



Home Office

Appendix D – Response Guidance

Provision of Specialist IT Equipment - Rental Service

Home Office

Version 1.0
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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 email (Christopher.Wynne@homeoffice.gsi.gov.uk) 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 Quotation 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 email address

(3)	Mandatory Requirements	(Pass/Fail)
<p>Please Note: The following questions is a Pass/Fail question, therefore if a potential provider cannot or is unwilling to answer 'Yes', their ITQ will be deemed non-compliant and they will be unable to be considered for this requirement.</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 the award of the Contract?	
(3.2)	Please confirm you can adhere to the Milestone outlined in Appendix B – Service Description.	
(3.3)	Please confirm you are able to provide the specified service as detailed in Appendix B – Service Description?	

(4)	Service	Weighting (50%)	
<ul style="list-style-type: none"> Potential providers should attach one document at the questionnaire level that forms their response to the set questions below. Potential providers should clearly label the response against each of the questions within the attachment and the document must not exceed a 1000-word limit and be submitted in word/PDF format. The Maximum score available for this questionnaire is 100. 			
Questions		Max Score	Weighting
(4.1)	Please outline your approach to meeting the minimal support throughout the contract duration as detailed within section 3.12 and 3.13 of the Appendix B – Statement of Requirements.	100	20%
(4.2)	Please detail your approach to ensuring that all material belonging to the Home Office stored on the Hardware and Software will be removed securely so that it is permanently destroyed.	100	5%
(4.3)	Please outline your approach to fixing/replacing any damaged/faulty hardware or software (including broadband connection) as detailed within section 3.5, 3.6 and 3.11 of the Appendix B – Statement of Requirements	100	15%
(4.4)	Please outline you approach to ordering additional hardware/software as detailed within section 3.7 of the Appendix B – Statement of Requirements. Please give details on lead times, contact details and full details of how additional hardware and software can be ordered	100	10%

Marking Scheme:

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

0	The response provided satisfies none of the requirement with no suitable alternative offered OR is unanswered.
1-25	The response provided satisfies some of the requirement with no suitable alternatives OR is only partially answered and so there are serious reservations with the response.
25 -50	The response provided satisfies some of the requirement with no suitable alternatives OR is only partially answered and so there are some reservations with the response.
50-75	The response provided satisfies some of the requirement with suitable alternatives offered. A good response overall.
75-100	The response provided satisfies all requirements and may provide some additional benefits. An excellent response overall.

(5)	Price	Weighting (50%)
<p>The Authority requires the Potential Provider to provide a fixed price to deliver the requirements set out in Appendix B – Service Description.</p> <p>Prices should be submitted in Pound Sterling inclusive of expenses but exclusive of VAT.</p>		
Question		
<p>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.</p>		
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> $\text{Score} = \frac{\text{Lowest Tender Price}}{\text{Tender Price}} \times 100 \text{ (maximum mark available)}$		

(6)	Conflict of Interests	Information
Please Note: The following question is for information only. Any submitted responses will not affect the outcome or preclude you from inclusion within the tender process. The Potential Provider should confirm by deleting the inappropriate answer, where the response is 'yes' details should be presented in the text box.		
(6.1)	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	

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