

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 and Appendix D – Response Guidance.

3. RESPONSE GUIDANCE

[1] 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.

[2] 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	Pass/Fail
<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? [Note – if any existing software whose IPR is owned by the successful bidder is to be used, or adapted for use, as part of the NCSD process, DfT will amend the terms and conditions so that IPR remains with the successful bidder.	
3.2	(Requirement 5.1.16) The Bidder must provide CVs of team members proposed for delivering the service (max 1 page per person), outlining relevant skills and experience appropriate for this contract.	

[4] Service Provision		Weighting 70%	
Guidance			
Please upload one document at the questionnaire level detailing how you will meet the required specification as outlined below (maximum of 1 page of A4 per question). The maximum score available for this questionnaire is 100.			
Question		Max Score	Weighting %
4.1	(Requirement 5.1.1) The Bidder must state how they will host this database (note – this does not need to be hosted in-house).	100	3
4.2	(Requirement 5.1.2) The Bidder must state what maintenance and monitoring arrangements they will put in place to ensure the continuous smooth running of the database.	100	3
4.3	(Requirement 5.1.3) The Bidder must describe how they will operate a weekly build process using the latest coach service data.	100	10
4.4	(Requirement 5.1.4) The Bidder must give details of their capability to produce NCSD data in TransXChange 2.1 and Atco.CIF and to publish it on data.gov.uk.	100	10
4.5	(Requirement 5.1.5) The Bidder must describe how they will back up and, if necessary, recover and fully restore the NCSD databases through to the last committed transaction (upload).	100	3
4.6	(Requirement 5.1.6) Where data is supplied electronically (in TXC, Atco.CIF or spreadsheet format), the Bidder must describe how they will import that data for use in NCSD.	100	7

RM5701 SO9814 National Coach Services Database
Appendix D – Response Guidance

4.7	(Requirement 5.1.7) The Bidder must describe how they will manually create data for the operators whose timetables are not currently available as structured electronic data.	100	10
4.8	(Requirement 5.1.8) The Bidder must describe how they will process imported data to ensure it meets NCSD data build requirements.	100	20
4.9	(Requirement 5.1.9) The Bidder must state what validation, quality assurance and quality reporting arrangements they will put in place for the data each week.	100	8
4.10	(Requirement 5.1.10) The Bidder must describe how they will publish NCSD quality reports and supporting documents each week.	100	3
4.11	(Requirement 5.1.11) The Bidder must describe how they will maintain and, if necessary, update reference data such as NaPTAN stops, clusters and walk links.	100	4
4.12	(Requirement 5.1.12) The Bidder must describe how they will take a proactive approach to obtaining data and dealing with faults and issues, and what arrangements they will put in place for providing a telephone and/or email helpdesk facility for data providers and data users.	100	4
4.13	(Requirement 5.1.13) The Bidder must describe how they will work with the current supplier, including the provision of an outline transition project plan, to ensure a smooth transition with minimum impact on the service. This should give consideration to timescales, resources, risks and acceptance criteria.	100	10
4.14	(Requirement 5.1.14) The Bidder must agree to produce and maintaining NCSD build processing documents, including providing an updated build document that is accepted by DfT, within three months of the start of the contract.	100	3
4.15	(Requirement 5.1.15) The Bidder must describe how they intend to make use of NaPTAN v2 data as part of the build process.	100	2

Marking Scheme:

The following marking scheme will be used to assess the response provided to this question:

0	Failed to meet any aspect of the requirements. An unacceptable response with serious reservations.
25	A Poor response with reservations. The response lacks convincing detail with risk that the proposal will not be successful in meeting all the requirements.
50	Meets the requirements – the response generally meets the requirements, but lacks sufficient detail to warrant a higher mark.
75	A Good response that meets the requirements with good supporting evidence. Demonstrates good understanding.

100	An Excellent comprehensive response that meets the requirements. Indicates an excellent response with detailed supporting evidence and no weaknesses resulting in a high level of confidence.
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[5]	PRICE	Weighting 30%
Guidance:		
The Authority requires the potential provider to provide a pricing schedule pursuant Prices should be submitted inclusive of expenses but exclusive of VAT.		
Question:		
Please provide the total fixed price to deliver the requirements set out in Appendix B – Service Description. This should clearly indicate all relevant breakdowns for resource and cost estimates and list expenses separately.		
Marking Scheme:		
<p>The maximum mark available for Price will be 100. 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>The calculation that will be used to determine marks is as follows:</p> <p>Score = $\frac{\text{Lowest Tender Price}}{\text{Tender Price}} \times 100$ (maximum mark available)</p>		