NHS Digital

Tender Evaluation Criteria and Methodology

Comment and Moderation Service

prj_3328

Introduction

This document provides an overview of the methodology which will be used by NHS Digital to evaluate tender responses received by the stated deadline, including the methodology and scoring mechanism which NHS Digital will apply.

Evaluation of tender rsponses will take place in three separate stages:

- Qualification envelope
- Technical envelope
- Commercial envelope

Tender Evaluation Process

NHS Digital's evaluation process for each evnvelope is explained below.

Qualification Evnvelope

NHS Digital will check each tender response to ensure it is compliant against the qualification envelope questions.

Qualification Envelope – Economic and Financial Standing

Section 1.12 and Section 1.13 of the Qualification Envelope relate to economic and financial standing.

At 1.12.1 you are asked are you able to provide a copy of your audited accounts for the last two years, if requested. This a self-certification yes or no response. If you answer no, then you must indicate at 1.12.2 to self-certify the evidence you will supply if requested.

At 13.1.1 you are asked to self-certify that you meet, where NHS Digital has specified, a minimum level of economic and financial standing and/ or a minimum financial threshold within the evaluation criteria for this procurement. NHS Digital's requirements and how it will apply an assessment to determine minimum levels of economic and financial standing is as set out below.

If you answer "no" to 13.1.1, your tender will be eliminated from the procurement and not evaluated further.

If you answer "yes" to 13.1.1 and, after completion of the full evaluation process, your tender response is the most economically advantageous (achieves the highest overall weighted score):

- you will be asked to provide evidence as requested by NHS Digital to assess if minimum economic and financial standing is satisfied before formal award of contract
- NHS Digital will obtain the most recent Dun and Bradstreet report (where available) for your company/organisation

Using the information obtained above, NHS Digital will conduct an assessment to determine whether your company/organisation (or its guarantor) has the necessary economic and financial standing to deliver the contract in accordance with the NHS Digital's requirements.

In making this assessment, NHS Digital will consider the following factors, in combination, as measures of your company's/organisation's (or guarantor's) financial standing:

- Financial stability: Whether your company/organisation (or any guarantor) can demonstrate a stable trading position, typically whether the company/organisation has consistently made a profit over the last two financial years (or the number of years of trading if less than two years)
- Liquidity and cash position: Whether your company/organisation (or any guarantor) can demonstrate a low risk liquidity and cash position, typically showing a current ratio value of >1 over the last two financial years (or the number of years of trading if less than two years)
- Other financial concerns: Whether the financial report obtained from Dun and Bradstreet on your company/organisation (or any guarantor) or other financial information which is in the public domain identifies any other material concerns as to your company's/organisation's financial standing or stability.

Fail: your tender response will fail this assessment where, based on the NHS Digital's combined analysis, NHS Digital identifies a concern regarding economic and financial standing which NHS Digital considers to pose a material risk to ability to deliver the contract requirements, and which is not addressed by any offered guarantee from a parent or group company or other entity whose financial standing does not pose a similar material risk.

Pass: your tender response will pass this section where, based on NHS Digital's combined analysis, NHS Digital identifies no material risks associated with your company's/organisation's (or any offered guarantor's) economic and financial standing and so sees no material risk in the financial ability to deliver the contract requirements.

For the avoidance of doubt, this assessment will be carried out prior to the award of contract, which is conditional on the stated minimum level of economic and financial standing being met as per the assessment outlined above.

Should the assessment be failed, NHS Digital, at its sole discretion, reserves the right to potentially award the contract to the second-placed tenderer subject to that organisation passing this financial and economic standing assessment.

Technical Envelope

An evaluation panel will be convened to assess tender responses surviving the qualification envelope. Each evaluator will:

- evaluate individually in isolation, without conferring with other evaluators, by applying the stated criteria
- allocate a mark, along with their rationale, in accordance with the marking scheme explained in this document

When the independent evaluation exercise has been completed by all of the evaluators, a group consensus marking exercise will be coordinated by a consensus marker as follows:

The consensus marker will:

- review the marks allocated by the individual evaluators together with their rationale for awarding the marks
- arrange for the evaluators to meet and discuss the marks they have allocated
- facilitate discussion among the evaluators regarding the marks awarded and the related rationale
- record the consensus mark and the rationale for the consensus mark in to Bravo

The consensus process will continue until all responses have been consensus marked.

This will complete evaluation of the technical envelope.

Commercial Envelope

The commercial envelope will not be opened until the technical envelope evaluation is completed.

After opening of the commercial envelope, price submissions will be entered in to Bravo.

The commercial envelope score will be added to the technical envelope score to determine the final total weighted score for each surviving tender response.

Award of Contract

The tender response awarded the highest total weighted score will be offered the contract.

Any contract award is subject to formal signature by both parties providing all pre conditions are met e.g. certificates, statements and other means of proof where potential providers may have relied on self-certification.

Qualification Envelope

A summary of all the questions contained within the qualification envelope appears below.

Some questions are mandatory and require a response. All such questions are indicated throughout the qualification envelope response form.

If you do not provide a response to any applicable question of the qualification envelope your tender may be deemed to be non-compliant.

If your tender is deemed to be non-compliant, it will be rejected and excluded from further participation in this procurement.

Section 1.1: Timetable

Question	Description
1.1.1 Process Timetable	The deadlines and milestones relating to this procurement. Please confirm you have read and understood these deadlines and milestones.
Response Guidance Select either confirm or can't confirm from the options.	

Section 1.2: Requirements and Evaluation Criteria

Question	Description
1.2.1 Requirement	Download the requirements document. Please confirm you have read and understood the document.
1.2.2 Tender Evaluation Criteria	Download the evaluation criteria document. Please confirm you have read and understood the document attached.
Response Guidance Select either confirm or can't confirm from the options.	

Section 1.3 Non-Canvassing and Non-Collusive

Question	Description
1.3.1 Non-collusion statement (Part 1)	Read the statement. Will you comply with it or not.
1.3.2 Non-collusion statement (Part 2)	Read the statement. Will you comply with it or not.
1.3.3 Non-canvassing statement	Read the statement. Will you comply with it or not.
Response Guidance Select either confirm or can't confirm from the options.	

Section 1.4 Draft Contract

Question	Description
1.4.1 Draft Terms and Conditions	Download the draft Terms & Conditions document. Please confirm you have read and understood the document.
Response Guidance Select either confirm or can't confirm from the options. Be advised NHS Digital will not accept any changes to the draft Terms and Conditions nor renegotiate. Any population required (for example contract managers, Schedule 5, Schedule 6) will be completed at the contract award stage.	

Section 1.5 Notes for completion for the following questions

Question	Description
1.5.1 – 1.5.10 Notes	1.5.1 – 1.5.10 contain guidance notes to aid with your completion of questions which appear in subsequent sections of the qualification envelope.
Response Guidance No response is required for 1.5.1 – 1.5.10. It is suggested you read the guidance notes carefully before completing the subsequent sections in the technical envelope.	

Section 1.6 Part 1 - Potential Supplier Information

Question	Description
1.6.1 SQ-1.1(a) Full name of the potential supplier submitting the information	The full name of the potential provider completing the tender response.
1.6.2 SQ-1.1(b) – (i) Registered office address (if applicable)	Your registered office address. Enter N/A if not applicable.
1.6.3 SQ-1.1(b) – (ii) Registered website address (if applicable)	The URL of your web site. Enter N/A if not applicable.
1.6.4 SQ-1.1(d) Date of registration in country of origin	The date of registration in your country of origin.
1.6.5 SQ-1.1(i) - (i) Is your organisation registered with the appropriate professional or trade register(s) in the member state where it is established.	Select the appropriate option from the list.
1.6.6 SQ-1.1(i) - (ii) If you responded yes to 1.1(i) - (i), please provide the relevant details, including the registration number(s).	Enter the relevant details if appropriate.
1.6.7 Is it a legal requirement in the state where you are established for you to possess a particular authorisation, or be a member of a particular organisation in order to provide the services specified in this procurement.	Select the appropriate option from the list.
1.6.8 SQ-1.1(j) - (ii) If you responded yes to 1.1(j) - (i), please provide additional details of what is required and confirmation that you have complied with this.	Enter the relevant details if appropriate.
1.6.9 SQ-1.1(k) Trading name(s) that will be used if successful in this procurement	Enter the relevant details.
1.6.10 SQ-1.1(l) Relevant classifications (state whether you fall within one of these, and if so which one)	Select the appropriate option.
1.6.11 SQ-1.1(m) Are you a Small, Medium or Micro Enterprise (SME)?	Select the appropriate option.

1.6.12 Note	See EU definition of SME: http://ec.europa.eu/enterprise-/policies/sme/facts-figuresana-lysis/sme-definition/
1.6.13 SQ-1.1(n) Details of Persons of Significant Control (PSC), where appropriate.	Enter the information requested. Enter N/A if not appropriate.
1.6.14 SQ-1.1(o) Details of immediate parent company.	Enter the information requested. Enter N/A if not appropriate.
1.6.15 SQ-1.1(p) Details of ultimate parent company.	Enter the information requested. Enter N/A if not appropriate.
1.6.16 Note	Please note: A criminal record check for relevant convictions may be undertaken for the preferred suppliers and the persons of significant in control of them.
Response Guidance Enter your response to each question in the format requested.	

Section 1.7 Part 1 - Bidding model - Question Section

Question	Description
1.7.1 Note	Please provide the following information about your approach to this procurement:
1.7.2 SQ-1.2(a) - (i) Are you bidding as the lead contact for a group of economic operators?	Select the appropriate option. Depending on your answer to this question, answer the other relevant questions as appropriate/indicated in the questionnaire.
1.7.3 SQ-1.2(a) - (ii) Name of group of economic operators (if applicable)	Enter the name if applicable.
1.7.4 SQ-1.2(a) - (iii) Proposed legal structure if the group of economic operators intends to form a named single legal entity prior to signing a contract, if awarded. If you do not propose to form a single legal entity, please explain the legal structure.	Enter details of the proposed legal structure if appropriate.
1.7.5 SQ-1.2(b) - (i) Are you or, if applicable, the group of economic operators proposing to use sub-contractors?	Select the appropriate option.

1.7.6 SQ-1.2(b) - (ii) If you responded yes to 1.2(b)-(i) please provide additional details for each subcontractor here. We may ask them to complete this form as well.	If you answered yes to the question above, upload a file here with details for each subcontractor.
Response Guidance Enter your response to each question in the format requested.	

Section 1.8 Part 1 - Declaration - Question Section

Question	Description
1.8.1 Declaration I declare that to the best of my knowledge the answers submitted and information contained in this document are correct and accurate. I declare that, upon request and without delay I will provide the certificates or documentary evidence referred to in this document. I understand that the information will be used in the selection process to assess my organisation's suitability to be invited to participate further in this procurement. I understand that the authority may reject this submission in its entirety if there is a failure to answer all the relevant questions fully, or if false/misleading information or content is provided in any section. I am aware of the consequences of serious misrepresentation.	Select the appropriate option.
Response Guidance Enter your response the question in the format requested.	

Section 1.9 Part 1 – Contact Details

Question	Description
1.9.1 SQ-1.3(a) Contact name	Enter the relevant details.
1.9.2 SQ-1.3(b) Name of organisation	Enter the relevant details.
1.9.3 SQ-1.3(c) Role in organisation	Enter the relevant details.
1.9.4 SQ-1.3(d) Phone number	Enter the relevant details.
1.9.5 SQ-1.3(e) E-mail address	Enter the relevant details.
1.9.6 SQ-1.3(f) Postal address	Enter the relevant details.
Response Guidance Enter your response to each question in the format requested.	

Section 1.10 Part 2 - Grounds for Mandatory Exclusion

Question	Description
1.10.1 Note	Please answer the following questions in full. Note that every organisation that is being relied on to meet the selection must complete and submit the Part 1 and Part 2 self-declaration.
1.10.2 Regulations 57(1) and (2)	The detailed grounds for mandatory exclusion of an organisation are set out on the below web page, which should be referred to before completing these questions. Please indicate if, within the past five years you, your organisation or any other person who has powers of representation, decision or control in the organisation been convicted anywhere in the world of any of the offences within the summary below and listed at the web page below.
1.10.3 URL	https://www.gov.uk/government/-uploads/system/uploads/attachm-ent_data/file/551130/List_of_M-andatory_and_Discretionary_Exc-lusions.pdf
1.10.4 SQ-2.1(a).1 Conviction for Participation in a criminal organisation.	Select the appropriate option.
1.10.5 SQ-2.1(a).2 Conviction for Corruption.	Select the appropriate option.

1.10.6 SQ-2.1(a).3 Conviction for Fraud.	Select the appropriate option.
1.10.7 SQ-2.1(a).4 Conviction for Terrorist offences or offences linked to terrorist activities	Select the appropriate option.
1.10.8 SQ-2.1(a).5 Conviction for Money laundering or terrorist financing	Select the appropriate option.
1.10.9 SQ-2.1(a).6 Conviction for Child labour and other forms of trafficking in human beings	Select the appropriate option.
1.10.10 SQ-2.1(b) If you have answered yes to question 2.1(a), please provide further details. Date of conviction, specify which of the grounds listed the conviction was for, and the reasons for conviction, Identity of who has been convicted If the relevant documentation is available electronically please provide the web address, issuing authority, precise reference of the documents.	Enter the relevant details.
1.10.11 SQ-2.2 If you have answered Yes to any of the points above have measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion ? (Self Cleaning)	Enter the relevant details.
1.10.12 SQ-2.3(a) Regulation 57(3) Has it been established, for your organisation by a judicial or administrative decision having final and binding effect in accordance with the legal provisions of any part of the United Kingdom or the legal provisions of the country in which the organisation is established (if outside the UK), that the organisation is in breach of obligations related to the payment of tax or social security contributions?	Select the appropriate option.
1.10.13 SQ-2.3(b) If you have answered yes to question 2.3(a), please provide further details. Please also confirm you have paid, or have entered into a binding arrangement with a view to paying, the	Enter the relevant details.

outstanding sum including where applicable any accrued interest and/or fines.	
1.10.14 Note	Please Note: The authority reserves the right to use its discretion to exclude a potential supplier where it can demonstrate by any appropriate means that the potential supplier is in breach of its obligations relating to the non-payment of taxes or social security contributions.
Response Guidance Enter your response to each question in the format requested.	

Section 1.11 Part 2 - Grounds for discretionary exclusion

Question	Description
1.11.1 Regulations 57(1) and (2)	The detailed grounds for discretionary exclusion of an organisation are set out on the below web page, which should be referred to before completing these questions. Please indicate if, within the past three years, anywhere in the world any of the following situations have applied to you, your organisation or any other person who has powers of representation, decision or control in the organisation.
1.11.2 URL	https://www.gov.uk/government/-uploads/system/uploads/attachm-ent_data/file/551130/List_of_M-andatory_and_Discretionary_Exc-lusions.pdf
1.11.3 SQ-3.1(a) Breach of environmental obligations?	Select the appropriate option.
1.11.4 SQ-3.1 (b) Breach of social obligations?	Select the appropriate option.
1.11.5 SQ-3.1 (c) Breach of labour law obligations?	Select the appropriate option.
1.11.6 SQ-3.1(d) Bankrupt or is the subject of insolvency or winding-up proceedings, where the organisation's assets are being administered by a liquidator or by the court, where it is in an arrangement with	Select the appropriate option.

creditors, where its business activities are suspended or it is in any analogous situation arising from a similar procedure under the laws and regulations of any State?	
1.11.7 SQ-3.1(e) Guilty of grave professional misconduct?	Select the appropriate option.
1.11.8 SQ-3.1(f) Entered into agreements with other economic operators aimed at distorting competition?	Select the appropriate option.
1.11.9 SQ-3.1(g) Aware of any conflict of interest within the meaning of regulation 24 due to the participation in the procurement procedure?	Select the appropriate option.
1.11.10 SQ-3.1(h) Been involved in the preparation of the procurement procedure?	Select the appropriate option.
1.11.11 SQ-3.1(i) Shown significant or persistent deficiencies in the performance of a substantive requirement under a prior public contract, a prior contract with a contracting entity, or a prior concession contract, which led to early termination of that prior contract, damages or other comparable sanctions?	Select the appropriate option.
1.11.12 SQ-3.1(j) - (i) The organisation is guilty of serious misrepresentation in supplying the information required for the verification of the absence of grounds for exclusion or the fulfilment of the selection criteria.	Select the appropriate option.
1.11.13 SQ-3.1(j) - (ii) The organisation has withheld such information.	Select the appropriate option.
1.11.14 SQ-3.1(j) –(iii) The organisation is not able to submit supporting documents required under regulation 59 of the Public Contracts Regulations 2015.	Select the appropriate option.
1.11.15 SQ-3.1(j)-(iv) The organisation has influenced the decision-making process of the contracting authority to obtain confidential information that may confer upon the organisation undue advantages in the procurement procedure, or to negligently provided misleading	Select the appropriate option.

information that may have a material influence on decisions concerning exclusion, selection or award.	
1.11.16 SQ-3.2 If you have answered Yes to any of the above, explain what measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion? (Self Cleaning)	Enter the relevant details.
Response Guidance Enter your response to each question in the format requested.	

Section 1.12 Part 3: Selection Questions - Economic and Financial Standing

Question	Description
1.12.1 SQ-4.1 Are you able to provide a copy of your audited accounts for the last two years, if requested?	Select the appropriate option.
1.12.2 SQ-4.1(a-c) If no, can you provide one of the following: (a) A statement of the turnover, Profit and Loss Account/Income Statement, Balance Sheet/Statement of Financial Position and Statement of Cash Flow for the most recent year of trading for this organisation. (b) A statement of the cash flow forecast for the current year and a bank letter outlining the current cash and credit position. (c) Alternative means of demonstrating financial status if any of the above are not available (e.g. forecast of turnover for the current year and a statement of funding provided by the owners and/or the bank, charity accruals accounts or an alternative means of demonstrating financial status).	Select the appropriate option.
Response Guidance Enter your response to each question in the format requested.	

Section 1.13 Part 3: Selection Questions - Economic and Financial Standing Continued

Question	Description
1.13.1 SQ-4.2 Where we have specified a minimum level of economic and financial standing and/ or a minimum financial threshold within the evaluation criteria for this procurement, please self-certify by answering 'Yes' or 'No' that you meet the requirements set out.	Select the appropriate option.
Response Guidance Enter your response to each question in the format requested.	

Section 1.14 Part 3: Selection Questions - Group

Question	Description
1.14.1 Note	If you have indicated in the Selection Questionnaire question 1.2 that you are part of a wider group, please provide further details below.
1.14.2 SQ-5(a) Name of organisation	Enter the relevant details.
1.14.3 SQ-5(b) Relationship to the Supplier completing these questions	Enter the relevant details.
1.14.4 SQ-5.1 Are you able to provide parent company accounts if requested to at a later stage?	Select the appropriate option.
1.14.5 SQ-5.2 If yes, would the parent company be willing to provide a guarantee if necessary?	Select the appropriate option.
1.14.6 SQ-5.3 If no, would you be able to obtain a guarantee elsewhere (e.g. from a bank)?	Select the appropriate option.
Response Guidance Enter your response to each question in the format requested.	

Section 1.15 Part 3: Selection Questions - Technical and Professional Ability

Question	Description
1.15.1 SQ-6.1 Relevant experience and contract examples Please provide details of up to three contracts, in any combination from either the public or private sector; voluntary, charity or social enterprise (VCSE) that are relevant to our requirement. VCSEs may include samples of grant-funded work. Contracts for supplies or services should have been performed during the past three years. Works contracts may be from the past five years. The named contact provided should be able to provide written evidence to confirm the accuracy of the information provided below. Consortia bids should provide relevant examples of where the consortium has delivered similar requirements. If this is not possible (e.g. the consortium is newly formed or a Special Purpose Vehicle is to be created for this contract) then three separate examples should be provided between the principal member(s) of the proposed consortium or Special Purpose Vehicle (three examples are not required from each member). Where the Supplier is a Special Purpose Vehicle, or a managing agent not intending to be the main provider of the supplies or services, the information requested should be provided in respect of the main intended provider(s) or sub-contractor(s) who will deliver the contract.	Upload your response as a file attachment.

If you cannot provide examples see question 6.3	
1.15.2 SQ-6.2 Where you intend to sub-contract a proportion of the contract, please demonstrate how you have previously maintained healthy supply chains with your sub-contractor(s) Evidence should include, but is not limited to, details of your supply chain management tracking systems to ensure performance of the contract and including prompt payment or membership of the UK Prompt Payment Code (or equivalent schemes in other countries)	Upload your response as a file attachment.
1.15.3 SQ-6.3 If you cannot provide at least one example for questions 6.1, in no more than 2000 characters please provide an explanation for this e.g. your organisation is a new start-up or you have provided services in the past but not under a contract.	Enter the relevant details.
Response Guidance Enter your response to each question in the format requested.	

Section 1.16 Part 3: Selection Questions - Modern Slavery Act 2015

Question	Description
1.16.1 SQ-7.1 Are you a relevant commercial organisation as defined by section 54 ("Transparency in supply chains etc.") of the Modern Slavery Act 2015 ("the Act")?	Select the appropriate option.
1.16.2 SQ-7.2 If you have answered yes to question 7.1 are you compliant with the annual reporting requirements contained within Section 54 of the Act 2015?	Select the appropriate option.
1.16.3 SQ-7.2(a) If you have answered yes to question 7.2, please provide the relevant URL	Enter the relevant URL.

1.16.4 SQ-7.2(b) If you have answered no to question 7.2, please provide an explanation	Enter the relevant details.
Response Guidance Enter your response to each question in the format requested.	

Section 1.17 Additional Questions - Insurance

Question	Description
1.17.1 Note	Suppliers who self-certify that they meet the requirements to these additional questions will be required to provide evidence of this if they are successful at contract award stage.
1.17.2 SQ-8.1 Please self-certify whether you already have, or can commit to obtain, prior to the commencement of the contract, the levels of insurance cover indicated below: Employer's (Compulsory) Liability Insurance = £5,000,000 Public Liability Insurance = £1,000,000 Professional Indemnity Insurance = £1,000,000 Product Liability Insurance = £1,000,000 *It is a legal requirement that all companies hold Employer's (Compulsory) Liability Insurance of £5 million as a minimum. Please note this requirement is not applicable to Sole Traders.	Select the appropriate option.
Response Guidance Enter your response to each question in the format requested.	

Section 1.18 Appendices

Question	Description
1.18.1 Appendices If you need to submit any additional information to complete your response to the above questions, please include it here as part of a single, zipped attachment response. Please ensure each	Upload your response as a file attachment.

appendix is clearly marked to indicate the SQ question number	
Response Guidance Enter your response to each question in the format requested.	

Technical Envelope

A summary of all the questions contained within the technical envelope, along with the marking scheme for each question is set out below.

The technical envelope has an overall weighting of **60%.**

Each technical envelope question to be evalated has a weighting applied to it as shown in this document. The individual question weighting is a percentage of the overall envelope weighting

Each technical envelope question will be scored on the following basis.

Response	How well does the response demonstrate an understanding of NHS Digital service requirements?	Score
Non-Compliant	Poor/No information received. Does not meet requirement/ poor standard as to provide no confidence that the service will meet requirement.	0
Weak	The proposed approach fails to demonstrate an adequate understanding of NHS Digital service requirements and objectives.	25
Acceptable	The proposed approach demonstrates an adequate understanding of NHS Digital service requirements and objectives and covers the key issues to an acceptable standard.	50
Good	The proposed approach demonstrates a good understanding of NHS Digital service requirements and objectives. It deals fully with the key issues over the life of the service	75
Excellent	The proposed approach has been tailored specifically to deliver NHS Digital service requirements and objectives, uses innovative approaches to deal comprehensively with the key issues and is likely to maximize performance.	100

The score of 0, 25, 50, 75 or 100 refers to the percentage of the maximum available mark for each technical question envelope to be scored.

Score	Percentage of the maximum mark available
0	0% of the maximum mark available for the question
25	25% of the maximum mark available for the question
50	50% of the maximum mark available for the question
75	75% of the maximum mark available for the question
100	100% of the maximum mark available for the question

TECHNICAL ENVELOPE EVALUATION QUESTIONS

2.1.1 Comment Moderation	Weighting: 50%
Question Describe the methodology and approach you will take to provide a comment moderation service which shall fully meet the requirements as set out in section 2 of the the specification document.	
Response Guidance Your response must clearly demonstrate how you will: a) ensure that at all times an appropriate number of suitably trained moderators is in effect each day the Service is required b) ensure that all relevant NHS policies are complied with (current and future) c) conduct all moderation as per the system process flow diagram at paragraph 2.5 in the specification document d) use the Authority's moderation tool correctly e) train your moderators to a standard to enable them to properly conduct their moderation duties f) capture moderation errors and report to the Authority Your response should focus on the component parts of the question as above. 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.	
Response Limit Your response to this question is limited to a maximum of ten (10) pages. A page is defined as one side of A4, font size Arial 11pt, single line spacing and minimum margin width of 2cm. Anything in excess of the page limit **will not** be evaluated.	

2.1.2 Account Management and Reporting	Weighting: 20%

Question

Describe the methodology and approach you will take to provide a account management and reporting which shall fully meet the requirements as set out in section 3 of the the specification document.

Response Guidance

Your response must clearly demonstrate how you will:

a) comply with the requirements of Schedule 2, Clause 8 with regard to contract management

b) provide a written contract management report to the Authority in advance of meetings, including the key performance indicators you propose to use

c) identify and make proposals for service enhancements and improvements

d) keep detailed statistics of comments received and moderated and present management information to the Authority on a monthly basis as per paragraph 3.6 in the specification document

Your response should focus on the component parts of the question as above.

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.

Response Limit

Your response to this question is limited to a maximum of six (6) pages.

A page is defined as one side of A4, font size Arial 11pt, single line spacing and minimum margin width of 2cm.

Anything in excess of the page limit **will not** be evaluated.

2.1.3 Implementation	Weighting: 30%

Question

Describe the methodology and approach you will take to implementation and being able to provide a full Service from the Actual Service Commencement Date the service should your tender be successful.

Response Guidance

Your response must include:

a) how you propose to successfully implement to provide a full service from the Actual Services Commencement Date

b) a comprehensive and fully itemised implementation plan including all steps, actions, dependencies, risks, issues and timings leading to implementation by the Actual Services Commencement Date

Your response should focus on the component parts of the question as above.

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.

Response Limit

Your response to this question is limited to a maximum of six (6) pages which includes your implementation plan.

A page is defined as one side of A4, font size Arial 11pt, single line spacing and minimum margin width of 2cm.

Anything in excess of the page limit **will not** be evaluated.

Commercial Envelope

The commercial envelope has an overall weighting of **40%.**

The successful tenderer's pricing proposal will be inserted at Schedule 6 (Commercial Schedule) of the contract document.

Section 3.1.1 of the Commercial Envelope contains a file for you to download and insert your pricing proposal. That file, once completed should be uploaded in Bravo as your response to Section 3.1.1.

Please refer to the document attached at 3.1.1 in the Commercial Envelope.

The total amount (total cost) should be entered at 3.1.2.

Your proposed pricing will be scored as follows.

The maximum commercial envelope score will be awarded to the tender with the lowest price.

The remaining tender responses will receive a mark based on the amount by which their price deviates from the lowest price, and which will be calculated as follows:

$$\text{Cost Score} = n\% * \frac{(\text{lowest price} * \text{Scaler}) - \text{price}}{(\text{Scaler}-1) * \text{lowest price}}$$

Where:

Scaler = 2

A negative calculation attracts a score of zero (0%)

NHS Digital reserves its right to seek clarification where it believes the price is abnormally low, and to reject tenders where the evidence supplied does not satisfactorily account for the low level of the price proposed.