**DEFFORM 47 ANNEX B TENDER RESPONSE GUIDANCE**

**1. INTRODUCTION**

* 1. This document provides an overview of the methodology which will be adopted by the Authority to evaluate Potential Provider responses to each question set out within the ITT. This document also sets out the marking scheme which will apply.
  2. The following information has been provided in relation to each question (where applicable);
     1. Weighting – highlights the relative importance of the question
     2. Guidance – sets out information for the Potential Providers to consider
     3. Marking Scheme – details the marks available during evaluation
  3. The defined terms used in the ITT document shall apply to this document.
  4. Documents to be completed and uploaded with your tender are listed below:

1. DEFFORM 47 Annex A Tender Submission Document.
2. DEFFORM 47 Annex C Tender Response Form.
3. Completed Schedule 2 – Schedule of Requirements Pricing Schedule.
4. Completed Schedule 5 - DEFFORM 539A (Edn 08/13) – Tenderer’s Commercial Sensitive Information Form.
5. Schedule 11 - DEFFORM 532 – Personal Data Particulars (providing supplier's Data Protection Officer details).
6. Completed Cyber Security Assurance Questionnaire.
7. Completed Quality Questionnaire submission and supporting documents.
8. **OVERVIEW**
   1. This event is broken down into the following sections in Table 1 below:

**Table 1: Tender Event Documentation**

|  |  |
| --- | --- |
| **Document Reference** | **Title** |
| 1 | KEY PARTICIPATION REQUIREMENTS |
| 2 | CONFLICTS OF INTEREST |
| 3 | INFORMATION ONLY |
| 4 | PRICE |
| 5 | QUALITY: Staffing Levels, Resilience & Flexibility |
| 6 | QUALITY: Service Delivery |
| 7 | QUALITY: Contract Management |
| 8 | QUALITY: Training and Administration |

* 1. Quality Evaluation Process:
     1. Each response to questions within the Quality/Service Delivery Questionnaire(s) will be marked in accordance with Table 2 below:

**Table 2: Scoring Methodology - Quality**

|  |  |  |
| --- | --- | --- |
| **Mark** | **Descriptor** | **Comment** |
| 0 | Not  Answered | Nil or inadequate response. Fails to demonstrate an ability to meet the requirement. |
| 1-20 | Poor | The response addresses some of the elements of the requirement but does not fully detail or explain how the requirement will be fulfilled. |
| 21-40 | Partially  Acceptable | The response addresses a proportion of the elements of the requirement but poses some risks to delivery as it contains insufficient / limited detail or explanation on how the requirement will be fulfilled. |
| 41-60 | Acceptable | The response addresses the majority of the elements of the requirement but does not fully detail or explain how the requirement will be fulfilled. |
| 61-80 | Good | The response is sufficiently detailed and demonstrates a good understanding and provides details of how the requirements will be fulfilled. |
| 81-100 | Excellent | The response is comprehensive, unambiguous and demonstrates a thorough understanding of requirement and provides details of how the requirement will be  met in full. |

* + 1. Each Quality question will be allocated a minimum acceptable mark. If you fail to achieve the minimum acceptable marks for any of the quality questions, your tender will be deemed non-compliant and you will be excluded from the competition.
    2. Each mark achieved will be multiplied by the corresponding weighting to provide an overall question score to 2 decimal places.
    3. Your total quality score will then be multiplied by the weighting we have applied to the quality aspect of the evaluation (70%) to calculate your weighted quality score to 2 decimal places.
    4. Please see Table 3 below for an example of how your quality score will be calculated.

**Table 3 – Worked Example: Calculation of Quality Score**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Question** | | **Question weighting** | **Your final mark** | **Your weighted mark** |
| 5.1 | Staffing Levels, Resilience and Flexibility | 30% | 100 | 30 |
| 6.1 | Service Delivery | 30% | 66 | 19.8 |
| 7.1 | Contract Management | 25% | 66 | 16.5 |
| 8.1 | Training and Administration | 15% | 100 | 15 |
| **Total Quality score** | | | | **81.3** |
| **Weighted quality score [70%]** | | | | **56.91** |

* + 1. The evaluation of each response to the Quality Questionnaire(s) will be conducted and consensus checked in accordance with the Consensus Marking Procedure set out in paragraph 2.3 below.
  1. Consensus Marking Procedure:
     1. Tenders will be evaluated in accordance with the procedure described in this paragraph.
     2. The Consensus Marking Procedure is a two-step process, comprising of:
        1. Independent evaluation; and
        2. Group consensus marking.
     3. During the independent evaluation process, each evaluator will separately (i.e. without conferring with other evaluators) scrutinise the quality of answers given by Potential Providers in their Tender. Each evaluator will then allocate a mark for the answer in accordance with the Marking Scheme applicable to that question.
     4. The Authority will review the marks allocated by the individual evaluators before facilitating a group consensus marking meeting.
     5. During the marking meeting, evaluators will discuss their independent marks until they reach a consensus regarding the marks that should be attributed to each Potential Providers’ answer to the questions.
     6. Following the marking meeting, the concensus agreed Quality Score will be recorded for use in compiling the Final Score as detailed in 2.5 below.
  2. Price Evaluation Process and Scoring Methodology*:*
     1. Prices submitted by Potential Providers’ will be evaluated in accordance with the following process.
     2. Potential Providers’ are required to provide a completed pricing schedule (Schedule 2) against the ‘Price’ Questionnaire.
     3. The Potential Provider with the lowest price shall be awarded the Maximum Score Available. The remaining Potential Providers shall be awarded a percentage of the Maximum Score Available equal to their price, relative to the lowest price submitted.
     4. The calculation used is the following:

Lowest Price Tendered x Maximum Score Available

Tender price

Your score will then be multiplied by the weighting we have applied to the Price aspect of the evaluation (30%) to calculate your weighted price score to 2 decimal places, as demonstrated in the worked example in Table 4 below:

**Table 4 – Worked Example: Calculation of Price Score**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Potential Provider** | **Price Submitted** | **Score Calculation** | **Maximum Score Available** | **Score Awarded** | **Weighted Score** |
| Potential Provider A | £1,000 | £1,000 / £1,000 x 100 | 100 | 100 | 30% |
| Potential Provider B | £2,000 | £1,000 / £2,000 x 100 | 100 | 50 | 15% |
| Potential Provider C | £2,500 | £1,000 / £2,500 x 100 | 100 | 40 | 12% |

* 1. Final score:
     1. The Quality Score will be added to the Price Score to determine the final score for each Potential Provider (“Final Score”). In the event that two or more Tenders are evaluated with the same final scores, the Tender with the highest score (lowest price) against the Price criterion will be ranked the highest.

1. **EVALUATION CRITERIA**
   1. A summary of all the questions, along with; the minimum acceptable score, maximum score available and weighting (where applicable) are set out below:
   2. Questionnaires 1 and 2 contain ‘Pass/Fail’ questions and act as a doorway for progression to the following stages of the evaluation. Potential Providers are strongly advised to read and understand the specific guidance provided before responding to these questionnaires.
   3. Questionnaire 3 is for information only. Although this questionnaire does not form part of the evaluation process, Potential Providers are advised to complete it in full as any omissions could affect the award process.
   4. The Authority reserves the right to challenge any information provided in response to Questionnaire 3 and request further information in support of any statements made therein.

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| **QUESTIONNAIRE 1 – KEY PARTICIPATION REQUIREMENTS** | | | |
| **GUIDANCE** | The following questions are ‘Pass/Fail’ questions. If Potential Providers are unwilling or unable to answer “Yes”, their submission will be deemed non-compliant and shall be rejected. Potential Providers should confirm their answer by selecting the appropriate option or providing the deliverables and completing the required actions in the Annex C to DEFFORM 47 Tender Response Form.. | | |
| **Question Number** | **Question** | **Max Score** | **Weighting (%)** |
| [1.1] | Have you completed, electronically signed and uploaded Annex A to DEFFORM 47 Annex A (Offer) with your Tender. Where you select ‘Yes’ to any questions you must attach the relevant information. | Pass/Fail | N/A |
| [1.2] | Do you agree, without caveats or limitations, that in the event you are successful in this ITT, you will unreservedly sign the Terms and Conditions of Contract as set out in the ITT upon award of the Contract? | Pass/Fail | N/A |
| [1.3] | Please confirm that you agree to adoption of MOD electronic payments system [Contracting, Purchasing and Finance (CP&F)](https://www.gov.uk/government/publications/mod-contracting-purchasing-and-finance-e-procurement-system) | Pass/Fail | N/A |
| [1.4] | Please complete an online Supplier Assurance Questionnaire (SAQ) linked to unique Risk Assessment Reference RAR-U36GARFD to demonstrate compliance with the required cyber risk level of ModerateThe SAQ is to be completed by linking to the unique RAR reference via the [Supplier Cyber Protection Service](https://supplier-cyber-protection.service.gov.uk/) (Octavian). Further information on the SAQ is available by searching for DCPP on [GOV.UK](https://www.gov.uk/government/collections/defence-cyber-protection-partnership). Evidence is to be provided in the form of current certificates and supporting documentation demonstrating minimum Cyber requirements can be met. Please provide the SAQ reference, and upload a copy of your current cyber certification with your tender.  Following completion of the SAQ, where the tenderer cannot meet the level of security controls required by the contract start date, it does not mean an immediate fail; it is however mandatory that the tenderer submits a Cyber Implementation Plan (CIP) as part of their tender submission detailing the steps they would take to meet the necessary controls, together with associated timescales, details of any equivalent standards they have, or reasons why they are unable to comply. A CIP template is provided on the final page of this Response Guidance.  If the Project Manager (in conjunction with the DCPP cyber implementation team as necessary) agrees the CIP, this would mean the tenderer has passed the evaluation criteria. | Pass/Fail | N/A |

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| **QUESTIONNAIRE 2 – CONFLICTS OF INTEREST** | | |  |
| **GUIDANCE** | Question 2.1 is a ‘Yes/No’ question and will dictate whether or not question 2.2 needs to be answered.  Question 2.2 is a Pass / Fail question. Potential Providers are required to provide details of how the identified conflict will be mitigated. The Contracting Authority will review the mitigation in line with the perceived conflict of interest, to determine what level of risk this poses to them. Therefore if Potential Providers cannot or are unwilling to suitably demonstrate that they have suitable safeguards to mitigate any risk then their Tender will be deemed non-compliant and will be rejected.  Potential Providers should confirm their answer(s) by selecting the appropriate option or completing the required actions in the Annex C to DEFFORM 47 Tender Response Form. | | |
| **Question Number** | **Question** | **Max Score** | **Weighting (%)** |
| [2.1] | Please confirm whether you have any potential, actual or perceived conflicts of interest that may by relevant to this requirement. | None | N/A |
| [2.2] | We require that any potential, actual or perceived conflicts of interest in respect of this ITT are identified in writing and 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. | Pass/Fail | N/A |

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| **QUESTIONNAIRE 3 – INFORMATION ONLY** | | | |
| **GUIDANCE** | The following questions are for information only and do not form part of the evaluation. Information provided in response to these questions may be used in preparation of any Contract Award and any ommissions may delay completion of this Tender exercise.  Potential Providers should confirm their answer by selecting the appropriate option or completing the required actions in the Annex C to DEFFORM 47 Tender Response Form. | | |
| Question Number | Question | Max Score | Weighting (%) |
| [3.1] | Please provide the name, office address, telephone number and email address for your organisations Tender point of contract. | None | N/A |
| [3.2] | Please provide details of any sub-contractors you propose to use in order to meet your obligations should you be awarded a Contract. Your response must include their;   * Registered name * Company registration number * Registered Address(es) and contact details * Services to be provided | None | N/A |

* 1. Quality Questionnaires (5 to 8) are designed to test Potential Providers’ ability to deliver the requirement as set out in Schedule 9, Statement of Requirements.The winning supplier's Quality response shall be inserted into the finalised contract as Schedule 13 (Contractor's Technical Proposal).

Potential Providers *MUST* answer all Quality questions.

* 1. Potential Providers must achieve the minimum acceptable Quality Score, as described, for each of the questions below. Only those Potential Providers responses which achieve the minimum acceptable Quality Score will be included in the Price Evaluation Process.
  2. Where only one (1) submission is received which does not meet the minimum acceptable Quality Score, the Authority reserves the right to enter into dialogue and seek assurances regarding the delivery of the requirement.
  3. The Potential Providers is to provide attachments where requested against questions in accordance with the Guidance for Questionnaires 1 to 8. Question responses must be populated with detailed references to relevant attachments or sections within their attachments.
  4. Potential Providers’ responses must clearly detail the question number and demonstrate how they propose to meet the requirements set out in the question, and address each element in the order they are detailed.
  5. Potential Providers’ responses should be limited to, and focused on each of the component parts of the question posed. They should refrain from making generalised statements and providing information not relevant to the topic.
  6. Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these areas including identifying key sections within responses.
  7. Quality responses will be marked in accordance with the marking scheme at Table 2.
  8. Attachments are permitted and should be uploaded to the AWARD® Virtual Tender Board **The response for all quality questionnaires should be contained in one (1) attachment only**. Attachments may be submitted in **Microsoft Word or PDF format** and must be in Arial font size 11. The total page limit for the quality attachment (covering questionnaires 5 to 8) is set at 20 sides of A4 only. This page count must not be exceeded and any text which is in excess of this limit shall be disregarded and shall not be considered in the evaluation process. Within the quality attachment, the question to which the response is relevant to should be clearly indicated. **The response for the Price questionnaire should be submitted as a separate attachment** and should be submitted in **utilising the Schedule 2 (Schedule of Requirements) pricing schedule**. **No reference to pricing is to be made within the quality attachment**. You must complete and include DEFFORM 47 Annex A (Offer) with your Tender. Where you select ‘Yes’ to any questions you must attach the relevant information.

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| **QUESTIONNAIRE 4 – PRICE** | | **Weighting – 30 %** |
| **GUIDANCE** | Potential Providers must ensure that the Schedule 2 (Schedule of Requirements) Pricing Schedule has been completed in full and uploaded.  Prices should be submitted in pounds Sterling and exclusive of VAT.  Potential Providers will be marked in accordance with the marking scheme at Section 2.4.  Potential Providers must confirm they have uploaded a response by selecting the appropriate option or completing the required actions in the Annex C to DEFFORM 47 Tender Response Form. | |
| **Question Number** | **Question** | **Max Score** |
| [4.1] | Please upload a completed Schedule 2 (Schedule of Requirements) Pricing Schedule in response to this question. In so doing, you are also confirming that prices offered are exclusive of VAT and firm for a period of 90 days following the Tender Return date. | 100 |

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| **QUESTIONNAIRE 5 – QUALITY**  **Staffing Levels, Resilience and Flexibility** | | | **Weighting – 30 %** | |
| **GUIDANCE** | Potential Providers must upload their Quality response as follows:  **The response for all quality questionnaires should be contained in one (1) attachment only**. Attachments may be submitted in **Microsoft Word or PDF format** and must be in Arial font size 11. The total page limit for the quality attachment (covering questionnaires 5 to 8) is set at 20 sides of A4 only. This page count must not be exceeded and any text which is in excess of this limit shall be disregarded and shall not be considered in the evaluation process. Within the quality attachment, the question to which the response is relevant to should be clearly indicated.  **No reference to pricing is to be made within the quality attachment**.  All Potential Providers MUST answer ALL the following questions or their submission will be deemed non-compliant and shall be rejected.  Potential Providers must confirm they have uploaded a response by selecting the appropriate option or completing the required actions in the Annex C to DEFFORM 47 Tender Response Form.  **Response Requirement Question 5.1:**  As per Schedule 9 Statement of Requirement, we require you to provide detail on how your organisation will ensure continuity of security service and staffing levels by providing additional, trained, security cleared staff as necessary to meet surges in demand. The additional guards would be required to conduct extra security checks, searches and patrols  Your response should include a detailed statement to fully demonstrate:   * How your organisation will be able to increase the numbers of staff and how you will facilitate a decrease of staff if only a temporary requirement * How your organisation will ensure the staff are suitably qualified and security cleared guards. * How your organisation will ensure a flexible approach to meet a manpower increase within the timeframes based on differing scenarios | | | |
| Question Number | Question | Minimum Acceptable Score | Maximum Available Score | Weighting % |
| [5.1] | Explain the process you would use to increase guarding numbers and provide details of the time frames within which suitable relief officers would be made available. The manpower increase may only be on a temporary basis (to cover a crisis for example), explain how you would facilitate this within your operating model. | 70 | 100 | 30 |

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| **QUESTIONNAIRE 6 – QUALITY**  **Service Delivery** | | | **Weighting – 30 %** | |
| **GUIDANCE** | Potential Providers must upload their Quality response as follows:  **The response for all quality questionnaires (5-9 inclusive) should be contained in one (1) attachment only**. Attachments may be submitted in **Microsoft Word or PDF format** and must be in Arial font size 11. The total page limit for the quality attachment (covering questionnaires 5 to 9) is set at 20 sides of A4 only. This page count must not be exceeded and any text which is in excess of this limit shall be disregarded and shall not be considered in the evaluation process. Within the quality attachment, the question to which the response is relevant to should be clearly indicated.  **No reference to pricing is to be made within the quality attachment**.  All Potential Providers MUST answer ALL the following questions or their submission will be deemed non-compliant and shall be rejected.  Potential Providers must confirm they have uploaded a response by selecting the appropriate option or completing the required actions in the Annex C to DEFFORM 47 Tender Response Form.  **Response Requirement Question 6.1:**  As per Schedule 9 Statement of Requirement, We require you to provide detail on how your organisation will apply its security knowledge and experience in service delivery to meet the high security standards required at a Building such as Pathfinder, including during the mobilisation phase.  In order to answer the question, you should provide details of your organisation’s approach to:   * Controlling access to the site utilising an Automated Access Control System. * Conducting comprehensive search of personnel, visitors and mail utilising X-ray equipment and metal detecting equipment. * Monitoring an extensive CCTV system and responding suspicious activity and alarms. * Dealing with a security incident or emergency situation. | | | |
| Question Number | Question | Minimum Acceptable Score | Maximum Available Score | Weighting % |
| [6.1] | Please describe your organisation’s proposed methodology and approach to deliver the required security services at the Authority premises as per the requirements set out in the Schedule 9 Statement of Requirement. | 70 | 100 | 30 |

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| **QUESTIONNAIRE 7 – QUALITY**  **Contract Management** | | | **Weighting – 25 %** | |
| **GUIDANCE** | Potential Providers must upload their Quality response as follows:  **The response for all quality questionnaires (5-9 inclusive) should be contained in one (1) attachment only**. Attachments may be submitted in **Microsoft Word or PDF format** and must be in Arial font size 11. The total page limit for the quality attachment (covering questionnaires 5 to 9) is set at 20 sides of A4 only. This page count must not be exceeded and any text which is in excess of this limit shall be disregarded and shall not be considered in the evaluation process. Within the quality attachment, the question to which the response is relevant to should be clearly indicated.  **No reference to pricing is to be made within the quality attachment**.  All Potential Providers MUST answer ALL the following questions or their submission will be deemed non-compliant and shall be rejected.  Potential Providers must confirm they have uploaded a response by selecting the appropriate option or completing the required actions in the Annex C to DEFFORM 47 Tender Response Form.  **Response Requirement Question 7.1:**  It is vital that there is effective contact and relationship management between your contract management team and the Authority in order to discuss performance and deal with any issues that may arise.  In order to satisfy the requirement, and the question associated with the requirement, you must explain how you will meet the requirements by fully addressing the following points:   * Demonstrate how you will select and appoint a Contract Management Team who have the relevant skills, experience and qualifications necessary for their roles. Include an organisation chart which clearly indicates key roles, responsibilities and reporting lines * Demonstrate how you will ensure the Authority receives robust and proportionate management information which provides concise service intelligence to the right people, in the right format at the right time, Include an indicative example of a monthly 'Dashboard' which is tailored to the Authority's requirements. * Demonstrate your approach to delivering a high level of customer satisfaction to the Authority, detailing how you will ensure effective stakeholder communication and how issues and complaints shall be successfully resolved. * Demonstrate the process you will use to monitor, respond and adjust as necessary, if any of the requirements are not on-track to be delivered in accordance with the Contract. * Demonstrate how you will enable continuous improvement of the Services to deliver added value to the Authority over the life of the Contract, including how you will support alignment and integration with emerging Government/ statutory/ and/ or industry strategies and best practice. | | | |
| Question Number | Question | Minimum Acceptable Score | Maximum Available Score | Weighting % |
| [7.1] | Demonstrate how you will effectively drive, maintain and report on performance and quality of service, outlining your proposed governance structure for contract delivery. | 70 | 100 | 25 |

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| --- | --- | --- | --- | --- |
| **QUESTIONNAIRE 8 – QUALITY**  **Training and Administration** | | | **Weighting – 15 %** | |
| **GUIDANCE** | Potential Providers must upload their Quality response as follows:  **The response for all quality questionnaires (5-9 inclusive) should be contained in one (1) attachment only**. Attachments may be submitted in **Microsoft Word or PDF format** and must be in Arial font size 11. The total page limit for the quality attachment (covering questionnaires 5 to 9) is set at 20 sides of A4 only. This page count must not be exceeded and any text which is in excess of this limit shall be disregarded and shall not be considered in the evaluation process. Within the quality attachment, the question to which the response is relevant to should be clearly indicated.  **No reference to pricing is to be made within the quality attachment**.  All Potential Providers MUST answer ALL the following questions or their submission will be deemed non-compliant and shall be rejected.  Potential Providers must confirm they have uploaded a response by selecting the appropriate option or completing the required actions in the Annex C to DEFFORM 47 Tender Response Form.  **Response Requirement Question 5.1:**  Training and Security Industry Authority (SIA) License: Guards conducting access control are the first people visitors to the building see and it is vital that the first impression is a good one. It is equally important that the guards are kitted and equipped with everything they need to do their job effectively. Every guard must be trained to a standard that meets the requirement of the Schedule 9 Statement of Requirement, and must hold a SIA license.   * Please provide the process for maintenance of SIA licensing across the guard force, noting that SIA licences are a mandatory requirement * Please provide detail of the training you will provide to officers and how you will ensure fully trained officers are ready to be deployed at service commencement and in the event of a surge in demand. * Please provide detail of the uniform officers will be provided with to identify your team as being a professionally employed guard force equipped to carry out the role, including: trousers/jacket /shirts / Hat(optional) a tie / some sensible shoes and some wet/cold weather clothing. | | | |
| Question Number | Question | Minimum Acceptable Score | Maximum Available Score | Weighting % |
| [8.1] | Describe how you will provide a professionally trained and well turned out guard force that will give a good impression of your organisaton, Pathfinder Building and the organisation as a whole. | 70 | 100 | 15 |

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| **Cyber Implementation Plan Template** | To be uploaded as an attachment (if the event the supplier is currently unable to meet the minimum Cyber requirement) in response to question 1.4 in QUESTIONNAIRE 1 – KEY PARTICIPATION REQUIREMENTS |
| Contract Title |  |
| MOD Contract Number |  |
| CSM Risk Assessment Reference |  |
| CSM Cyber Risk Level |  |
| Name of Supplier (to be shared with the MOD only) |  |
| Current level of Supplier compliance |  |
| Reasons why Supplier is unable to achieve full compliance |  |
| Measures planned to achieve compliance / mitigate the risk with associated dates |  |
| Anticipated date of compliance / mitigations will be in place |  |
| **For Authority Completion:** |  |
| Risk Accepted and by whom | Yes / No |
| Notified (If applicable) | Yes / No |
| Decision recorded on Octavian | Yes / No |
| Name |  |
| Position |  |
| Date |  |