

1 INTRODUCTION

- 1.1 This document provides an overview of the methodology which will be adopted by the Authority and its Agent to evaluate Potential Provider responses to each question set out within the e-Sourcing event. It also sets out the marking scheme which will apply.
- 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 Providers to consider
- 1.2.3 Marking Scheme – details the marks available to evaluators during evaluation
- 1.3 The defined terms used in the ITT document shall apply to this document.

2 OVERVIEW

- 2.1 The e-Sourcing event is broken down into the following Questionnaires:

Questionnaire Reference	Questionnaire Title
1	KEY PARTICIPATION REQUIREMENTS
2	CONFLICTS OF INTEREST
3	INFORMATION ONLY
4	DELIVERY AND APPROACH
5	EVALUATION AND REPORTING
6	PROJECT MANAGEMENT
7	PROJECT TEAM
8	SOCIAL VALUE
9	PRICE

2.2 Quality Evaluation Process

- 2.2.1 The evaluation of each response to the Quality/Service Delivery Questionnaire(s) (Q4-Q8) will be conducted and consensus checked in accordance with the Consensus Marking Procedure set out in paragraph 2.3 below.
- 2.2.2 Each response to questions within the Quality/Service Delivery Questionnaire(s) (Q4-Q8) will be marked in accordance with the table below:

Mark	Comment
0	Failed to provide confidence that the proposal will meet 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.

2.2.3 Each mark achieved will be multiplied by the corresponding weighting to provide an overall question score.

2.2.4 When the score for each question has been determined they will be added together to provide an overall score for the Quality Evaluation (“Quality Score”).

2.3 Consensus Marking Procedure

2.3.1 Tenders that are scored and require evaluation will be evaluated in accordance with the procedure described in this paragraph.

2.3.2 The Consensus Marking Procedure is a two-step process, comprising of:

- 2.3.2.1 Independent evaluation; and
- 2.3.2.2 Group consensus marking.

2.3.3 During the independent evaluation process, each evaluator will separately (i.e. without conferring with other evaluators) scrutinise the quality of answers given by Potential Providers in their Tender. Each evaluator will then allocate a mark for the answer in accordance with the Marking Scheme applicable to that question.

2.3.4 The Authority will review the marks allocated by the individual evaluators before facilitating a group consensus marking meeting.

2.3.5 During the meeting, the evaluators will discuss the independent marks until they reach a consensus regarding the marks that should be attributed to each Potential Providers’ answer to the questions.

2.3.6 Once all quality responses have been evaluated in accordance with Section 8 of the Invitation to Tender the individual scores attributed to each response will be added together to provide a ‘Quality Score’.

2.4 Price Evaluation Process

2.4.1 Prices submitted by Potential Providers' in the Price Schedule for those Lots tendered for will be recorded and evaluated in accordance with the following process.

2.4.2 Potential Providers' are required to upload a completed Appendix E – Price Schedule for each Lot within the e-Sourcing event.

2.4.3 Prices offered will be evaluated against the range of prices submitted by all Potential Providers for that Lot.

2.4.4 The Potential Provider with the lowest price in each Lot shall be awarded the Maximum Score Available. The remaining Potential Providers shall be awarded a percentage of the Maximum Score Available equal to their price, relative to the lowest price submitted.

2.4.5 The calculation used is the following:

2.4.6 =
$$\frac{\text{Lowest Price Tendered}}{\text{Tender price}} \times \text{Maximum Score Available}$$

Potential Provider	Price Submitted	Score Calculation	Maximum Score Available	Score Awarded
Potential Provider A	£1,000	$\frac{£1,000}{£1,000} \times 100$	100	100
Potential Provider B	£2,000	$\frac{£1,000}{£2,000} \times 100$	100	50
Potential Provider C	£2,500	$\frac{£1,000}{£2,500} \times 100$	100	40

2.5 Final score

2.5.1 The Quality Score awarded for a Lot will be added to the Price Score for the same Lot to determine the final score for each Potential Provider in the applicable Lot ("Final Score").

3 EVALUATION CRITERIA

3.1 A summary of all the questions along with; the maximum score available and weighting (where applicable) are set out below:

3.2 Questionnaires 1 and 2 contain 'Pass/Fail' questions and act as a doorway for progression to the following stages of the evaluation. Potential Providers are strongly advised to read and understand the specific guidance provided before responding to these questionnaires.

- 3.3 Questionnaire 3 is for information only. Although this questionnaire does not form part of the evaluation process, Potential Providers are advised to complete it in full as any omissions could affect the award process.
- 3.4 The Authority reserves the right to challenge any information provided in response to Questionnaire 3 and request further information in support of any statements made therein.

QUESTIONNAIRE 1 – KEY PARTICIPATION REQUIREMENTS			
GUIDANCE	<p>The following questions are ‘Pass/Fail’ questions.</p> <p>If Potential Providers are unwilling or unable to answer “Yes”, their submission will be deemed non-compliant and shall be rejected.</p>		
Question Number	Question	Max Score	Weighting (%)
1.1	Have you read, understood and agree with Appendix A, Terms of Participation? By answering “Yes”, you are confirming your ‘Declaration of Compliance’ at Annex 1 of Appendix A, Terms of Participation.	Pass/Fail	N/A
1.2	Have you read, understood and accepted the Invitation to Tender and all associated appendices, specifically Appendix B, Statement of Requirement?	Pass/Fail	N/A
1.3	Do you agree, without caveats or limitations, that in the event that you are successful the MHCLG Terms and Conditions within Appendix C will govern the provision of this contract?	Pass/Fail	N/A
1.4	Do you confirm your Organisation’s Bravo e-Sourcing suite profile is complete and accurate at the time of Tendering and that any amendments made following acceptance of this event will be notified to the buyer in writing.	Pass/Fail	N/A

QUESTIONNAIRE 2 – CONFLICTS OF INTEREST	
GUIDANCE	<p>Question 2.1 is a ‘Yes/No’ question and will dictate whether or not question 2.2 needs to be answered.</p> <p>Question 2.2 is a Pass / Fail question. Potential Providers are required to provide details of how the identified conflict will be mitigated. The Contracting Authority will review the mitigation in line with the perceived conflict of interest, to determine what level of risk this poses to them. Therefore if Potential Providers cannot or are unwilling to suitably demonstrate that they have suitable safeguards to mitigate any risk then their Tender will be deemed non-compliant and will be rejected.</p>

Question Number	Question	Max Score	Weighting (%)
2.1	Please confirm whether you have any potential, actual or perceived conflicts of interest that may be relevant to this requirement.	None	N/A
2.2	We require that any potential, actual or perceived conflicts of interest in respect of this ITT are identified in writing and 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.	Pass/Fail	N/A

QUESTIONNAIRE 3 – INFORMATION ONLY			
GUIDANCE	The following questions are for information only and do not form part of the evaluation. Information provided in response to these questions may be used in preparation of any Contract Award and any omissions may delay completion of this Tender exercise.		
Question Number	Question	Max Score	Weighting (%)
3.1	Please provide the name, office address, telephone number and email address for your organisations Tender point of contract.	None	N/A
3.2	Please confirm whether your organisation is an SME as defined within EU recommendation 2003/361	None	N/A
3.3	Please confirm whether your organisation is a voluntary, community or social enterprise (VCSE) organisation. <i>The VCSE sector comprises of “Non-governmental organisations that are value driven and which principally reinvest their surpluses to further social, environmental or cultural objectives”. VCSEs include Charities, Voluntary and Community organisations and Social Enterprises.</i>	None	N/A
3.4	Please provide details of any sub-contractors or delivery partners you propose to use in order to meet your obligations should you be awarded a Contract. Your response must include their; <ul style="list-style-type: none"> • Trading Name(s) • Registered Address(es) and contact details • Goods/Services to be provided 	None	N/A

3.5	<p>If you are the Lead contact for a Group of Economic Operators, please provide details of all the members of the Group. Your response must include their;</p> <ul style="list-style-type: none"> • Trading Names(s) • Registered address(es) • Dunns Number(s) • Role/responsibility within the Group 	None	N/A
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- 3.5 The following Quality/Service Delivery Questionnaires are designed to test Potential Providers' ability to deliver the requirement as set out in Appendix B, Statement of Requirements. Potential Providers *MUST* answer all Quality/Service Delivery questions.
- 3.6 Potential Providers must achieve the minimum acceptable Quality Score, as described, for each of the questions below. Only those responses which achieve the minimum acceptable Quality Score will be included in the Price Evaluation Process.
- 3.7 Where only one (1) submission is received which does not meet the minimum acceptable Quality Score, the Authority reserves the right to enter into dialogue and seek assurances regarding the delivery of the requirement.
- 3.8 Potential Providers' responses must clearly demonstrate how they propose to meet the requirements set out in the question and address each element in the order they are asked.
- 3.9 Potential Providers' responses should be limited to, and focused on, each of the component parts of the question posed. They should refrain from making generalised statements and providing information not relevant to the topic.
- 3.10 Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these areas including identifying key sections within responses.
- 3.11 Potential providers will be marked in accordance with the marking scheme at Section 2.
- 3.12 Where applicable, page limits are set at each question. Attachments maybe submitted in Microsoft Word, Excel. PDF format and be in Arial font size 11.

QUESTIONNAIRE 4 – QUALITY: DELIVERY AND APPROACH			Weighting 30%
All Potential Providers MUST answer ALL the following questions			
Question Number	Question	Maximum Available Score	Weighting %

4.1	<p>Please provide a course outline showing the content that will be included within the training course.</p> <p>The Potential Provider's response must include:</p> <ul style="list-style-type: none"> • Content of the training, including draft course programmes, taking into account; • How they propose to deliver the objectives outlined in section 4 of the specification. • Learning objectives, with explanations for those that are added/redacted from the Statement of Requirements. <p><i>Responses must not exceed 3 pages of A4.</i></p>	100	40%
4.2	<p>Please specify where and to whom the training will be delivered.</p> <p>The Potential Provider's response must include:</p> <ul style="list-style-type: none"> • Analysis of all areas where the training is expected to be made available and how they will measure the demand for elements of the training package(s). The Contractor will be required to draw on appropriate available evidence, research and data to inform their design. The Authority will be keen to see how the Contractor intends to draw on this to inform their approach; • How they will incorporate Rapid Rehousing Pathway areas (see Appendix B: Statement of Requirements para 3.9), as well as other relevant groups of workers identified specified within each Lot into their delivery plans; • How they will continue to assess need and adjust how the design meets the need; • The potential number of delegates trained for the Pricing proposed in Appx E. <p><i>Responses must not exceed 3 pages of A4.</i></p>	100	35%
4.3	<p>Please provide details around the training style/method to be used for each element of the training package you are bidding for.</p> <p>The Potential Provider's response must include:</p> <ul style="list-style-type: none"> • The delivery methods to be used (e.g. whole or half day training sessions, e-modules or webinars etc). • The range of teaching styles utilised for training sessions with explanations for chosen methods. <p><i>The Authority will be keen to see teaching styles that are engaging and appropriate for/sensitive of the subject matter and learning objectives (e.g. webinars may be less suitable for more behaviour-based training). Preferred responses will include those that strike a balance between presentation and interactive activities, and teaching styles that encourages opportunities for participants to share experiences of effective practice.</i></p> <p><i>Responses must not exceed 2 pages of A4.</i></p>	100	10%

4.4	<p>Please outline how you intend to promote, communicate and make training sessions available to audiences.</p> <p>The Potential Provider's response must include:</p> <ul style="list-style-type: none"> • The communication strategy and mechanisms available; • The options available for audiences to access the training. <p><i>The Authority will be keen to see responses that demonstrate a straightforward, user-friendly and accessible communications strategy for engagement with audiences. Preferred responses will demonstrate that the Contractor utilises effective communication mechanisms, for example utilising appropriate technology and contact networks. Preferred responses will include options for audiences, (e.g. targeted programmes of scheduled sessions, training on request).</i></p> <p><i>Responses must not exceed 2 pages of A4.</i></p>	100	15%
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QUESTIONNAIRE 5 – QUALITY: EVALUATION AND REPORTING			Weighting 20%
All Potential Providers MUST answer ALL the following questions			
Question Number	Question	Maximum Available Score	Weighting %
5.1	<p>Please specify how you will submit monthly monitoring reports containing analysis to the authority.</p> <p>The Potential Provider's response must include:</p> <ul style="list-style-type: none"> • The format that will be used to return reports to the authority; • How the Contractor will work closely with the Contracting Authority's key staff, keeping them informed and updated on progress, and involving them at key points in the project; • The systems that will be used to record and analyse data around programme performance. <p><i>Responses must not exceed 2 pages of A4.</i></p>	100	45%
5.2	<p>Please specify how you will capture feedback from delegates, including a draft feedback form.</p> <p>The Potential Provider's response must capture feedback around:</p> <ul style="list-style-type: none"> • Overall quality of the training course; • Overall quality of the trainer; • Effectiveness of knowledge transfer linked to the learning objectives for the relevant Lot; • Confidence of delegates applying the lessons in their workplace; • Use of training for delegates in their workplace; • Overall satisfaction rates. 	100	25%

	<p><i>Evaluations undertaken must be designed to enable the Authority to understand whether the training is having the intended effect, relative to the objectives outlined in the Statement of Requirements. Preferred responses will be well designed and include simple and clear questions linked to the objectives outlined in the specification.</i></p> <p><i>Draft feedback forms may be attached as an Annex and must not exceed 2 pages of A4.</i></p>		
5.3	<p>Please provide a series of key performance indicators that you will use to track and manage the programme performance.</p> <p>The Potential Provider's response must include:</p> <ul style="list-style-type: none"> • Specific KPIs related to the service areas outlined in section 13 of the Appendix B: Statement of Requirements; • How the chosen KPIs relate to goals and outcomes; • The frequency at which these KPIs can be measured. <p><i>The Authority will be keen to see suggested KPIs that can be used to track performance and delivery to participant audience. Preferred responses will demonstrate a good understanding about how the measures chosen relate to goals and outcomes, and will enable monitoring of effectiveness and impact of training at frequent enough intervals (e.g. monthly) to perform analysis.</i></p> <p><i>Please note Potential Providers do not need to provide specific targets, as these will be agreed with the successful supplier.</i></p> <p><i>Responses must not exceed 2 pages of A4.</i></p>	100	30%

QUESTIONNAIRE 6 – QUALITY: PROJECT MANAGEMENT			Weighting 15%
	All Potential Providers MUST answer ALL the following questions		
Question Number	Question	Maximum Available Score	Weighting %
6.1	<p>Please provide a detailed project delivery plan.</p> <p>The Potential Provider's response must include:</p> <ul style="list-style-type: none"> • How the proposal will meet the Authority's key timeframes and milestones as indicated within Section 7, Appendix B: Statement of Requirements; • The key review and decision points to deliver the project; • The blocks and timeframes that training will be completed in. <p><i>Responses must not exceed 3 pages of A4</i></p>	100	45%

6.2	<p>Please detail how you will mobilise towards the earliest possible date of delivery for <u>one or all</u> elements of the training package.</p> <p>The Potential Provider's response must include:</p> <ul style="list-style-type: none"> Details of how the Contractor will mobilise towards initial delivery date outlined in paragraph 7, milestone 7, Appendix B: Statement of Requirements. <p><i>The Authority will be keen to see responses that demonstrate ambition to mobilise towards initial delivery at pace, and how potential Contractors will utilise creative ideas around delivery to ensure that one or all elements of the training can begin as early as possible.</i></p> <p><i>Responses must not exceed 1 page of A4.</i></p>	100	35%
6.3	<p>Using examples, please detail how you propose to identify and manage programme risks.</p> <p>Potential Providers should set out:</p> <ul style="list-style-type: none"> Risks to project delivery in terms of time, cost, personnel and quality; Tolerances over which the training course should be recalled for re-review of the programme or project; The mechanisms in place to prevent, track and mitigate risks. <p><i>Responses must not exceed 2 pages of A4.</i></p>	100	20%

QUESTIONNAIRE 7 – QUALITY: PROJECT TEAM			Weighting 5%
All Potential Providers MUST answer ALL the following questions			
Question Number	Question	Maximum Available Score	Weighting %
7.1	<p>Please provide details for your project team, including their respective roles.</p> <p>Potential Providers should set out:</p> <ul style="list-style-type: none"> Who will be involved in the delivery of the project, including FTE allocated per role; Details of project teams' expertise, qualifications and experience of delivering similar projects and knowledge of the subject matter outlined in this specification; Further recruitment and resourcing requirements. <p><i>Responses must not exceed 2 pages of A4.</i></p>	100	70%

7.2	If working with sub-contractors, external trainers or associates, please outline how you will manage these relationships. <i>Responses must not exceed 1 page of A4</i>	100	30%
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QUESTIONNAIRE 8 – QUALITY: SOCIAL VALUE			Weighting 5%
All Potential Providers MUST answer ALL the following questions			
Question Number	Question	Maximum Available Score	Weighting %
8.1	Please describe how your organisation would ensure that the performance of the contract supports local communities. Potential Providers should set out: <ul style="list-style-type: none"> How the prime contractor and any key suppliers involve service users or those with lived experience in the design of services, and how key, local priorities are supported in the performance of the contract. <i>Responses must not exceed 1 page of A4.</i>	100	50%
8.2	Please describe how your organisation would recruit, train, retain and support persons engaged or to be engaged in performance of the contract, and how you would monitor and measure this. Potential Providers should set out: <ul style="list-style-type: none"> recruitment practices and employment conditions that attract good candidates, minimise turnover of staff and improve productivity. encouraging and providing a level playing field to persons from all backgrounds and circumstances. <i>Responses must not exceed 1 page of A4.</i>	100	50%

QUESTIONNAIRE 9 – PRICE		Weighting 25%
GUIDANCE	<p>Potential Providers must enter costs and upload the Price Schedule in Appendix E.</p> <p>Prices should be submitted in pounds Sterling inclusive of any expenses but exclusive of VAT.</p> <p>Potential Providers will be marked in accordance with the marking scheme at Section 2.</p>	



Question Number	Question	Max Score
9.1	<p>Please complete Appendix E - Price Schedule for each Lot tendered for. In so doing, you are also confirming that prices offered are inclusive of any expenses, exclusive of VAT and firm for a period of 90 days following the Deadline for Submission.</p> <p>Price Score = $\frac{\text{Lowest Price Tendered}}{\text{Tender Price}} \times 25$</p>	25