ministry  
of Defence

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

**MOD LICENCE ACQUISITION TRAINING**

**REFERENCE NUMBER**

**RM3805**

**ATTACHMENT 3**

## **AWARD QUESTIONNAIRE**

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

#### **1 INTRODUCTION**

- 1.1 This document provides an overview of the methodology which will be adopted by the Agent 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 Attachment 1 – Invitation to Tender 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

- 2.2 If you fail to provide a response to any question in 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 you as a Potential Provider will be 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 (where applicable) for each question is set out below:

Section		Marking Scheme	Maximum Score Available Lots 1 – 5	Maximum Score Available Lots 6 – 7
<b>Section A – Mandatory Requirements</b>				
AQA1	Mandatory Requirements	Pass / Fail	N/A	N/A
AQA2	Implementation	Pass / Fail	N/A	N/A
<b>Section B – Scored Questions</b>				
AQB1	Instructors	0/25/50/75/100	30	30
AQB2	Training Vehicles	0/25/50/75/100	30	30
AQB3	Delivery of Licence Acquisition Training	0/25/50/75/100	15	15
AQB4	Account Management <b>(Lots 1 – 5 only)</b>	0/25/50/75/100	25	
AQB5	Account Management and On-site Management <b>(Lots 6 – 7 only)</b>	0/25/50/75/100		25

## SECTION A – MANDATORY REQUIREMENTS

### AQA1 – MANDATORY REQUIREMENTS

Please indicate, by selecting either option **YES** or **NO**, in the event you are successfully awarded the Contract, whether you will or will not, unreservedly, deliver in full all the mandatory requirements as set out in Attachment 4b – Specification (Contract Schedule 2).

**YES** - You will, unreservedly, deliver in full all the mandatory requirements set out in Attachment 4b – Specification (Contract Schedule 2).

**NO** - You will not, or cannot, deliver in full all the mandatory requirements as set out in Attachment 4b – Specification (Contract Schedule 2).

### AQA1 – Response Guidance

**All Potential Providers must answer this question.**

**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 requirements as set out in Attachment 4b – Specification (Contract Schedule 2).

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 Attachment 4b – Specification (Contract Schedule 2), 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 requirements as set out in Attachment 4b – Specification (Contract Schedule 2).
<b>FAIL</b>	The Potential Provider has confirmed that they will not, or cannot, deliver in full all the mandatory requirements as set out in Attachment 4b – Specification (Contract Schedule 2). OR The Potential Provider has not selected <b>YES</b> or <b>NO</b> .

<b>SECTION A – MANDATORY REQUIREMENTS</b>	
<b>AQA2 – IMPLEMENTATION</b>	
<p>Upon the commencement of the Contract, the Authority requires the Supplier to deliver in full, and in accordance with the stated timescales, the contract implementation requirements set out at paragraphs 5.1 to 5.3 of Attachment 4b – Specification (Contract Schedule 2) so that the Supplier is able to commence the delivery of LAT from 1<sup>st</sup> April 2017.</p> <p>Please indicate, by selecting either option <b>YES</b> or <b>NO</b>, in the event you are successfully awarded the Contract, whether you will or will not, unreservedly, deliver in full, and in accordance with the stated timescales, the contract implementation requirements set out at paragraphs 5.1 to 5.3 of Attachment 4b – Specification (Contract Schedule 2).</p> <p><b>YES</b> - You will, unreservedly, deliver in full, and in accordance with the stated timescales, all of the contract implementation requirements set out at paragraphs 5.1 to 5.3 of Attachment 4b – Specification (Contract Schedule 2).</p> <p><b>NO</b> - You will not, or cannot, deliver in full, and in accordance with the stated timescales, all of the contract implementation requirements set out at paragraphs 5.1 to 5.3 of Attachment 4b – Specification (Contract Schedule 2).</p>	
<p><b>AQA2 – Response Guidance</b></p> <p><b>All Potential Providers must answer this question.</b></p> <p><b>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.</b></p> <p>You are required to select either option <b>YES</b> or <b>NO</b> from the drop down list associated with this question.</p> <p>Providing a <b>YES</b> response means the Potential Provider will, unreservedly, deliver in full, and in accordance with the stated timescales, all of the contract implementation requirements set out at paragraphs 5.1 to 5.3 of Attachment 4b – Specification (Contract Schedule 2).</p> <p>If the Potential Provider selects <b>NO</b> (or does not answer the question) to indicate that they will not, or cannot, deliver in full, and in accordance with the stated timescales, all of the contract implementation requirements set out at paragraphs 5.1 to 5.3 of Attachment 4b – Specification (Contract Schedule 2), then the Potential Provider will be disqualified from further participation in this Procurement.</p> <p>Potential Providers must note that, in relation to compliance with a date, milestone date, or period within the implementation plan, time shall be of the essence and failure of the Supplier to comply with such date, milestone date, or period would be deemed by the Authority to be a material Default, and would permit the Authority to terminate the Contract in accordance with Contract Clause 42.2 (Termination on Material Default).</p>	
<b>Marking Scheme</b>	<b>Evaluation Guidance</b>

<b>PASS</b>	The Potential Provider has confirmed that they will, unreservedly, deliver in full, and in accordance with the stated timescales, all of the contract implementation requirements set out at paragraphs 5.1 to 5.3 of Attachment 4b – Specification (Contract Schedule 2).
<b>FAIL</b>	The Potential Provider has confirmed that they will not, or cannot, deliver in full, and in accordance with the stated timescales, all of the contract implementation requirements set out at paragraphs 5.1 to 5.3 of Attachment 4b – Specification (Contract Schedule 2)  OR The Potential Provider has not selected <b>YES</b> or <b>NO</b> .

## AQB1 – INSTRUCTORS

The Authority requires the Supplier to provide all Instructors that are required to deliver the Services, including during any unexpected surge in demand for LAT, as specified in Attachment 4b – Specification (Contract Schedule 2) (“the Requirement”).

Please set out and demonstrate how you will meet the Requirement by fully addressing component parts a) to d) of the Response Guidance below.

### AQB1 Response Guidance

**All Potential Providers must answer this question.**

Your response must:

- a) Describe your approach to deploying and consistently maintaining the Instructors required to deliver the Services, including delivering LAT courses concurrently, and demonstrate how this would ensure that, throughout the Contract, all of the LAT required by the Authority is delivered in full, on time, and to the Authority’s satisfaction, as specified in paragraph 10.1 of Attachment 4b – Specification (Contract Schedule 2).
- b) Demonstrate how you will manage the allocation of Instructors so that the same Instructor delivers the training for the duration of a Candidate’s LAT in order to provide continuity, as specified in paragraph 10.8 of Attachment 4b – Specification (Contract Schedule 2).
- c) Set out your process and criteria for assessing all potential Instructors, including the system used to retain assessment records, and demonstrate how this would ensure that all appointed Instructors have the required capability and competence to deliver the Services, as specified in paragraphs 10.20 and 10.21 of Attachment 4b – Specification (Contract Schedule 2).
- d) Set out your contingency process, in respect of Instructors, for dealing with an unexpected surge in demand for LAT, and demonstrate how this will ensure you mobilise additional Instructors to meet the significant increase in LAT required if such a surge in demand for LAT occurs, as specified in paragraph 10.2 of Attachment 4b – Specification (Contract Schedule 2).

Your response should be limited to, and focused on, each of the component parts of the question posed (a to d). You 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 component part (a to d) 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.**

**No attachments are permitted; any additional documents submitted will not be taken into consideration for the purposes of evaluation.**

<b>Marking Scheme</b>	<b>Evaluation Guidance</b>
<b>100</b>	The Potential Provider's response has fully addressed all 4 of the component parts (a – d) of the Response Guidance above, demonstrating their full ability to meet the Requirement.
<b>75</b>	The Potential Provider's response has only fully addressed 3 of the 4 component parts (a – d) of the Response Guidance above, demonstrating their partial ability to meet the Requirement.
<b>50</b>	The Potential Provider's response has only fully addressed 2 of the 4 component parts (a – d) of the Response Guidance above, demonstrating their partial ability to meet the Requirement.
<b>25</b>	The Potential Provider's response has only fully addressed 1 of the 4 component parts (a – d) of the Response Guidance above, demonstrating their partial ability to meet the Requirement.
<b>0</b>	The Potential Provider's response has <b>NOT</b> fully addressed any of the 4 component parts (a – d) of the Response Guidance above, demonstrating a limited ability to meet the Requirement or no ability to meet the Requirement OR A response has not been provided to this question.

## **AQB2 – TRAINING VEHICLES**

The Authority requires the Supplier to provide and maintain all training vehicles and trailers that are required to deliver the Services, including during any unexpected surge in demand, as specified in Attachment 4b – Specification (Contract Schedule 2) (“the Requirement”).

Please set out and demonstrate how you will meet the Requirement by fully addressing component parts a) to d) of the Response Guidance below.

### **AQB2 Response Guidance**

**All Potential Providers must answer this question.**

Your response must:

- a) Demonstrate how you will establish and maintain a training vehicle and trailer fleet of sufficient size to deliver all of the Authority’s requested LAT, including during peak periods of demand, in full, on time, and with no delay to the commencement of Candidates’ LAT, as specified in paragraphs 11.1 and 11.2 of Attachment 4b – Specification (Contract Schedule 2).
- b) Describe your service and maintenance programme for your training vehicle fleet, including management of maintenance records, and demonstrate how it will maximise training vehicle availability, as specified in paragraph 11.16 of Attachment 4b – Specification (Contract Schedule 2).
- c) Describe your system for recording and monitoring training vehicle documentation and demonstrate how this system will ensure that all documentation is valid, in date, and able to be made available to the Authority the same day as a request being made, as specified in paragraph 11.20 and 11.21 of Attachment 4b – Specification (Contract Schedule 2).
- d) Set out your contingency process, in respect of training vehicles, for dealing with an unexpected surge in demand for LAT, and demonstrate how this will ensure that you mobilise additional training vehicles to meet the significant increase in the LAT required if such a surge in demand for LAT occurs, as specified in paragraph 11.3 of Attachment 4b – Specification (Contract Schedule 2).

Your response should be limited to, and focused on, each of the component parts of the question posed (a to d). You 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 d) you are responding to.

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## **AQB3 – DELIVERY OF LICENCE ACQUISITION TRAINING**

The Authority requires the Supplier to maintain a sufficient inventory of training aids and personal protective equipment for use in the delivery of the Services, to deliver LAT that keeps passenger Candidates engaged in learning, and to instruct Candidates on the Highway Code, vehicle safety, and daily vehicle servicing including instructing candidates on the full range of Show Me Tell Me questions, as specified in Attachment 4b – Specification (Contract Schedule 2) (“the Requirement”).

Please set out and demonstrate how you will meet the Requirement by fully addressing component parts a) to d) of the Response Guidance below.

### **AQB3 Response Guidance**

**All Potential Providers must answer this question.**

Your response must:

- a) Set out how you will maintain a sufficient inventory of training aids that are DVSA-compliant, and demonstrate how this will ensure you provide all training aids that are required as part of the delivery of LAT, as specified in paragraph 7.7 of Attachment 4b – Specification (Contract Schedule 2).
- b) Set out how you will maintain a sufficient inventory of personal protective equipment that is clean, serviceable and complies with all relevant Health and Safety Executive guidelines, and demonstrate how this will ensure there is no shortage of personal protective equipment during the delivery of LAT, as specified in paragraph 7.8 of Attachment 4b – Specification (Contract Schedule 2).
- c) Demonstrate how Instructors will keep the passenger Candidate(s) engaged in learning while one Candidate is receiving behind-the-wheel Tuition, as specified in paragraph 7.13 of Attachment 4b – Specification (Contract Schedule 2).
- d) Set out how Instructors will provide instruction to Candidates on the Highway Code, vehicle safety, and daily vehicle servicing, including instructing candidates on the full range of Show Me Tell Me questions, and demonstrate how this will ensure Candidates have a competent level of knowledge in these areas, as specified in paragraph 7.14 of Attachment 4b – Specification (Contract Schedule 2).

Your response should be limited to, and focused on, each of the component parts of the question posed (a to d). You 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 d) you are responding to.

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## **AQB4 – ACCOUNT MANAGEMENT – LOTS 1 – 5 ONLY**

The Authority requires the Supplier to provide account management, complaints resolution, and performance management throughout the duration of the Contract, as specified in Attachment 4b – Specification (Contract Schedule 2) (“the Requirement”).

Please set out and demonstrate how you will meet the Requirement by fully addressing component parts a) to d) of the Response Guidance below.

### **AQB4 Response Guidance**

**All Potential Providers that are submitting a Tender any or all of Lots 1 - 5 must answer this question.**

Your response must:

- a) Set out your approach to appointing an Account Manager that has industry experience in the delivery of licence acquisition training contracts, and demonstrate how the Account Manager will manage the delivery of the Services so that the LAT required by the Authority is delivered, as specified in paragraphs 14.3 and 14.4 of Attachment 4b – Specification (Contract Schedule 2).
- b) Set out your process to record, manage, and resolve complaints raised by the Authority, and demonstrate how this approach will ensure that complaints are resolved, to the satisfaction of the Authority, within 10 working days, as specified in paragraphs 15.1 to 15.5 of Attachment 4b – Specification (Contract Schedule 2).
- c) Set out how you will measure and record the performance of all Instructors and demonstrate how you will identify and correct poor performance to ensure that the Services are delivered to an acceptable standard, as set out in paragraphs 16.3 and 16.4 of Attachment 4b – Specification (Contract Schedule 2).
- d) Set out your process for managing CDT Record Cards and requests for payment and demonstrate how this approach will ensure you submit requests for payment within 5 working days of the completion date specified in the OTT, as specified in paragraph 6.15 of Attachment 4b – Specification (Contract Schedule 2).

Your response should be limited to, and focused on, each of the component parts of the question posed (a to d). You 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 d) you are responding to.

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## **AQB5 – ACCOUNT MANAGEMENT AND ON-SITE MANAGEMENT - LOTS 6 AND 7 ONLY**

The Authority requires the Supplier to provide account management, on-site management, complaints resolution, and performance management throughout the duration of the Contract, as specified in Attachment 4b – Specification (Contract Schedule 2) (“the Requirement”).

Please set out and demonstrate how you will meet the Requirement by fully addressing component parts a) to d) of the Response Guidance below.

### **AQB5 Response Guidance**

**All Potential Providers that are submitting a Tender for Lot 6 and / or Lot 7 must answer this question.**

Your response must:

- a) Set out your approach to appointing On-Site Managers, and an Account Manager that has industry experience in the delivery of licence acquisition training contracts, and demonstrate how the On-Site Managers and Account Manager will manage the delivery of the Services so that the LAT required by the Authority is delivered, as specified in paragraphs 14.3, 14.4 and 14.6/14.7 of Attachment 4b – Specification (Contract Schedule 2).
- b) Set out your process to record, manage, and resolve complaints raised by the Authority, including the role of the On-Site Managers in this activity, and demonstrate how this approach will ensure that complaints are resolved, to the satisfaction of the Authority, within 10 working days, as specified in paragraphs 15.1 to 15.6 of Attachment 4b – Specification (Contract Schedule 2).
- c) Set out how you will measure and record the performance of all Instructors and demonstrate how you, including your On-Site Managers, will identify and correct poor performance to ensure that the Services are delivered to an acceptable standard, as set out in paragraphs 16.3 to 16.5 of Attachment 4b – Specification (Contract Schedule 2).
- d) Set out your process for managing CDT Record Cards and requests for payment and demonstrate how this approach will ensure you submit requests for payment within 5 working days of the completion date specified in the OTT, as specified in paragraph 6.15 of Attachment 4b – Specification (Contract Schedule 2).

Your response should be limited to, and focused on, each of the component parts of the question posed (a to d). You 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 d) you are responding to.

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