

RM4605 L0714
Financial & consultancy support for Enabling Strategy business case definition

APPENDIX D
RESPONSE GUIDANCE

1. Introduction

1.1 This Appendix D sets out the questions that will be evaluated as part of this Procurement.

1.2 The following information has been provided in relation to each question (where applicable):

1.2.1 Weighting – highlights the relative importance of the question.

1.2.2 Guidance – sets out information for the Potential Provider to consider when preparing a response.

1.2.3 Marking Scheme – details the marks available to evaluators during evaluation.

2. DOCUMENT COMPLETION

2.1 You must provide a response to every question. Please provide your response via the e-sourcing portal as a separate document at each question. All responses must be provided as either Word or PDF documents using Arial font, no less than size 11.

2.2 You must not submit any additional information with your Tender other than that specifically requested in this document or Appendix B – Service Description.

3. RESPONSE GUIDANCE

COMPANY INFORMATION	
1.1	Please state your full company name.
1.2	Please state your registered office address.
1.3	Please state your company or charity registration number.
1.4	Please state whether your company is a SME.
1.5	Please state whether your company is a voluntary, community or social enterprise organisation.
1.6	Please state the name of your immediate parent company.

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TENDER CONTACT	
2.1	Please state the contact's name.
2.2	Please state the contact's address, Postcode and Country.
2.3	Please state the contact's telephone number.
2.4	Please state the contact's mobile number.
2.5	Please state the contact's e-mail address.

3 Mandatory Requirements	
<p>Please Note: The following question is a Pass / Fail question, therefore if a Potential Provider cannot or is unwilling to answer 'Yes', their Tender will be deemed non-compliant and they will be unable to be considered for this requirement. The Potential Provider should confirm by deleting the inappropriate answer.</p>	
3.1	Do you agree, without caveats or limitations, that in the event you are successful in this Procurement, you will unreservedly sign the Terms and Conditions of Contract as set out at Appendix C upon award of the Contract? YES/NO
3.2	The Cabinet Office requires a commitment that the team members for whom CV's are supplied will provide the services and will only be replaced if they leave the firm and then only by a professional of similar or greater calibre. Please confirm YES / NO.

4 Conflict of Interests	
<p>Please Note: The following question is for information only. Any submitted responses will not affect the outcome or preclude you from inclusion within the tender process. The Potential Provider should confirm by deleting the inappropriate answer, where the response is 'yes' details should be presented in the text box.</p>	
4.1	<p>Do you have any potential, actual or perceived conflicts of interest in respect of this mandate? YES / NO</p> <p>If the answer is YES, we require that any potential, actual or perceived conflicts of interest in respect of this mandate are identified in writing that companies outline what safeguards would be put in place to mitigate the risk of actual or perceived conflicts arising during the delivery of these services.</p>

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5 Capability		Weighting 20%	
Guidance:			
<ul style="list-style-type: none">• Potential Providers should attach one document at the questionnaire level that forms their response to the set questions below.• Potential Providers should clearly label the response against each of the questions within the attachment and the document must not exceed a 3,000 word limit and be submitted in Word / PDF format.• The maximum weighted score available for this questionnaire is 100.			
Question:			
		Max Score	Weighting %
5.1	<p>The Authority wishes to assess the Capability and Experience of Potential Providers to undertake this project.</p> <ul style="list-style-type: none">• Please provide details of at least three examples of projects similar to the requirements described in Appendix B. The Authority reserves the right to seek references from the clients mentioned. <i>Please provide contact details for each of the three referee organisations where you have carried out similar work e.g. Name, email address and telephone and mobile numbers.</i>• Your examples should be an overview of a project, the key risks, lessons learned and challenges, and what the outcomes and successes were.	100	50
5.2	<p>Please provide full CV's of key team members proposed must be included (not summary sheets).</p> <ul style="list-style-type: none">• Your references and experience should clearly show the strength of your technical capabilities and your teams' ability.• The CV's of key team members should demonstrate their involvement in the examples of previous expertise and experience referred to in para 5.1 in this document. <p>(NB: CV's will not form part of the word count limit)</p>	100	50

6	Service Delivery and Approach	Weighting 60%
Guidance:		

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<ul style="list-style-type: none"> • Provide a detailed proposal for how you will deliver the consultancy services outlined in Appendix B. • Potential Providers should attach one document at the questionnaire level that forms their response to the set questions below. • Potential Providers should clearly label the response against each of the questions within the attachment and the document must not exceed a 3,000 word limit and be submitted in Word / PDF format. • The maximum weighted score available for this questionnaire is 100. 			
Question:			
		Max Score	Weighting %
6.1	<p>Potential Providers are required to submit a clear statement demonstrating their ability to deliver the requirements detailed in Appendix B.</p> <p>This should include for each workstream:</p> <ul style="list-style-type: none"> • Overall methodology and approach • Project plan including how milestone deliverables will be completed and team to be assigned (including any options for different team sizes to deliver in different timeframes and alternative delivery approaches) • How you will report on the target, actual and forecast status of deliverables/work during the contract. • Proposed frequency and format of reports. • Confirm that Reports will be detailed spreadsheets/googlesheets that can be manipulated by the Authority • We expect as a minimum reports relating to the above and the following: <ul style="list-style-type: none"> ◦ the items at 6.2, 6.3 & 6.4, and also Appendix B e.g. Responsible, Accountable, Consulted, and Informed (RACI), Risks & Issues Logs, Lessons Learned Reports, etc. Please provide examples of reports. ◦ Reports to show the status of the project and to support invoice approval these must include detail of names, grade of personnel proposed, forecast and working on tasks of days worked, on what deliverables, percentage completed, etc (see Appendix B section 10 for some of the details expected) 	100	70
6.2	<p>Potential Providers are asked to demonstrate their approach to stakeholder management and customer engagement. Please describe your understanding of the key stakeholders involved in this project. Please describe how you will communicate and interact with the key teams and individuals involved in order to</p>	100	10

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	deliver the project to a successful conclusion. Please describe any governance arrangement that you feel is suitable.		
6.3	Potential Providers are asked to detail what they consider to be the key risks and issues that will affect the success of this piece of work and what their mitigation approach would be to each.	100	10
6.4	Potential Providers are asked to demonstrate what added value they can contribute to this project beyond the immediate requirements described in Appendix B. These might be lessons learnt workshops or some form of knowledge sharing exercise.	100	10

Marking Scheme:		
The following marking scheme will be used to assess the response provided to the qualitative questions set out above at 5 [and 6 etc]:		
Grade	Score	Interpretation
Excellent	100	Exceeds the requirement. Excellent demonstration by the Potential Provider of the relevant ability, understanding, experience, skills, resources and quality measures required. Evidence identifies factors that will offer significant added value.
Good	80	Satisfies the requirement and offers some additional benefits. Above average demonstration by the Potential Provider of the relevant ability, understanding, experience, skills, resources and quality measures required. Evidence identifies factors that will offer some added value.
Acceptable	60	Satisfies the requirement. Demonstration by the Potential Provider of the relevant ability, understanding, experience, skills, resources and quality measures required.
Minor Reservations	40	Satisfies the requirement, with some minor reservations. Some minor reservations about the Potential Provider's relevant ability, understanding, experience, skills, resources and quality measures required.
Major Reservations	20	Satisfies the requirement, with major reservations. Serious concerns about the Potential Provider's relevant ability, understanding, experience, skills, resources and quality measures required.
Unacceptable	0	Does not meet the requirement. Does not comply and/or insufficient information provided to demonstrate that the Potential Provider has the relevant ability, understanding, experience, skills, resources and quality measures required. Little or no evidence to support the response.

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7 PRICE	Weighting 20%
Guidance:	
<ul style="list-style-type: none"> • The Authority requires the Potential Provider to provide a flexible fee structure to deliver the requirements, as set out in Appendix B, Service Description, section 10. • Prices should be submitted in Pounds Sterling inclusive of expenses but exclusive of VAT. • Potential Providers are required to attach one document, which if a spreadsheet can have several worksheets detailing the different options, to the questionnaire entitled 'Price' which provides a transparent breakdown of costs. • Please bear in mind that we are buying from a framework with an accompanying rate card, those agreed day rates will be the maximum we can expect to be charged on a fixed price element. 	
Question:	
<p>The maximum mark available for Price will be 20. This mark will be awarded to the lowest priced Potential Provider. Remaining Potential Providers will receive a mark out of this maximum mark on a pro rata basis dependent on how far they deviate from the lowest price.</p> <p style="text-align: center;">The calculation that will be used to determine marks is as follows:</p> $\text{Score} = \frac{\text{Lowest Tender Price}}{\text{Tender Price}} \times 20 \text{ (maximum mark available)}$	

8. CLARIFICATION ABOUT MULTIPLE LOTS

This mini competition is being sent to Lots 4.1 and 4.4.

If a supplier is in more than one Lot, then they should only provide one proposal.

All the proposals/bids from both Lots will be evaluated and the winning bid will be the supplier that wins overall.