

**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.

**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.

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**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.

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?
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<b>4</b>	<b>Conflict of Interests</b>	<b>Information</b>
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**Please Note:** Question 4.1 is a Yes / No question and will dictate whether or not the following question needs to be answered.

Question 4.2 is a Pass / Fail question, therefore if a Potential Provider cannot or is unwilling to suitably demonstrate that they have suitable safeguards to mitigate any risk then their Tender will be deemed non-compliant and they will be unable to be considered for this requirement.

4.1	Please confirm whether you have any potential, actual or perceived conflicts of interest that may be relevant to this requirement.
4.2	We require that any potential, actual or perceived conflicts of interest in respect of this mandate are identified in writing 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.

<b>5</b>	<b>Mandatory Capability Requirements</b>	<b>Pass/Fail</b>
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**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.

5.1	Are you licenced to provide training by British Institute of Facilities Management (BIFM)? Please provide BIFM license details.
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<b>6</b>	<b>Capability</b>	<b>Weighting 30%</b>
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**Guidance:**

- Potential Providers should answer each question directly in the e-sourcing portal within the allocated answer box, this must not exceed 450 words for each section.
- Potential Providers should attach CVs as one document (in Word / PDF format) at the questionnaire; CVs do not count towards the word limit.
- The maximum score available for this questionnaire is 400.

**Question:**

		Max Score	Weighting %
6.1	UK National reach, eg locational flexibility	100	40

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6.2	Number of tutors available to deliver each Level	100	25
6.3	Experience of tutors (CVs)	100	25
6.4	Percentage rates of successful student accreditations over the last 5 years	100	10

<b>7</b>	<b>Service Delivery and Approach</b>	<b>Weighting 40%</b>
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**Guidance:**

- Potential Providers should provide a detailed proposal for how they will deliver the work outlined in Appendix B Service Description.
- Potential Providers should attach one document at the questionnaire level that forms their response to the set questions below.
- Potential Providers should answer each question directly in the e-sourcing portal within the allocated answer box, this must not exceed 450 words for each section.
- The maximum score available for this questionnaire is 400.

**Question:**

		Max Score	Weighting %
7.1	Description of the scope of Training Delivery. Suppliers to indicate methods of delivery for each Level, eg on-line only or blended approach (ie a mixture of classroom and on-line)	100	50
7.2	On-line only options, where available	100	10
7.3	Administrative processes (registration/payment/account management)	100	20
7.4	Learning support (management of issues/escalation process)	100	20

**Marking Scheme:**

The following marking scheme will be used to assess the response provided to the qualitative questions set out above at 5 and 6:

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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PRICE

Weighting 30%

**Guidance:**

The Authority requires the Potential Provider to provide a fixed price per student (including the minimum participation numbers where applicable) to deliver the requirements set out in Appendix B – Service Description.

Potential Providers should submit a total price (per student) within the question below as well as completing the relevant bid fields.

Prices should be submitted in Pound Sterling inclusive of expenses but exclusive of VAT.

**Question:**

Please provide the price to deliver the requirements set out in Appendix B – Service Description. Potential Providers are required to attach one document at the questionnaire entitled price which provides a transparent breakdown of costs as set out in the cost tables herein:

**Training Delivery Cost**

Level 3			
Delivery Method	Award	Certificate	Diploma
On-line only	Price per student	Price per student	Price per student
Blended	Price per student	Price per student	Price per student
Other	Price per student	Price per student	Price per student
Level 4			
Delivery Method	Award	Certificate	Diploma
On-line only	Price per student	Price per student	Price per student
Blended	Price per student	Price per student	Price per student
Other	Price per student	Price per student	Price per student
Level 5			
Delivery Method	Award	Certificate	Diploma
On-line only	Price per student	Price per student	Price per student
Blended	Price per student	Price per student	Price per student
Other	Price per student	Price per student	Price per student
Level 6			
Delivery Method	Award	Certificate	Diploma
On-line only	Price per student	Price per student	Price per student
Blended	Price per student	Price per student	Price per student
Other	Price per student	Price per student	Price per student

**Venue Cost (per day for North and South Regions of England)**

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<b>Level 3</b>			
<b>Delivery Method</b>	<b>Award</b>	<b>Certificate</b>	<b>Diploma</b>
Classroom North	Price per day	Price per day	Price per day
Classroom South			
<b>Level 4</b>			
<b>Delivery Method</b>	<b>Award</b>	<b>Certificate</b>	<b>Diploma</b>
Classroom North	Price per day	Price per day	Price per day
Classroom South			
<b>Level 5</b>			
<b>Delivery Method</b>	<b>Award</b>	<b>Certificate</b>	<b>Diploma</b>
Classroom North	Price per day	Price per day	Price per day
Classroom South			
<b>Level 6</b>			
<b>Delivery Method</b>	<b>Award</b>	<b>Certificate</b>	<b>Diploma</b>
Classroom North	Price per day	Price per day	Price per day
Classroom South			

**Marking Scheme:**

The maximum mark available for Price will be 30. 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.

The calculation that will be used to determine marks is as follows:

$$\text{Score} = \frac{\text{Lowest Tender Price}}{\text{Tender Price}} \times 30 \text{ (maximum mark available)}$$