

PROCUREMENT OF THE INQUIRY INFORMATION LINE

Invitation to Tender - **ANNEX F: EVALUATION CRITERIA**

(To be completed by the Tenderer)

Evaluator's Name:

Tenderer's Name:

Mandatory Criteria	Questions To Take Into Account
Criterion	Threshold
Experience and understanding of working with vulnerable individuals of sexual abuse	Experience of working with victims or vulnerable individuals
Form of Tender unsigned even after clarification	Signed 'Form of Tender'
Conditions of Contract	No unacceptable amendments to the Conditions of Contract
Affordability	Tender affordable against budget envelope

Scoring Criteria					
Criterion 1	Factors To Take Into Account	Weight (%)	Score	Weighted Score	Minimum Threshold
<p>UNDERSTANDING OF THE REQUIREMENT AND EVIDENCE OF ABILITY TO DELIVER A HIGH QUALITY SERVICE THAT MEETS THE NEEDS AND EXPECTATIONS OF THE INQUIRY</p> <p>(Total Weighting: 35%)</p> <p>A maximum of 4 sides of A4 may be submitted for Criterion 1. (Examples requested and the Complaints Procedure may be submitted in an annex and can be outside of this page limit).</p>	<p>Experience and understanding of dealing with vulnerable individuals Please demonstrate how you will deal with vulnerable individuals in an appropriate and sensitive manner, in particular sexually abused victims. Your response should include:</p> <ul style="list-style-type: none"> - Three examples where your personnel have had to tailor their service to communicate with vulnerable individuals, including sexually abused individuals and in what ways you managed to achieve this. Your examples should include how you have needed to build confidence amongst vulnerable individuals, including those that have been sexually abused, to encourage them to engage with and share their experiences through a similar type of Inquiry Line. - The strategies you deployed in the above examples to achieve the objective of dealing with vulnerable individuals in an appropriate and sensitive manner. 	10%			2
	<p>Identifying and referring safeguarding issues Please demonstrate how your organisation would identify safeguarding issues or concerns that may require further action, whilst delivering your service to the public. Your response should include:</p> <ul style="list-style-type: none"> - Evidence of how your organisation identifies safeguarding issues in sexual abuse victims and what signs and behaviours you look out for. - Evidence of how you would address issues and take appropriate action. 	8%			2
	<p>Ensuring that the Inquiry Information Line is accessible to individuals with different needs Please demonstrate how your organisation accommodates callers to your services with diverse or special needs and vulnerabilities. Your response should include:</p> <ul style="list-style-type: none"> - How you accommodate English as a second language and disabilities such as hard of hearing. - How you accommodate callers to the line(s) who request to speak in Welsh, in order to meet public sector statutory requirements. 	10%			2

	<p>—</p> <p>High levels of customer satisfaction and a robust complaints procedure Please set out the service performance levels of customer satisfaction that you propose to offer as part of this Contract in order to deliver the requirements of the Specification. Your response should include:</p> <ul style="list-style-type: none"> - An example of a recent Inquiry Line you have provided and the service levels you have associated with it. - How you propose to offer a timely, quality service for the IICSA Information Inquiry Line. - The complaints procedure you would offer and evidence of operating it in a previous service. 	5%			2
	<p>—</p> <p>Emergency counselling support Please demonstrate how you propose to meet the counselling requirements set out in the Specification at Annex A. Your response should include the following skills and knowledge, whether it be your organisation or a Subcontractor providing that service:</p> <p>(a) Ability to understand and manage trauma responses; (b) Use of grounding techniques; (c) Knowledge of specialist support services; (d) Ability to identify crisis situations and respond appropriately; and (e) Ability to understand survivors concerns around confidentiality and relevant safeguarding processes.</p> <p>Please provide an example of when you have needed to provide specialist counselling support to vulnerable individuals.</p>	2%			1

Scoring Criteria					
Criterion 2	Factors To Take Into Account	Weight (%)	Score	Weighted Score	Minimum Threshold
INFRASTRUCTURE TO DELIVER THE SERVICE, BUSINESS CONTINUITY AND CONFIDENTIALITY OF DATA	<p>Infrastructure to deliver the service Please demonstrate how your organisation will achieve a rate of 99% availability of the Inquiry Information Line during operating hours. Your response should include:</p> <ul style="list-style-type: none"> - Evidence in the form of data about a particular service line you provide, including availability of the line, the approximate number of calls you receive in a week and how many calls are answered and unanswered, with brief explanations for those that are 				

<p>(Total Weighting: 32%)</p> <p>A maximum of 4 sides of A4 may be submitted for Criterion 2. (Examples requested may be submitted in an annex and can be outside of this page limit).</p>	<p>unanswered.</p> <ul style="list-style-type: none"> - The systems you put in place in order to achieve your service level agreements. - The IT infrastructure you propose for delivering an efficient and effective Inquiry Information Line, which has continuous access during the hours specified and captures all the necessary management information. Also, tenderers must propose a technical solution to provide an Inquiry Information line having two phone numbers that can be accessed by the same call handler(s), with one of the lines prioritised over the other. - An example of the IT systems you use to deliver a similar telephone service for vulnerable individuals. - How you would support an intranet service as described in the Specification at Annex A. - In a current recording system you operate, please provide a description of how calls recorded each day are stored and how they are accessed for later use. - Completion of Table 4, detailing your weekend rates for implementing the service. 	8%			2
	<p>—</p> <p>Implementing the infrastructure and business continuity</p> <p>Please set out your proposed implementation plan to deliver the Inquiry Information Line. Your response should include:</p> <ul style="list-style-type: none"> - Your proposed testing strategy for the service as described in the Specification at Annex A and details of your infrastructure including location of services. - How you propose to ensure business continuity of the service in times of disruption to ensure that the Inquiry Information Line is accessible during the hours specified. - An example with details of when you have transitioned to take over a new service provided by another supplier to deliver a goal for the customer. - Completion of Table 2, detailing your Set-Up costs for implementing the service. 	5%			2
	<p>—</p> <p>Ability to answer between 100-300 calls per month, based on demand</p> <p>Please demonstrate, using an example, a time when your organisation was required to alter their service to suit increasing levels of calls. Your response should include:</p> <ul style="list-style-type: none"> - How you managed to accommodate the surge in calls. - The outcome of tailoring your service to accommodate the surge in calls. 	6%			2
	<p>—</p> <p>Timely response times</p> <p>Please demonstrate how you would ensure the service you provide delivers fast response times to incoming calls as set out in the Specification at Annex A of calls answered within 2</p>	3%			2

	<p>minutes. Your response should include:</p> <ul style="list-style-type: none"> - A recent example of a service line you have set up with details of response times and any service level agreements to respond within these times. <hr/> <p>Ability to maintain confidentiality of data Please demonstrate how you would ensure complete data protection and confidentiality of all material relating to the Inquiry Information Line. Your response should include:</p> <ul style="list-style-type: none"> - The procedures you would implement to prevent breaches of confidentiality of data. - How your organisation manages security and confidentiality issues in a current telephone Information Line / Helpline service and how you ensure public confidence that the information provided to your organisation is safe and secure. - Your procedures to defend against external cyber attacks or an organised attempt to breach your security procedures. 	10%			2
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Scoring Criteria					
Criterion 3	Factors To Take Into Account	Weight (%)	Score	Weighted Score	Minimum Threshold
<p>MANAGEMENT AND PERFORMANCE OF THE CONTRACT</p> <p>(Total Weighting: 5%)</p> <p>A maximum of 2 sides of A4 may be submitted for Criterion 3. (Examples requested may be submitted in an annex and can be outside of this page limit).</p>	<p>Management Information (MI) regarding calls and performance statistics Please demonstrate your proposals for providing the required MI, as described in the Specification at Annex A, on call usage and performance statistics. Your response should include:</p> <ul style="list-style-type: none"> - How caller information is recorded, stored and retrieved for MI purposes. - In what format you will provide updates to the IICSA; what information you will include and how you will obtain and provide this information to the IICSA on a monthly basis. 	5%			1

Scoring Criteria					
Criterion 4	Factors To Take Into Account	Weight (%)	Score	Weighted Score	Minimum Threshold

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<p>PERSONNEL WITH APPROPRIATE SKILLS, TRAINING AND SECURITY CLEARANCE</p> <p>(Total Weighting: 10%)</p> <p>Experience and qualifications of proposed personnel A maximum of 2 sides of A4 may be submitted for "Experience and qualifications of proposed personnel". (CVs may be submitted in an annex and can be outside of this page limit).</p> <p>Training of personnel A maximum of 1 side of A4 may be submitted for "Training of personnel". (The example requested may be submitted in an annex and can be outside of this page limit)</p> <p>Security clearance of personnel A maximum of 4 sides of A4 may be submitted for "Security clearance of personnel". (The example requested may be submitted in an annex and can be outside of this page limit)</p>	<p>CRITERION 4 IS SUB-DIVIDED AS FOLLOWS:</p> <p>Experience and qualifications of proposed personnel Please demonstrate the experience and qualifications of your proposed personnel, by providing:</p> <ul style="list-style-type: none"> - CVs that include the necessary skills, qualifications and experience of your proposed personnel, in particular those who will be manning the Inquiry Information Line and their suitability to work with sensitive information. Please include a narrative for each CV covering their suitability to carry out the responsibilities as set out in the Specification at Annex A. - Please list all named key personnel you are proposing to manage the Contract and who will be the key point of contact for Contract Management purposes. <p>Training of personnel Please demonstrate plans to train your personnel to deliver the service of the Inquiry Information Line in order for them to provide a personalised service to callers. Your response should include:</p> <ul style="list-style-type: none"> - Details of how you would continuously refresh the training for both existing personnel and new joiners. - An example of any recent training you have provided to personnel to support a confidential and sensitive Information Line / Helpline service. <p>Security clearance of personnel Please demonstrate how you will ensure sufficient security clearance of personnel that you propose will work on the Inquiry Information Line, referring to the required security details provided in the Specification at Annex A. Your response should include:</p> <ul style="list-style-type: none"> - How you would routinely security vet new personnel that join the team. - An example of your existing security vetting procedures for personnel working on a sensitive Information Line / Helpline. 	<p>5%</p> <p>2%</p> <p>3%</p>			<p>1</p> <p>1</p> <p>1</p>

Scoring Criteria					
Criterion 5	Factors To Take Into Account	Weight (%)	Score	Weighted Score	Minimum Threshold
<p>PRICE EVALUATION SPLIT 18% BETWEEN:</p> <p>(1) <u>First Calculation</u> - Evaluation of the Inquiry Information Line (Excluding Counselling Support)</p> <p>(2) <u>Second Calculation</u> - Emergency Counselling Support</p>	<p>CRITERION 5 IS SUB-DIVIDED AS FOLLOWS:</p> <p><u>First Calculation</u> Evaluation of the Inquiry Information Line (Excluding Counselling Support) Scored in accordance with the Office of Government Commerce's Lowest Cost Price Scoring methodology. The lowest price compliant tender achieves the maximum score and all other tenders are reduced by reference to the lowest price using the formula below:</p> $100 - \frac{[\text{Tenderer's Price} - \text{Lowest Price}]}{\text{Lowest Price}} \times 100 = \text{Percentage Multiplier}$ <p>For the avoidance of doubt, any tender price which is double that of the lowest price tender will receive a zero score for this criterion. The "Tenderer's Price" to be used when calculating this score will be the Total Weighted Average rate calculated in Table 1 of Annex C, the "Price Schedule".</p> <p><u>Second Calculation</u> Emergency Counselling Support Scored in accordance with the Office of Government Commerce's Lowest Cost Price Scoring methodology. The lowest price compliant tender achieves the maximum score and all other tenders are reduced by reference to the lowest price using the formula below:</p> $100 - \frac{[\text{Tenderer's Price} - \text{Lowest Price}]}{\text{Lowest Price}} \times 100 = \text{Percentage Multiplier}$ <p>For the avoidance of doubt, any tender price which is double that of the lowest price tender will receive a zero score for this criterion. The "Tenderer's Price" to be used when calculating this score will be the rate for Option 3 in Table 3 of Annex C, the "Price Schedule".</p>	<p>16%</p> <p>2%</p>			