

CTP – ITN Individual Evaluation Scoring Matrix

Question Scoring Rubric		
Score	Rating	Description
100	Excellent	<p>The Potential Provider has provided a response:</p> <ul style="list-style-type: none">• that is highly comprehensive and unambiguous;• that demonstrates an effective method of meeting all elements of the requirement <u>and</u> demonstrably exceeds it by offering additional value to the stated requirement; and <p>where the role of the requirement in the wider contract is clearly expressed and is integrated with other requirements and there is a clear and easy to use process for measuring and addressing good and poor performance effectively.</p>
70	Good	<p>The Potential Provider has provided a response:</p> <ul style="list-style-type: none">• that is comprehensive and unambiguous;• that demonstrates an effective method of meeting all elements of the requirement; and/or <p>where the role of the requirement in the wider contract is clearly expressed and integrated with other requirements and there is a process for measuring and addressing good and poor performance.</p>
30	Adequate	<p>The Potential Provider has provided a response:</p> <ul style="list-style-type: none">• that addresses the majority of the requirement with no significant exclusions. It requires further refinement to ensure all elements are addressed fully;• where, for those areas of the response which require further refinement, there may be insufficient/limited detail or explanation of how the requirements will be met; and/or

		<ul style="list-style-type: none"> where the role of the requirement in the wider contract is mostly expressed and integrated with other requirements.
10	Concerns	<p>The Potential Provider has provided a response:</p> <ul style="list-style-type: none"> that addresses only some elements of the requirement; that does not detail or explain, or provides limited detail or explanation, on how the Potential Provider would deliver the requirement in full and shows that the Potential Provider does not fully understand the potential impact on the contract; and/or where the requirement is only partially expressed and integrated with other requirements.
0	Fail	<p>The Potential Provider:</p> <ul style="list-style-type: none"> fails to provide a response; or provides an inadequate or irrelevant response; or fails to demonstrate any performance, capability or relevant experience to address the requirement stated and meet all the contractual requirements.

Question Scoring Methodology. Each question will be scored according to the above table. Feedback will be provided by the Authority during the negotiation rounds if the Authority deems that a Tender is currently unlikely to meet a given pass/fail criteria. However, the decision to continue lies solely with the Tenderers should they wish to continue. Questions will be presented as either:

- PASS/FAIL Questions:** Some questions will be judged as pass/fail in that a pass will be required for the Tender to progress to the next stage (where bounded by dates) and/or Final Contract Award. Any Tender that fails a pass/fail question will be considered to have failed overall and therefore be judged as non-compliant, except were agreed otherwise by the Authority at its absolute discretion.

- Minimum Score Questions: Each question has a minimum score requirement. Any question that fails to attain the minimum score during the negotiation phase will be clearly articulated by the Authority during the negotiation rounds. All Tender must attain at least minimum scores for all questions against their final Tender submission to be awarded the final contract.

Identifier	Requirements	Criteria	Criteria Weight	DSP Weight	Min Score Req'd
CM		Contract Management	3.00%	100	
CM01	SOR 2.2.2	Demonstrate an ability to interface directly with all stakeholders including single Services, Third Sector, and OGD on a national and regional level.	1.00%	33.3	70
CM02	SOR 2.2.1 SOR 2.2.3 Sched. 3 Sched. 5, Para 6	Provide a draft Quality Management Plan to the level of detail set out in Section B, Clause 6.3 (SOR 3.2.1) for this contract including your proposals for remedial actions in the event that an aspect of service provision is deteriorating. Include proposals for monitoring and ensuring quality of course / training and outcomes for Service Leavers. Note a full Quality Management Plan will be required alongside the Detailed Implementation Plan (DIP).	2.00%	66.7	30
CM03	SOR 2.2.4 SOR 2.2.5 SOR 3.2.8.1	Confirm that you expect to have Cyber Essentials Plus in place by latest 28 February 2023. The Authority reserves the right to eliminate Tenderers if they don't have Cyber Essentials Plus in place as this is a requirement for the contract. Note: Successful Contractor must provide a Security Management Plan within 20 days of contract signing, in the level of detail set out in Schedule 5 (Security Management),	PASS/FAIL	PASS/FAIL	PASS

Identifier	Requirements	Criteria	Criteria Weight	DSP Weight	Min Score Req'd
		Paragraph 4. Produce a tested Information Security Management System by the date agreed in the Detailed Implementation Plan.			
CM04	SOR 2.2.4	Please review the attached draft Contract Management Plan and insert names or, if not yet known, roles as requested within the document and attach your amended Contract Management Plan as your response. (The Contract Management Plan is a standalone document ie. Not part of the contract itself but will reflect all contract obligations and be used to facilitate Service Management and Programme Boards.)	PASS/FAIL	PASS/FAIL	PASS
MD		Management of Service	10.10%	100	
MD01	SOR 3.2.2	Detail how you intend to deliver coherent and integrated support to the individual Service Leaver incorporating the delivery elements specified in the SOR.	1.00%	9.9	70
MD02	SOR 3.2.3	Detail how you intend to pro-actively engage eligible Service Leavers to market the services and opportunities available for their resettlement.	1.00%	9.9	70
MD03	SOR 3.2.4	Detail how you intend to meet the time constraints imposed by individual circumstances or Service commitments in delivering	1.00%	9.9	70

Identifier	Requirements	Criteria	Criteria Weight	DSP Weight	Min Score Req'd
		services to Service Leavers and how you would ensure capacity to meet Service Leaver need.			
MD04	SOR 3.2.5	Demonstrate an ability to provide services on a regional basis.	0.50%	4.9	70
MD05	SOR 3.2.5	Demonstrate how you will recognise the unique requirements of Service leavers in the Devolved Nations (Scotland, Wales & N. Ireland) and those serving overseas.	1.00%	9.9	70
MD06	SOR 3.2.6	Detail how you will tailor delivery according to entitlement and category of Service leaver.	0.60%	6	30
MD07	SOR 3.2.7 Sched. 4, Annex A	Detail how you will monitor trends in the employment market, adapt internal and external training services accordingly and disseminate updated information on what is available to the Service leaver.	1.00%	9.9	30
MD08	SOR 3.2.8	Detail how you will maintain a readily-accessible Management Information System to record client details and their use of the service and how this information will be shared with MOD.	1.00%	9.9	70
MD09	SOR 3.2.9	Detail how you will provide an up-to-date programme of activities and disseminate information to Service leavers and Service Resettlement Advisors at least 6 months in advance of the programme activities starting.	1.00%	9.9	30

Identifier	Requirements	Criteria	Criteria Weight	DSP Weight	Min Score Reqd
MD10	SOR 3.2.10	Detail how you will provide a consistent standard of documentation to the Service leaver.	1.00%	9.9	30
MD11	SOR 3.2.11	Detail how you will monitor and report on the performance of individual education and training providers using Service leaver feedback.	1.00%	9.9	30
TP		Transition Planning (at start of contract)	10.10%	100	
TP01	SOR 3.3.5 Schedule 2	<p>Provide an Outline Implementation Plan (OIP) with as much detail as possible to demonstrate how you will deliver Key Milestones and Dependencies for implementing the full Service and the transition activities required to ensure that there is no break in service provision during the transition period.</p> <p>The content and process for approving the Implementation Plan is described in Schedule 13 (Implementation Plan) at paragraph 3. The OIP must include key milestones for digital and website services' transition and implementation under the heading 'Digital Implementation Plan' within the OIP, but please provide your Digital Implementation Plan for developing the digital service in your response to DS03.</p>	3.00%	29.7	70
TP02	SOR 3.3.7 Schedule 2	Detail how you will ensure that the needs of the Legacy cohort are considered and addressed as part of the activities for transition to the new contract set out in the Outline Implementation Plan (provided prior to contract signing) and in the Detailed Implementation Plan (provided as a draft for	3.60%	35.6	70

Identifier	Requirements	Criteria	Criteria Weight	DSP Weight	Min Score Req'd
		agreement with the Authority within 20 days of contract signing).			
TP03	SOR 3.3.3 Schedule 2	Detail how Risks and Issues during transition and implementation of the service will be identified and addressed.	3.50%	34.7	70
<i>AP</i>		<i>Analysis and Planning</i>	<i>8.30%</i>	<i>100</i>	
AP01	SOR 4.2.3	Provide evidence that Career consultants will be professionally qualified to a minimum NVQ4 in Information Advice & Guidance (IAG) and that your contractor organisation is accredited to the MATRIX Standard.	PASS/FAIL	PASS/FAIL	PASS
AP02	SOR 4.2.1	Detail how you will provide one-to-one advice tailored to individual needs and aspirations.	2.00%	24	70
AP03	SOR 4.2.1.1	Detail how you will provide career change advice to plan and deliver career transition.	1.00%	12	70
AP04	SOR 4.2.1.3	Detail how you will provide assessment of Service leaver cohort needs and barriers to civilian employment opportunities and how they may be addressed.	1.00%	12	70
AP05	SOR 4.2.1.1	Detail how you will provide competence/skills analysis, career coaching and guidance to support Service leaver transition.	1.00%	12	70

Identifier	Requirements	Criteria	Criteria Weight	DSP Weight	Min Score Reqd
AP06	SOR 4.2.4.5 SOR 6.2.11	Detail how you will provide Service leavers with self-employment and business start-up support as required.	0.60%	7.2	70
AP07	SOR 4.2.4.6	Detail how you will provide Service leavers with advice and support to enter full time, or part-time, Further Education or Higher Education.	0.60%	7.2	70
AP08	SOR 4.2.6	Detail how you will provide Service leavers with advice and support on the financial aspects of resettlement (including pensions) and transition to civilian life.	0.60%	7.2	70
AP09	SOR 4.2.4 SOR 4.2.6 SOR 4.2.7	Detail how you will provide practical guidance on transition to civilian life and provide administrative arrangements, co-ordinate facilities and event hosting for delivery of housing and accommodation advice.	0.50%	6.4	30
AP10	SOR 4.2.8	Detail how you will provide sector and regional advice on job and training opportunities and living in a particular region or Devolved Nation (Scotland, Wales & N. Ireland).	1.00%	12	70
SK		Accreditation, Skills & Knowledge Acquisition	11.50%	100	
SK01	SOR 5.2.1	Detail how you will engage with the Service leaver and MOD to determine the existing skills and competencies of Service leavers and map these against the individual's aspirations to produce a learning plan as required.	2.00%	17.3	70

Identifier	Requirements	Criteria	Criteria Weight	DSP Weight	Min Score Req'd
SK02	SOR 5.2.1.1	Detail how you will personalise the learning plan for individual Service leavers.	1.00%	9.1	70
SK03	SOR 5.2.2	Detail how you will deliver Learning (Education and Training), by experienced and qualified trainers, on a demand-led basis, which is nationally accredited and linked to employment opportunities.	2.00%	17.3	70
SK04	SOR 5.2.1.10	Detail how you will provide information on and access to learning on a 'standby basis' to non-Core Resettlement Programme Service leavers and those post-discharge.	2.00%	17.3	30
SK05	SOR 5.2.6	Detail how you will deliver wider life skills learning for Service leavers, including those not actively seeking employment.	1.50%	13	30
SK06	SOR 5.2.7	Detail how you will identify external training providers, by sector and region (including Devolved Nations), and conduct quality checks to determine suitability.	1.50%	13	30
SK07	SOR 5.2.4	Detail how you will identify the unique requirements of Devolved Nations (Scotland, Wales & N. Ireland) accreditation frameworks to provide appropriate training development advice e.g. SCQF vs RQF accreditation.	1.50%	13	70
JF		<i>Outcomes for Service Leavers: Employment, Education, or Retirement</i>	14.30%	100	

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JF01	SOR 6.2.1	Detail how you will engage with Defence Relationship Management and potential employers to identify job opportunities for Service leavers.	2.00%	14.2	70
JF02	SOR 6.2.2 SOR 6.2.3	Detail how you will advise Service leavers on employment trends and availability by sector and region, including Devolved Nations considerations (Scotland, Wales & N. Ireland).	2.00%	14.2	30
JF03	SOR 6.2.4	Detail how you will identify opportunities which match the intended outcomes of Service leavers.	1.50%	10.4	70
JF04	SOR 6.2.5	Detail how you will generate work attachment opportunities.	1.00%	6.9	30
JF05	SOR 6.2.6	Detail how you will maintain networks of potential employers by sector and region.	1.00%	6.9	30
JF06	SOR 6.2.8	Detail how you will introduce Service leavers to appropriate employers.	1.00%	6.9	70
JF07	SOR 6.2.9	Detail how you propose to maintain a database of job types and vacancies.	2.00%	14.2	30
JF08	SOR 6.2.10	Detail how you will assist Service leavers in applying for a particular job.	1.40%	9.7	70

Identifier	Requirements	Criteria	Criteria Weight	DSP Weight	Min Score Reqd
JF09	SOR 6.2.13	Detail how you will seek feedback from employers and Service leavers on the success of Service leavers in gaining employment. co	1.40%	9.7	30
JF10	SOR 6.2.14	Detail how you will improve the integration of CTP services with ELCAS to improve the outcomes for Service leavers with regard to identifying opportunities for using SLC/ELC for training/education interventions linked to resettlement.	1.00%	6.9	30
OS		<i>Support for ESL & ESP Cohort</i>	<i>5.10%</i>	<i>100</i>	
OS01	SOR 7.2.1	Detail how you will engage with Early Service Leavers (ESL), including those on the Employment Support programme (ESP) and compulsorily discharged personnel, prior to discharge where possible (and facilitate remote registration where the ESL notice period is too short for face-to-face engagement) and undertake a consultation session, in the region of the ESL's base unit, for those wishing to join the programme. After discharge, support the ESL in the region the ESL has settled.	2.00%	39.4	70
OS02	SOR 7.2.2	Detail how you will provide information on and access to learning on a 'standby basis' to non-Core Resettlement Programme Service leavers and those post-discharge.	1.55%	30.3	70
OS03	SOR 7.2.3 SOR 7.2.3.1 SOR 8.2.1.2	Confirm how you will facilitate referral to OGD, Third Sector, Local Authorities, and other support providers as relevant to an individual's needs.	1.55%	30.3	30

Identifier	Requirements	Criteria	Criteria Weight	DSP Weight	Min Score Reqd
SS		<i>Specialist Support Programme (CTP ASSIST)</i>	<i>6.40%</i>	<i>100</i>	
SS01	SOR 8.2.1.1	Detail how you will provide specialist and case work support to those facing serious obstacles to work.	2.00%	31.2	70
SS02	SOR 8.2.2	Demonstrate how you will provide case working capability: sufficient, suitably qualified and experienced SEC (to at least the same standard as the current contract)	1.00%	15.6	10
SS03	SOR 8.2.3	Demonstrate how you will provide account management capability: establish and manage relationships with appropriate partners, including collaborative working with Third Sector and relevant OGDs.	1.00%	15.6	70
SS04	SOR 8.2.4	Demonstrate how you will maintain and integrate MIS and WIS clients with wider resettlement programme MIS.	1.20%	18.8	30
SS05	SOR 8.2.5 SOR 8.2.5.1 SOR 8.2.5.2	Demonstrate how you will provide Vocational Assessment: deliver and manage VA to identify and support the needs of WIS clients.	1.20%	18.8	70
DS		<i>Delivering Digital Solutions</i>	<i>11.50%</i>	<i>100</i>	
DS01		Detail how you will provide access to CTP services through Service leaver User Access Devices (Mobiles / tablets).	2.00%	17.3	70
DS02		Demonstrate how you will use technology such as QR Codes on CTP documentation and the CTP website to signpost	1.50%	13	30

Identifier	Requirements	Criteria	Criteria Weight	DSP Weight	Min Score Req'd
		relevant information to Service leavers, download information to User Access Devices and suggest target sources of additional information.			
DS03		Detail how you will provide and develop a 'modern' website [HTML5 and CSS], keeping updated with emerging technologies and design over the contract term. Additionally include key milestones and headline technical plans in the Outline Implementation Plan (with reference to TP01) heading this section of the OIP as Digital Implementation Plan (refer to Schedule 13 – Implementation Plan).	1.50%	13	70
DS04		Detail how you will use 'morphic' website technologies to tailor the website interface based on the initial user cohort and then refine this depending on the requirements and search history of the individual Service leaver.	1.50%	13	70
DS05		Detail how you will review training delivery to ensure that all courses apply appropriate methodologies, including access to blended learning and/or distance learning opportunities.	2.00%	17.3	30
DS06		Detail how you will enable data exchange with current MOD systems such as JPA and DLMC and how you will enable data exchange with the planned switch to cloud based SAS/Oracle MOD system.	2.00%	17.3	70

Identifier	Requirements	Criteria	Criteria Weight	DSP Weight	Min Score Reqd
DS07	SOR 6.2.7	Detail how you will match Service leavers electronically to jobs.	1.00%	9.1	30
PM		Performance Measures and Management Reporting	3.00%	100	
PM01	SOR 9.2.1 SOR 9.2.2 Sched. 5, Para 25 Sched. 3.	Demonstrate with evidence how you will provide required management information on key performance measures. The KPIs, against which the Service provider shall report, are detailed at 9.2.2 of Schedule 2 and Schedule 3.	2.00%	66.7	10
PM02	SOR 9.2.3 Sched. 5, Para 25	Demonstrate with evidence how you will provide effective management information in an agreed format and frequency.	1.00%	33.3	30
SV		Social Value	16.70%		
SV01		Policy Outcome: Effective stewardship of the environment MAC 4.2 Influence staff, suppliers, customers and communities through the delivery of the contract to support environmental protection and improvement. Please include in your response a description of how you will support and enable SLs to enter the sustainable / renewable / green energies sectors.	8.00%	47.9	30

Identifier	Requirements	Criteria	Criteria Weight	DSP Weight	Min Score Reqd
		<p>Using a maximum of 4 pages:</p> <p>Please include: + your 'Method Statement', stating how you will achieve this and how your commitment meets the Award Criteria, and + a timed project plan and process, including how you 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.</p>			
SV02		<p>Policy Outcome: Create new businesses, new jobs and new skills</p> <p>MAC 2.1 Create opportunities for entrepreneurship and help new organisations to grow, supporting economic growth and business creation.</p> <p>Using a maximum of 4 pages describe the commitment your organisation will make to ensure that opportunities under the contract to deliver the Policy Outcome and Award Criteria.</p> <p>Please include: + your 'Method Statement', stating how you will achieve this and how your commitment meets the Award Criteria, and + a timed project plan and process, including how you implement your commitment and by when. Also, how you will monitor, measure, and report on your commitments / the</p>	4.40%	26.3	30

Identifier	Requirements	Criteria	Criteria Weight	DSP Weight	Min Score Reqd
		<p>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.</p> <p>+ 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.</p>			
SV03		<p>Policy Outcome: Tackle workforce inequality</p> <p>MAC 6.1 Demonstrate action to identify and tackle inequality in employment, skills and pay in the contract workforce.</p> <p>Using a maximum of 4 pages describe the commitment your organisation will make to ensure that opportunities under the contract to deliver the Policy Outcome and Award Criteria. Please include:</p> <p>+ your 'Method Statement', stating how you will achieve this and how your commitment meets the Award Criteria, and</p> <p>+ a timed project plan and process, including how you 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</p>	4.30%	25.8	30

Identifier	Requirements	Criteria	Criteria Weight	DSP Weight	Min Score Req'd
		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.			
			100.00%	100 per section	