**Request for Proposal (RFP)**

DS01-213

APPENDIX C – AWARD QUESTIONNAIRE

(Single Lot)

Response Guidance, Evaluation and Marking Scheme

**Purpose of Document**

The Award Questionnaire is a standalone document incorporating all information that a Potential Provider will require in order to produce a response to the Award Questionnaire. Please follow the same headings as contained in this document, writing your responses in the indicated areas, following the Response Guidance and Marking Scheme at the end of each question.

Should you response be successful in this Further Competition, your response will form part of the Call-Off Agreement.

**Word Counts**

Word Counts are specified in some areas of this document, and may exclude any attachments. Each question will define as applicable.

**General Response Guidance**

Your responses and proposed approaches should be described in terms:

* That are aligned with the [Government Service Design Manual](https://www.gov.uk/service-manual%20and%20); and
* Of how the new digital service will comply with the [Digital by Default Service Standard](https://www.gov.uk/service-manual/digital-by-default).

You must obtain a Pass mark for each question in Section A (Availability). You must also obtain a minimum mark of 3 for question AQB1 in section B (Solution) and a minimum mark of 2 for all other questions in Section B (Solution) and question AQC1 of Section C (Cultural Fit) in order to be shortlisted for the presentation stage as detailed in Section C (Cultural Fit). You must obtain a minimum mark of 2 for the Presentation. For each question in Section D (Price) you must obtain a Pass mark, as declared in the Scoring Matrix below.

**SCORING MATRIX (for internal use only)**

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| **SECTION A – AVAILABILITY** |

**AVAILABILITY**

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| **QUESTION:** | | **AQA1 AVAILABILITY** |
| **GUIDANCE:** | | Please confirm whether your delivery team roles will be available at the customer’s required location from the customer's required timeframe (both as stated in requirements - Appendix A). |
| **RESPONSE GUIDANCE:** | | To gain a Pass mark for this question, all your roles must be available at the required location(s) and within the required timeframe. |
| **MARKING SCHEME:** (Score Available and Evaluation Guidance)  **Minimum Pass Mark - PASS**, as declared in the Scoring Matrix, in order to be eligible to succeed in this procurement. | | |
| **Fail** | Roles will not be available at the required location(s) or within required timeframe | |
| **Pass** | All roles available at the required location(s) within required timeframe | |
| **POTENTIAL PROVIDERS RESPONSE** | | |
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**BASELINE PERSONAL SECURITY STANDARD CHECK (BPSS) / SECURITY CLEARANCE (SC) CHECK**

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| **QUESTION:** | | | **AQA2 Staff Vetting BPSS/SC** | | | | | | | |
| **GUIDANCE:** | | | Please confirm whether your proposed *on site* delivery team members have successfully completed the HM Government Security Clearance (SC) check (or higher).  Please also confirm whether your *off site* delivery team members have successfully completed the HM Government Baseline Personal Security Standard check (or higher), together with date checked.  Please confirm that members of the delivery team without the appropriate clearance i.e. SC for onsite working and BPSS for offsite working, will be willing to undergo security clearance prior to commencing work | | | | | | | |
| **RESPONSE GUIDANCE:** | | | To PASS this question, you must provide clearance status and expiry date for all proposed individuals and all staff without the appropriate clearance must be willing to undergo security clearance prior to commencing work. | | | | | | | |
| **MARKING SCHEME:** (Score Available and Evaluation Guidance)  Minimum Pass Mark - PASS, as declared in the Scoring Matrix, in order to be eligible to succeed in this procurement. | | | | | | | | | | |
| **Fail** | Information supplied is missing or incomplete | | | | | | | | | |
| **Pass** | Staff vetting and security clearance with expiry date has been provided for all proposed staff and all staff without the appropriate clearance are willing to undergo security clearance prior to commencing work | | | | | | | | | |
|  | | **POTENTIAL PROVIDERS RESPONSE** | | | | | | | |  |
| **Name of individual proposed** | | | | **Onsite / Offsite?** | **BPSS complete Yes/No?** | **BPSS Checked Date** | **SC complete Yes/No?** | **SC Expiry Date** | **Other UK Government Security Clearance + expiry date** | **Willing to undergo clearance Yes/No** |
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**SUBCONTRACTORS**

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| **QUESTION:** | | | | **AQA3 SUB CONTRACTORS** | | | |
| **GUIDANCE:** | | | | Please confirm whether your proposed delivery team includes any sub contractor resources (i.e. people who are not permanent employees of your organisation), and if so, detail these individuals below together with those who are not subcontractors | | | |
| **RESPONSE GUIDANCE:** | | | | To PASS this question, you must confirm the status of the proposed delivery team in terms of whether your proposed staff have been subcontracted or not | | | |
| **MARKING SCHEME:** (Score Available and Evaluation Guidance)  Minimum Pass Mark - PASS, as declared in the Scoring Matrix, in order to be eligible to succeed in this procurement. | | | | | | | |
| **Fail** | Information supplied is missing or incomplete | | | | | | |
| **Pass** | All proposed staff who are subcontracted have been clearly identified | | | | | | |
|  | | **POTENTIAL PROVIDERS RESPONSE** | | | | | |
| **Name of individual proposed** | | | **Are they subcontracted Yes/No?** | | **From which organisation is the resource being supplied?** | **If a subcontractor is providing this individual, please detail which capability and/or role the individual will be fulfilling?** | **Lead for this lot Yes/No?** |
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| **SECTION B – SOLUTION** | | |
| **OVERALL TECHNICAL SOLUTION** | | |
| **QUESTION:** | | **AQB1 OVERALL TECHNICAL SOLUTION** |
| **GUIDANCE:** | | Provide an overview of your technical solution to meet the customer’s project aims and required outcomes as described in requirements (Appendix A) of the RFP for this project. |
| **RESPONSE GUIDANCE:** | | How the proposed technical solution, will address the following points including (but not limited to):   * The proposed technical solution, including (but not limited to): * Reference to the [GDS Digital by Default Service Standard](https://www.gov.uk/service-manual/digital-by-default) * Use of open source / open standards * Approach to quality * Approach to release management / delivery management / path to production / transfer of operational support to the service management supplier * Response to specific requirements as laid out in the RFP * Approach to off-boarding to a new supplier   The response should also include the following:   * Methodology and agile approach in relation to delivering the outcomes * Interaction / integration with legacy systems and gov.uk   Your response should reference the relevant parts of the requirements (Appendix A). |
| **GUIDELINE WORD COUNT:** | | **2000 (excluding attachments)** |
| **MARKING SCHEME:** (Score Available and Evaluation Guidance)  Minimum Pass Mark - 3, as declared in the Scoring Matrix, in order to be eligible to succeed in this procurement. | | |
| **0** | Unacceptable: No ability or no evidence | |
| **1** | Not Met: The response provides limited evidence and ability to address the requirement. | |
| **2** | Partially Met: The response is incomplete and/or does not sufficiently address the points in the response guidance above and/or the response is generic and/or is not specifically tailored to meet the requirement and / or does not provide sufficient detail on how the requirements defined in Appendix A will be met and/or does not demonstrate that the solution and delivery approach are of a high quality | |
| **3** | Met: The requirement is fully met, clearly addressing all the points in the response guidance and is specifically tailored to meet the requirement. The response clearly demonstrates how all of the requirements stated in Appendix A will be met and demonstrates that the solution and delivery approach are of a high quality | |
| **POTENTIAL PROVIDERS RESPONSE** | | |
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**REFERENCE WORK/ CONTRACT EXAMPLES**

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| **QUESTION:** | | **AQB2 REFERENCE WORK / CONTRACT EXAMPLES** |
| **GUIDANCE:** | | Describe your track record of delivery of comparable digital projects previously or currently in progress, demonstrating specific expertise, integration experience and operational experience and show how this would be relevant to the specific requirements and delivery of the solution laid out in the RFP requirement. Your response should include relevant contract examples. |
| **RESPONSE GUIDANCE:** | | The response should illustrate experience and examples of delivering solutions that are comparable with the customer’s requirement and agile methodology. |
| **GUIDELINE WORD COUNT:** | | **600 (excluding attachments)** |
| **MARKING SCHEME:** (Score Available and Evaluation Guidance)  Minimum Pass Mark - 2, as declared in the Scoring Matrix, in order to be eligible to succeed in this procurement. | | |
| **0** | Unacceptable: No experience or no evidence | |
| **1** | Not met: Response examples lack detail and/or fail to demonstrate expertise, integration or operational experience and/or relevance to the customer requirement | |
| **2** | Partially met: The contract examples are generic and/or do not sufficiently demonstrate expertise and/or integration experience and/or operational experience and/or fails to sufficiently demonstrate how they are relevant to delivery of the requirement and / or does not sufficiently demonstrate experience of delivering against the requirements defined in Appendix A. | |
| **3** | Met: The response clearly illustrates expertise and experience relevant to all of the requirements defined in Appendix A and includes at least two relevant contract examples | |
| **POTENTIAL PROVIDERS RESPONSE** | | |
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**HIGH-LEVEL RELEASE / DELIVERY PLAN**

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| **QUESTION:** | | **AQB3 High-level Release Plan** |
| **GUIDANCE:** | | Describe your proposed High-Level Release / Delivery Plan to meet the required outcomes and user needs as described in RFP (Appendix A) for this project. |
| **RESPONSE GUIDANCE:** | | The response should include, but is not limited to:   * Start and end Dates per project phase * Key Delivery milestones * Resource Plan * Risk and Dependencies * Proposed mitigation actions * Ideas and suggestions * Rationale of how you would prioritise user stories in the product backlog to arrive at a minimum viable product (‘MVP’) and the subsequent sprints aligned with the High-Level Release / Delivery Plan.   Your response should reference the relevant parts of the requirements (Appendix A) and if successful it will be form part of the your Call-Off Agreement |
| **GUIDELINE WORD COUNT:** | | **500 (excluding attachments)** |
| **MARKING SCHEME:** (Score Available and Evaluation Guidance)  Minimum Pass Mark - 2, as declared in the Scoring Matrix, in order to be eligible to succeed in this procurement. | | |
| **0** | Unacceptable: No response or the response is not relevant to the requirement | |
| **1** | Not Met: High-Level Release / Delivery Plan lacks detail and/or does not reflect the customer’s timescales and/or requirement and/or the plan is not specifically relevant to the customer’s project aims and/or does not meet the required outcomes. | |
| **2** | Partially met: The requirement is partially met, the High-Level Release / Delivery Plan addresses some of the points in the Response Guidance but is generic in nature and does not sufficiently address the project aims and required outcomes and/or misses key elements in the response guidance above. | |
| **3** | Met: The requirement is fully met, the High-Level Release / Delivery Plan addresses all the points in the Response Guidance, is specifically tailored to meet the project aims and required outcomes and clearly demonstrates an understanding of the customer’s requirements and priorities. | |
| **POTENTIAL PROVIDERS RESPONSE** | | |
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**TEAM STRUCTURE AND ROLE FUNCTIONS**

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| **QUESTION:** | | **AQB4 Team Structure** |
| **GUIDANCE:** | | Provide an overview of the role functions and team structure you propose to meet this capability, as described in requirements Appendix A of the RFP for this project. Describe how your resources would integrate into and interplay with the customer and/or other suppliers resources as a single delivery team. |
| **RESPONSE GUIDANCE:** | | The response must include, but is not limited to:   * The numbers and seniority (Junior or Senior) * Key roles – how they deliver the solution * What roles/tasks each team member would perform * Types of skills, experiences and capabilities in the team and how these are relevant to delivering the requirements * How your team structure would integrate and interplay with   1. the customer and/or   2. other supplier team members to create a single delivery team   Your response should reference the relevant parts of the requirements (Appendix A). |
| **GUIDELINE WORD COUNT:** | | **1000 (excluding attachments)** |
| **MARKING SCHEME:** (Score Available and Evaluation Guidance)  Minimum Pass Mark - 2, as declared in the Scoring Matrix, in order to be eligible to succeed in this procurement. | | |
| **0** | Unacceptable: No response or team structure provided | |
| **1** | Not Met: The proposed team structure is inadequate for the task and/or no information is provided of the roles, tasks, skills, experiences and capabilities in relation to the requirements | |
| **2** | Partially Met: Details of the roles, tasks, skills, experiences and how these are relevant to the requirements are incomplete and/or insufficiently clear and/or not relevant and/or are missing key elements outlined above | |
| **3** | Met: The proposed team structure is suited to the task. The information provided on the roles, tasks, skills, experiences and capabilities is relevant to the requirements, and includes how the supplier team will integrate and interplay with the customer and/or other supplier team members creating an effective single delivery team. | |
| **POTENTIAL PROVIDERS RESPONSE** | | |
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**SAMPLE CV’s**

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| **QUESTION:** | | **AQB5 Sample CV(s)** |
| **GUIDANCE:** | | Attach sample CV(s) for the type of person(s) who will perform these roles. If you are successful, you will discuss and agree the specific individuals who will fulfil the Key Proposed Role(s) above to relating to this capability during the initial discussions to prepare the Call-Off Contract and first Statement of Work. |
| **RESPONSE GUIDANCE:** | | The sample CV(s) should demonstrate suitability, competence and experience related to delivery of comparable digital projects and capabilities. |
| **MARKING SCHEME:** (Score Available and Evaluation Guidance)  Minimum Pass Mark - 2, as declared in the Scoring Matrix, in order to be eligible to succeed in this procurement. | | |
| **0** | Unacceptable: No sample CVs provided, or none of the sample CVs relate to the required delivery capability | |
| **1** | Not Met: sample CV(s) are provided that do not relate to the required delivery capability, and/or lack adequate evidence of suitability and/or competence and/or experience in relation to the project requirements | |
| **2** | Partially Met: Not all sample CVs relate to the required delivery capability, and/or lack adequate evidence of suitability and/or competence and/or experience in relation to the project requirements and/or sample CV’s do not cover all of the Key Roles identified above | |
| **3** | Met: All sample CVs clearly demonstrate evidence of suitability, competence and experience and clearly describe how the capability will deliver all of the requirements, outcomes and user needs to a high quality. | |
| To be provided as an attachment entitled – **AQB5 CVs – [for Key Roles in your proposed Team Structure]** | | |

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| **SECTION C - CULTURAL FIT** | | |
| **CULTURAL FIT** | | |
| **QUESTION:** | | **AQC1 CULTURAL FIT (WRITTEN)** | |
| **GUIDANCE:** | | Describe your approach to working in an agile style with the customer (and alongside other suppliers) as part of an integrated, co-located, effective and efficient digital delivery team. | |
| **RESPONSE GUIDANCE:** | | Describe your approach for working with the customer (and alongside other suppliers) where the team is:   * Co-located * Genuinely multi-disciplinary * Collaborative * Solution oriented * Led by managers from the customer organisation; and * Focused on continuous delivery to a high quality   The proposed approach should in particular recognise the importance of team dynamics and the flexibility of the capability to the customer’s requirement. | |
| **GUIDELINE WORD COUNT:** | | 400 (excluding attachments) | |
| **MARKING SCHEME:** (Score Available and Evaluation Guidance)  Minimum Pass Mark - 2, as declared in the Scoring Matrix, in order to be eligible to succeed in this procurement. | | | |
| **0** | Unacceptable: No ability evidenced | | |
| **1** | Not Met: Response fails to demonstrate that the requirement is met | | |
| **2** | Partially Met: The response is generic, and/or ambiguous and/or incomplete and/or does not demonstrate how you will work alongside others, integrating and delivering in an effective and efficient way and/or does not address how you will meet the cultural challenges of this way of working | | |
| **3** | Met: The response is clear and unambiguous describing how you will work in an agile style with the customer (and alongside other suppliers) as part of an integrated, effective and efficient digital delivery team, addressing the cultural challenges of this way of working and is able to provide specific examples of working successfully in this way | | |
| **POTENTIAL PROVIDERS RESPONSE** | | | |
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| **QUESTION:** | | **AQC2 CULTURAL FIT (PRESENTATION)** |
| **GUIDANCE:** | | Critically important to us are the people that will be working with us. Whilst the Customer cannot prescribe the Potential Supplier Representatives at the Supplier Presentations, we strongly recommend that they are conducted by your service delivery team in order that the Department can be confident in the Potential Supplier’s key personnel who will be directly involved in delivery of the contract.  We are looking for potential suppliers to demonstrate the following during the presentation:   1. Your approach to working with the customer and alongside other suppliers as part of an agile and integrated digital delivery team. 2. Your approach to maintaining control and assuring quality in this type of environment. 3. Your resourcing approach 4. An understanding of the FCO and the Legalisation Office, and how the delivery approach and solution fits within this context 5. An understanding of the FCO’s requirements |
| **RESPONSE GUIDANCE:** | | Your presentation should provide evidence of how you:   1. are able to work effectively within a multi-disciplinary, multi-supplier team. 2. can maintain control and assure quality 3. can reach back within your organisation to provide resources in tight timescales. 4. have considered the FCO’s requirements in the development of the delivery approach   You should demonstrate therefore how you will achieve this and indicate how quickly the service provided could react to changes in demand. |
| **DURATION:** | | 25 mins presentation; 20 mins questions |
| **MARKING SCHEME:** (Score Available and Evaluation Guidance)  Minimum Pass Mark - 2, as declared in the Scoring Matrix, in order to be eligible to succeed in this procurement. | | |
| **0** | Unacceptable:  The Supplier does not attend the presentation and/or fails to address any of the questions / guidance of the requirements. | |
| **1** | Not Met:  The presentation fails to address the question / guidance and/or:   * Fails to demonstrate sufficient capability for working in multi-disciplinary and multi-supplier environments and/or * Fails to demonstrate sufficient approach to collaboration and/or * The response is not solution oriented and does not focus on continuous delivery and/or * Fails to demonstrate adequate levels of control and quality assurance and/or * The response does not convey a resourcing model sufficient enough to deliver an agile service as described in above guidance. | |
| **2** | Partially Met:  The presentation does not fully address the question / guidance and/or:   * Only partially demonstrates sufficient capability for working in multi-disciplinary and multi-supplier environments and/or * Only partially demonstrates sufficient approach to collaboration and/or * The response is not sufficiently solution oriented and does not sufficiently focus on continuous delivery and/or * Only partially demonstrates adequate levels of control and quality assurance and/or * The response does not convey a resourcing model sufficient enough to deliver an agile service as described in above guidance * Does not sufficiently demonstrate understanding of the FCO’s requirements | |
| **3** | Met:  The presentation clearly demonstrates an understanding of the question and addresses all required aspects accordingly, specifically showing:   * A good approach to working in multi-disciplinary and multi-supplier environment * A good approach to collaboration * They are solution oriented and focus on continuous delivery * They can maintain control and appropriately assure quality * Sufficiently demonstrates the supplier has an adequate resourcing model in place to deliver an agile service. * A good understanding of the FCO’s requirements | |

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| **SECTION D – PRICE** |

**PRICING REQUIREMENTS CHECKLIST**

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| **QUESTION:** | | **AQD1, AQD2, AQD3, AQD4 – Pricing Requirements** | |
| **GUIDANCE:** | | The Supplier is required to confirm compliance to the pricing requirements. Please use the below as guidance to submission of your Pricing Matrix (Appendix B) | |
| **RESPONSE GUIDANCE:** | | Using the ‘Response’ box located within Appendix B, please specify that you have included the requirement within your submission. Please note that these questions are all Pass/Fail. If you do not state “Complete” for every Question, you will not be able to proceed further in this competition. | |
| **GUIDELINE WORD COUNT:** | | N/A |
| **MARKING SCHEME:** (Score Available and Evaluation Guidance) | | | |
| **Fail** | NOT COMPLETE | |
| **Pass** | COMPLETE | |