Attachment 5 – Evaluation Guidance

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# tender EVALUATION procedure

## This document sets out how we will evaluate tender responses in order to ensure an open, fair and transparent assessment of tenders. It outlines the evaluation criteria and respective weightings, as well as the evaluation methodology to be applied.

## The evaluation procedure is divided into the following key stages, which may run concurrently or in any order:

* Compliance/Validation Stage
* Selection Stage
* Award Stage

## An Evaluation Panel consisting of suitably experienced members from the Department of Health Commercial Directorate and Department of Health Social Care, Ageing and Disability Directorate, will carry out the evaluation. A consensus manager will act as moderator during the Selection and Award stages of the evaluation.

## We reserve the right (as we are entitled to) to amend the evaluation criteria and the weightings. We will only do so upon prior written notification being given to participating Potential Providers.

# Compliance/validation stage

## We will check your Tender to ensure it is compliant with the requirements of this Procurement and to ensure that your responses are valid. This includes satisfying all the participation requirements listed in ‘*Attachment 2 – Terms of Participation’*.

## We may exclude Potential Providers that do not provide full and accurate information.

# Selection Stage and the Selection Questionnaire (“SQ”)

## The purpose of the selection stage is to assess your suitability and capability to perform the contract. You must complete the Selection Questionnaire provided in ‘*Attachment 6 – Selection Questionnaire’*. It is based on the template that all Government departments must use following [Procurement policy note 8/16](https://www.gov.uk/government/publications/procurement-policy-note-816-standard-selection-questionnaire-sq-template). Some questions ask for essential details about your organisation. Other questions seek to find out about your financial health and your technical and professional ability.

## We will assess your responses in accordance with the selection criteria, guidance and scoring matrix set out in the Selection Questionnaire Assessment section below. We will exclude Potential Providers that do not meet the selection criteria.

Selection Questionnaire Assessment

|  |  |  |
| --- | --- | --- |
| **SELECTION CRITERIA** | | |
| **PART 1: POTENTIAL PROVIDER INFORMATION** | | |
| **Section** | **Assessment Criteria** | **Weighting** |
| Section 1: Potential Provider information | You are required to provide full and accurate information about who you are and what is your approach to this Procurement.  You are required to answer Yes to confirm your acceptance of the participation requirements set out in question 1.3. If you do not answer Yes to these questions you will not be permitted to participate in this Procurement.  We may exclude Potential Providers that do not provide full and accurate information. | N/A |
| **PART 2: EXCLUSION GROUNDS** | | |
| Section 2: Grounds for mandatory exclusion | If you answer Yes to any of the questions in this section, you are required to provide evidence of ‘self cleaning’ (see Regulation 57 (13) of the Regulations) against the relevant conviction.  If you cannot provide evidence of ‘self cleaning’ which is acceptable to us, you will be excluded from further participation in this Procurement. | Pass or Fail |
| Section 3: Grounds for discretionary exclusion | If you answer Yes to any of the questions in this section you are required to upload evidence of ‘self cleaning’ (see Regulation 57 (13) of the Regulations) against the relevant conviction.  If you cannot provide evidence of ‘self cleaning’ which is acceptable to us, you may be excluded by us from further participation in this Procurement. | Pass or Fail |
| **PART 3: SELECTION QUESTIONS** | | |
| Section 4: Economic and Financial Standing | Pass or Fail  We will exclude Potential Providers where there is a high risk of:   * Insolvency over the lifetime of the contract * Inability to cope with the contract size * Insufficient financial capacity to deliver the services effectively   You will be awarded a pass in this section if you meet these requirements:   * Your turnover for each of the last two years must be greater than or equal to £ 250,000 (twice the estimated contract value) * You must have a current ratio (current assets/current liabilities as referenced in the last audited accounts) greater than or equal to 1 * Your D&B Failure score is equal to or greater than either 40 or the Industry Average figure (whichever is the lower) * Your net assets must be greater than £10,000   Where these requirements are not met (or where information is not available), we may seek further information including unaudited accounts, management accounts, cash-flow statements and any other appropriate documentation.  An assessment will be made using all available information, including financial accounts submitted, established indicators of risk and financial strength through D&B (or equivalent), financial value and nature of the project.  We may (at our sole discretion) award a pass mark where Potential Providers can provide a guarantee of performance and financial standing through a parent company guarantee from the ultimate asset-owning parent and/or a performance bond.    Only in the event material concerns may not be rectified will Potential Providers receive a Fail. | Pass or Fail |
| Section 5: | Not Applicable | N/A |
| Section 6: Technical and Professional Ability | Pass or Fail  You must demonstrate you have the necessary technical and professional resources and experience to perform the Contract to the required standard. Potential Providers (Lead Contact for a Group of Economic Operators) must provide:   * Three comparable contract examples; and * Evidence within these contracts examples to demonstrate that you have the necessary technical and professional ability.   Contract Examples must:   * Have been performed over and at the most within the last three years prior to the publication of the OJEU Notice to be valid and can be from the public or private sector; and * confirm that where customer contacts are provided, customer contacts have been made aware that they may be contacted by us to verify the accuracy of the information provided at any time. We may exclude Potential Providers that do not provide full and accurate information. Customer contacts must not be employed by your organisation or be from within your associated group of companies.   Examples of call-off contracts awarded under framework agreements will be considered valid, but citing a framework agreement that you have been awarded will NOT be considered valid Contract Example.  We will use the information you provide in this section to evaluate whether your organisation and/or members within the Group of Economic Operators and/or named Sub-Contractors have the relevant professional and technical ability to perform the requirement for this Procurement.  Bids submitted by a potential supplier proposing to use sub-contractors should provide a relevant example where one or more of the essential sub-contractors have delivered similar requirements as part of a single, composite response (separate examples are not required from each sub-contractor). (N.b. the second paragraph of Annex A – Standard Selection Questionnaire requires that are relied upon to meet the selection criteria must provide a completed Part 1 and Part 2  You must inform us of any changes to the bidding model or consortium arrangements and provide us with a self-declaration of the exclusion grounds (Part 1 and Part 2 of the standard Selection Questionnaire) for any new organisation. We will carry out a further assessment using the standard selection questions and any specific selection criteria. We may deselect a potential supplier or a group prior to any award of contract, based on an assessment of the updated information. | Pass or Fail |
| Section 7: Modern Slavery Act 2015 | Pass or Fail  Since 1 October 2015, commercial organisations that carry on a business or part of business in the UK, supply goods or services and have an annual turnover of £36 million or more ("relevant commercial organisations") have been required under Section 54 of the Act to prepare a slavery and human trafficking statement as defined by section 54 of the Act.  You will fail this question if you fall under the definition of “relevant commercial organisation” and are not compliant with the requirement to publish a slavery and human trafficking statement. | Pass or Fail |
| Section 8.1: Insurance | Pass or Fail  Bidders should be able to confirm that they already have, or can commit to obtain prior to the contract commencing the levels of insurance cover indicated within ‘Attachment 4 - Contract for the Provision of Services’ (section 9.1) and ‘Attachment 6 - Participation Requirements and Selection Questionnaire’ (question 8.1) | Pass or Fail |
| Section 8.2: Skills and Apprentices | This Section is not used |  |
| Section 8.3: Steel | This Section is not used |  |
| Section 8.4: Suppliers’ Past Performance | This Section is not used |  |

* 1. If you score a **"fail"** for any question, your bid will be non-compliant and will not be considered further

Scoring Descriptors

* 1. Scored questions will be allocated a score out of 4 using the following marking scheme.

|  |  |
| --- | --- |
| **SCORE** | **JUDGEMENT** |
| 0 | No response provided or in the opinion of the evaluators the response is incomplete |
| 1 | In the opinion of the evaluators, the response is weak |
| 2 | In the opinion of the evaluators, the response is adequate |
| 3 | In the opinion of the evaluators, the response is good |
| 4 | In the opinion of the evaluators, the response is excellent |

Consensus Marking

## SQs that are scored and require evaluation will be evaluated in accordance with the Consensus marking procedure described in the Consensus Marking Procedure below.

Outcome of Selection Stage

We will evaluate your responses using the selection criteria, guidance and scoring matrix set out in the next section (Selection Questionnaire Assessment). Your questionnaire will be evaluated with a Pass or Fail score

# Award Stage and the award questionnaire (“AQ”)

## The Award Stage evaluation consists of an evaluation of your response to ‘*Attachment 7 – Award Questionnaire’* and an evaluation of the prices tendered in response to ‘*Attachment 8 – Pricing Schedule’.*

## Award of this contract will be on the basis of “Most Economically Advantageous Tenderer” (MEAT). This will consist of a quality / price ratio to determine the outcome of the evaluation where quality and price are weighted and scored individually before being combined.

## The maximum possible consolidated score is 100 points which is broken down as follows:

| **Service Provision** | **MAXIMUM QUALITY SCORE** | **MAXIMUM PRICE SCORE** | **MAXIMUM CONSOLIDATED SCORE** |
| --- | --- | --- | --- |
| Improving Identification of Young Carers | 70 | 30 | 100 |

## The Authority will assess your response to ‘*Attachment 7 – Award Questionnaire’* in accordance with the criteria, guidance and scoring matrix set out below.

Award Questionnaire Assessment

| **Number** | **Subject** | **Question** | **Response Guidance** | **Weighting** | **Word Count** |
| --- | --- | --- | --- | --- | --- |
| **AQ1** | **Overview** | This response is not evaluated and is used to contextualise the Bidder’s response.) | **If relevant**, Bidders should also include a brief section on how their bid:   * Tenderers must provide their understanding of the required service in the context of this ITT. * Tenderers must provide a concise summary highlighting the key aspects of the proposal. * This should include a brief overview of how the tenderer will support the Authority in meeting its objectives in the field of identifying young carers. | N/A | 500 |
| **AQ2a** | **Method statement (a) - Research and stakeholder engagement**  (Seeks to establish how the bidder will deliver successful outcomes in terms of **Research and stakeholder engagement)** | Method statement (a) - Describe with specific reference to the elements of the requirements in part B section 2 and the outcomes expected how you intend to deliver the requirements of the specification for **Research and stakeholder engagement**  (**Output 1**: Research and stakeholder engagement). | The Bidder’s response is relevant to this procurement in terms of:   * understanding of the requirement and knowledge of the existing evidence base on Young Carers * having credible networks and/or credibility with both local and national stakeholders in the area of Young Carers * having a credible proposal for scoping, collating and assessing evidence, including on benefits of identifying young Carers, evidence of successful local approaches to increasing identification of YC, understanding of local areas’ current capability and drawing out valid findings and recommendations | 15% | 500 |
| **AQ2b** | **Method statement (b) - Development of a local training model**  (Seeks to establish how the bidder will deliverer successful outcomes in terms of **development of a local training model)** | Method statement (b) - Describe with specific reference to the elements of the requirements in part B section 2 and the outcomes expected how you intend to deliver the requirements of the specification for **development of a local training model**  (**Output 2**: development of a local training model). | The Bidder’s response is relevant to this procurement in terms of:   * + - * understanding of the requirement       * demonstrating credible approach to assessing the evidence, developing this kind of model and bringing together a finalised training package       * Demonstrating understanding of issues such as confidentiality, safeguarding etc. as they relate to Young Carers.       * demonstrating expertise and knowledge of the means of identifying Young Carers and associated challenges/related issues and building capability around this aspect through the training model | 15% | 800 |
| **AQ2c** | **Method statement (c) –**  **Development and publication of support materials**  (Seeks to establish how the bidder will deliver successful outcomes in terms of **development and publication of support materials)** | Method statement (c) - Describe with specific reference to the elements of the requirements in part B section 2 and the outcomes expected how you intend to deliver the requirements of the specification for **development and publication of support materials**  (**Output 3**: Development and publication of support materials). | The Bidder’s response is relevant to this procurement in terms of:   * understanding of the requirement * having a credible solution to developing effective resources and support materials for local use and credible proposal for publication * having a national reputation among carers, policymakers, the NHS and local authorities or similar stakeholders | 15% | 800 |
| **AQ2d** | **Method statement (d) - Train the trainer sessions**  (Seeks to establish how the bidder will deliver successful outcomes in terms of **train the trainer sessions)** | Method statement (d) - Describe with specific reference to the elements of the requirements in part B section 2 and the outcomes expected how you intend to deliver the requirements of the specification for **train the trainer sessions**  (**Output 4**: train the trainer sessions). | The Bidder’s response is relevant to this procurement in terms of:   * + - * understanding of the requirement       * having a credible proposal for how many sessions should be delivered and across what regional spread; and how this would have the required level of impact       * demonstrates capability and capacity to deliver effective training and will ensure capability building among local partners       * having processes in place to monitor the quality and content of training courses | 20% | 800 |
| **AQ3** | **Governance and Risk Management**  (Seeks to identify what arrangements would be put in place to oversee the function and mitigate risk to the provider.) | Bidder to describe the governance and risk management arrangements it would put in place for safeguarding this function | * + - * The Bidder’s response shows that it is:       * aware of the risks in providing the service       * has sufficient plans in place to oversee the function and mitigate the risks       * has a quality assurance regime that monitors, measures and assures quality outcomes | 10% | 400 |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **AQ4** | **Project Management**  (Seeks to establish that the bidder has the necessary management and project delivery methods and resources to successfully deliver the specification) | The Bidder must outline the processes and resources it proposes to use in order to fulfil the Authority’s requirements:  Tenderer should demonstrate how it will:   1. comply with the timetable; 2. manage risks appropriately (including delivery to budget); 3. adhere to the required/proposed quality standards;   monitor and report on the Authority’s management information requests and key performance indicators. | * + - * The Bidder’s response shows that it:       * has provided sufficient resource to deliver the Method Statement proposals       * has assigned suitably qualified and experienced resource for service delivery       * has identified appropriate management of these resources       * has a resource plan that integrates with the method statement(s) | 10% | 500 |
| **AQ5** | **Quality of proposed Project / Delivery Leads & team**  (Seeks to establish that the Bidder's Project / Delivery Lead and key team personnel have the appropriate skills, qualifications and expertise) | Bidder must provide details of the Project / Delivery Lead and the key team members, highlighting the role each will undertake in delivering the requirement, outlining their qualifications, skills and competencies | The Bidder’s response shows that it:   * Has made Project / Delivery Lead arrangements that are sufficient and suitable with individual(s) that have the appropriate expertise and leadership capability to manage the scope of the requirements * The team has resources with appropriate skills * The team demonstrates resources that have with appropriate experience and qualifications | 15% | 800 |
| **AQ6** | **Contract Transfer and Exit Strategy**  (Seeks to ensure that the Bidder will transfer knowledge back into the Authority and exit the contract in such a way as to facilitate re-procurement and/or project termination) | Bidder must indicate its plans for the transfer of knowledge and skills from this activity back to the Authority during and at the end of the contract. | The Bidder is content to make available all the materials and outputs of the work to the DH.  The Bidder’s knowledge transfer arrangements and exit strategy is credible and can achieve the required outputs. | Not Weighted | 200 |
| **AQ7** | **Authority Responsibilities**  (Seeks to ensure that the Bidder is not seeking to transfer unreasonable, material, additional costs or increased risk back to the Authority) | Bidder must identify any areas of Authority responsibility NOT already detailed within the Specification. | The Bidders response does not impose additional material and adverse risk, responsibility or cost onto the Authority. | Not Weighted | 200 |

Scoring Descriptors

## The aim of the scoring during the Award Stage Evaluation is to place emphasis on the degree of confidence that the proposals are deliverable, as opposed to them being merely a reassuring and can-do form of words. A higher degree of confidence is gained where there is a deep discussion and provision of example that reduce an evaluator’s perception of performance risk. In addition, where applicable, the greater the effort made to make the proposals sufficiently certain and detailed so that they can be relied on from a contractual point of view (vague words are difficult to enforce as an obligation), the higher the score.

## Scored questions will be allocated a score out of 4 using the following marking scheme:

|  |  |
| --- | --- |
| **SCORE** | **JUDGEMENT** |
| 0 | Failure to understand and/or failure to substantial failure to provide and/or provides no confidence that the requirements will be delivered. |
| 1 | Some misunderstandings and a generally low level of information and detail provided. Fails to meet the requirements in many ways and/or materially in one or more ways, and provides insufficient confidence of ability to meet and deliver the requirements. |
| 2 | Generally understands the issues and addresses them appropriately with sufficient information but some areas demonstrate a misunderstanding, a low level of detail, and/or provides more of a “model answer” than a true commitment, and so only provides some confidence that they will be able to deliver in line with the requirements. |
| 3 | Good understanding of the issues, good level of detail, and demonstrated that proposals are feasible so that there is a good level of confidence that they will deliver the requirements. |
| 4 | High degree of confidence that the Potential Provider’s proposal will meet the requirements, demonstrated through a very good understanding of the issues and what is being asked for. Proposals set out how and what will be delivered. |

Consensus Marking

## Tenders that are scored and require evaluation will be evaluated in accordance with the procedure described in this paragraph (at both Selection and Award Stage)

## The Consensus Marking Procedure is a two-step process consisting of independent evaluation followed by group consensus marking.

## During the independent evaluation process each evaluator will independently apply the criteria applicable to the question as set out in the evaluation guidance to determine the overall quality of each answer. Each evaluator will then allocate a mark for the answer in accordance with the Marking Scheme applicable to that question. Each evaluator will also provide a justification for the mark he/she attributed to an answer.

## When the independent evaluation exercise has been completed by all of the evaluators, a consensus manager will arrange for the evaluators to meet and discuss the marks they have allocated to responses provided in the Tender. The consensus manager will facilitate discussion among the evaluators regarding the marks awarded and the related justifications until the evaluators reach a consensus regarding the mark that should attributed to each Potential Provider’s answer to the question. The process above will be repeated until all applicable answers in the Tender have been consensus marked by evaluators. The consensus manager will record the consensus mark.

Determining the Quality Score

## The Award Questionnaire contains 10 questions. Questions AQ1, AQ6 and AQ7 are not evaluated. The remaining 7 questions are evaluated using the Scoring Descriptors above.

## The maximum score available for each question is 4. Each award question is weighted and the total weightings amount to 100. The maximum number of points across all questions is therefore 400. Your score for each question will be multiplied by the weighting for each question to arrive at a score out of 400.

## The quality/price ratio for this exercise is 70:30. Your score will be divided by the maximum of 400 and multiplied by the Maximum Quality Score of 70. The Quality score will be rounded to two decimal places.

Minimum Quality Threshold

## An agreed consensus score of zero (0) in any of the evaluated Award stage questions shall constitute a failure to evidence satisfactory delivery of the Procurement and will automatically disqualify the Potential Provider.

## Potential Providers must also meet an overall minimum Quality Score of 35, consisting of 50% of the Maximum Quality Score of 70.

# Tender Clarification Meeting

## Following the assessment of the tender proposals, we may invite you to a clarification meeting. If required this will take place between receipt of tenders and announcement of successful tender. It is anticipated you will be provided with at least two days’ notice if a meeting is to be required.

## If we decide to hold a clarification meeting the number of Potential Providers to be invited will be determined by us (at our sole discretion).

## At clarification meetings, Tenderers will be invited to give a short presentation on their proposals. Key personnel in the delivery should attend and be involved in all aspects of the meeting.

## The purpose of the meeting is to gain a greater understanding of proposals and you will generally be asked to deliver a short presentation followed by a question and answer session.

## Although not scored on a separate basis, the session will be used to confirm the quality score assessments of the tender evaluation.

## The Authority has set aside the following dates for accommodating potential clarification meetings

## [Insert dates and location]

# Clarification

## We may need to clarify aspects of the tender, particularly where there are aspects that are unclear or appear to contain minor errors. In this case, we may request further information from you through the e-Sourcing portal. The evaluators may adjust the scores given in any section following clarification.

## We are required to seek an explanation from Potential Providers where a price appears to be abnormally low in relation to the supplies and services being offered. We may reject any tender where the explanations given and any evidence supplied do not satisfactorily account for the low level of price concerned.

# Price Evaluation Process

## You are required to submit a price as described in ‘*Attachment 8 – Pricing Schedule’*

## The Potential Provider with the lowest price will be awarded the Maximum Score Available. The remaining Potential Providers will be awarded a percentage of the Maximum Score Available relative to the lowest price submitted using the following formula:

|  |
| --- |
| **lowest price tendered** |
| **Tender price** |

## **Price Score = 30 (Maximum Price Score)**

## The Price Score will be rounded to two decimal places.

## For example:

|  | **Price** | **Calculation** | **Price Score** |
| --- | --- | --- | --- |
| Bidder A | £1,000 (lowest price tendered) | £1,000 / £1,000 x 30 | 30 |
| Bidder B | £2,000 | £1,000 / £2,000 x 30 | 15 |
| Bidder C | £2,500 | £1,000 / £2,500 x 30 | 12 |

Consolidated Score

## The Quality Score will be added to the Price Score to determine the final score for each Potential Provider (“Consolidated Score”).

# CONTRACT AWARD

## The Potential Provider that achieves the highest Consolidated Score will be awarded the Contract provided that they have achieved any minimum score required.

## If two or more Potential Providers obtain an equal Consolidated Score, the Potential Provider with the highest score for the quality score element will be deemed the winner and awarded the Contract.

## If the Authority receives only one Tender in relation to this Procurement, the Potential Provider will be awarded the Contract provided that they meet the Minimum Quality Score and the Price is deemed affordable.