

ACCESS TO WORK, HOLISTIC ASSESSMENT SERVICES: TECHNICAL QUESTIONS

No	QUESTION	MAX WORD COUNT	WEIGHTING (%)	SCORING SYSTEM	DETAIL OF EVALUATION SCHEME	SUPPLIER RESPONSE
DELIVERY (24%)						
PF1	Please confirm you are able to provide all of the Services and requirements as set out in the Specification	-		Pass/Fail	Yes = Pass No = Fail (Exclusion)	
PF2	Do you accept the terms and conditions published in this Invitation to Tender?	-		Pass/Fail	Yes = Pass No = Fail (Exclusion)	
1.1	Please explain how your proposed delivery model will operate. Your response should cover the period from which customers are referred for an Holistic Assessment through to submission of a Needs Assessment Report.	300	10	0 = unacceptable (exclusion) 4 = poor 9 = meets the requirement (min to pass) 16 = good 25 = outstanding	0 = The proposal does not demonstrate that the supplier understands DWP's requirements and/or does not demonstrate that it will deliver DWP's requirements in relation to the services. There is little or no supporting information provided to evidence understanding and/or deliverability of the proposal. 4 = There is some supporting information provided to evidence understanding and/or deliverability of the proposal. However, there are some weaknesses in the supplier's understanding of DWP's requirements and/or there are reservations about whether the proposals will deliver DWP's requirements in relation to the services. 9 = The proposal demonstrates that the supplier understands and will deliver DWP's requirements in relation to the services. Satisfactory supporting information is provided to evidence understanding and deliverability of the proposal. 16 = A strong proposal which demonstrates that the supplier has a good understanding of DWP's requirements and demonstrates that the proposal will deliver DWP's requirements in relation to the services. The proposal will deliver added value. Strong supporting information is provided which demonstrates good and relevant evidence of the supplier's understanding and the deliverability of the overall proposal. 25 = An outstanding proposal which demonstrates that the supplier has an exceptional and in depth understanding and demonstrates that the proposal will deliver DWP's requirements as well as delivering significant added value and continuous improvement in relation to the services. Exceptional supporting information is provided which demonstrates outstanding and relevant experience of the suppliers understanding and the deliverability of the overall proposal.	
1.2	Please explain how your organisation will ensure that Holistic Assessments (a) identify all of the customer's workplace barriers and (b) are conducted in such a way so that a range of solutions are explored that will meet the customer's needs.	300	9	0 = unacceptable (exclusion) 4 = poor 9 = meets the requirement 16 = good 25 = outstanding	See cell G6	
1.3	Please explain how your proposed delivery model is able to deliver Holistic Assessments on a national basis, including rural areas and areas with poor transport links?	200	5	0 = unacceptable (exclusion) 4 = poor 9 = meets the requirement (min to pass) 16 = good 25 = outstanding	See cell G6	
KEY PERFORMANCE INDICATORS (6%)						
2.1	Please outline how your proposal will result in the Key Performance Indicators included in the specification being met.	300	6	0 = unacceptable (exclusion) 4 = poor 9 = meets the requirement 16 = good 25 = outstanding	See cell G6	
STAFFING (18%)						
3.1	Please provide a description of the proposed management structure and staffing resource required to deliver the contract, including any sub-contractors. Please ensure your response show reporting lines from corporate to operational levels and throughout supply chains. This should include the number of staff involved and how the proposed staffing resource will be spread national nationally.	300	9	0 = unacceptable (exclusion) 4 = poor 9 = meets the requirement 16 = good 25 = outstanding	See cell G6	
3.2	Please describe how you will recruit and retain suitably qualified staff to deliver Assessments nationally. You response should include how you will attract suitable qualified and experienced staff along with strategies to develop and retain talent. You should describe contingency plans to ensure there is adequate staffing resource to ensure services delivered.	300	9	0 = unacceptable (exclusion) 4 = poor 9 = meets the requirement 16 = good 25 = outstanding	See cell G6	
MANAGEMENT OF SERVICE (6%)						
4.1	Please describe the administration systems used by your organisation and that of your sub-contractors that will be used to deliver the contract. Please include how details of how these systems will work throughout the supply chain if your delivery model includes the use of sub-contractors.	100	2	0 = unacceptable (exclusion) 4 = poor 9 = meets the requirement 16 = good 25 = outstanding	See cell G6	
4.2	Please provide an overview of your organisation's quality assurance, control and customer complaints procedures that will be in place during this contract and outline how you will act upon findings. Please include details of your sub-contractors procedures.	200	4	0 = unacceptable (exclusion) 4 = poor 9 = meets the requirement 16 = good 25 = outstanding	See cell G6	
IMPLEMENTATION (6%)						

5.1	Please include a detailed implementation plan explaining how you will deliver the service should you be successful. Please include milestones, timescales, who is responsible for each activity and how it will be managed and monitored.	300	6	0 = unacceptable (exclusion) 4 = poor 9 = meets the requirement 16 = good 25 = outstanding	See cell G6	
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Max Word count 2300 60