**Light touch - Request for Proposal (RFP)**

DS01-231

APPENDIX C – AWARD QUESTIONNAIRE *(Light Touch)*

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 / redesigned] digital service will comply with the [Digital by Default Service Standard](https://www.gov.uk/service-manual/digital-by-default).

**Minimum Pass Mark – May be specified if required – alternatively you may wish to add the weighted scores for all criteria without a minimum pass mark.**

You must obtain at least the Minimum Pass Mark, as declared in the Scoring Matrix below, in order to proceed to the next stage of the evaluation (as described in the RFP), and be eligible to succeed in this procurement.

**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(s) from the customer's required timeframe(s) (both as stated in requirements - Appendix A).Can you also confirm that national requirements of travelling to a number of Government and NHS sites can be met?Can you also confirm your flexibility in ensuring that timeframes and availability are suited to Project Teams requirements? |
| **RESPONSE GUIDANCE:** | To gain maximum marks 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 proceed to the next stage of the evaluation (as described in the RFP), and be eligible to succeed in this procurement. [repeat where minimum pass marks are applicable] |
| **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)**

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| **QUESTION:** | **AQA2 Staff Vetting BPSS** |
| **GUIDANCE:** | Please confirm whether your proposed delivery team members have successfully completed the HM Government Baseline Personal Security Standard check, together with date checked. If not do they have any other Security Clearance for UK government, together with date cleared and validity. If not, please confirm that you are willing to undertake BPSS with proposed individuals from the intent to award notification to staff commencing work on site  |
| **RESPONSE GUIDANCE:** | To PASS this question, you must provide BPSS status for proposed individuals, complete with date check completed OR details of other UK Government Security Clearance with date and validity OR confirmation that BPSS will be carried out on intent to award notification to enable commencement date indicated in the Customer’s Requirements (Appendix A). |
| **MARKING SCHEME:** (Score Available and Evaluation Guidance)Minimum Pass Mark - PASS, as declared in the Scoring Matrix, in order to proceed to the next stage of the evaluation (as described in the RFP), and be eligible to succeed in this procurement. |
| **Fail** | Information supplied is missing or incomplete  |
| **Pass** | Staff vetting and security clearance with date has been provided for all proposed staff OR confirmation that this will be carried out on intent to award notification to enable commencement date in the Customer’s Requirements (Appendix A). |
| **POTENTIAL PROVIDERS RESPONSE** |
| **Name of individual proposed**  | **BPSS complete Yes/No?** | **Date BPSS Complete** | **Other UK Government Security Clearance** | **Date checked + valid until** | **We agree to carry out BPSS post intent to award 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 contracted resources and if so which roles or individuals.Confirmation for Sub-Contractors: If you choose to subcontract, please ensure that you register your proposed subcontractor prior to submitting your bid, by emailing their name to ICT\_Services@ccs.gsi.gov.uk |
| **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/ are being provided by a partner supplier or not |
| **MARKING SCHEME:** (Score Available and Evaluation Guidance)Minimum Pass Mark - PASS, as declared in the Scoring Matrix, in order to proceed to the next stage of the evaluation (as described in the RFP), and 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?** | **Are you bidding with a partner Yes/No?** | **From which organisation is the resource being provided?** | **If a subcontractor/ your partner 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 Customer 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):1. The proposed technical solution, including (but not limited to):
2. Reference to the [GDS Digital by Default Service Standard](https://www.gov.uk/service-manual/digital-by-default)
3. Use of open source / open standards
4. Approach to quality
5. Approach to path to production
6. Response to specific requirements as laid out in the RFP

The response should also include the following:1. Methodology and agile approach in relation to delivering the outcomes
2. Interaction with legacy systems
3. Perceived risks and dependencies
4. Proposed mitigation actions

Your response should reference the relevant parts of the requirements (Appendix A). |
| **WORD COUNT:** | **2000** |
| **MARKING SCHEME:** (Score Available and Evaluation Guidance) |
| **0** | Unacceptable: No ability or no evidence |
| **1** | Not Met: – Response not connected to the requirement and/or fails to address the requirement. |
| **2** | Partially Met: The response is incomplete and/or does not address all of the elements in the response guidance above and/or response is generic and/or not does not relate to the requirement |
| **3** | Met: The requirement is met, the response addresses all the points in the response guidance and is specifically tailored to meet the requirement |
| **POTENTIAL PROVIDERS RESPONSE** |
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**CV’s**

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| **QUESTION:** | **AQB5 CV(s)** |
| **GUIDANCE:** | Attach tailored 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 CV(s) should demonstrate suitability, competence and experience related to delivery of comparable digital projects and capabilities. |
| **MARKING SCHEME:** (Score Available and Evaluation Guidance) |
| **0** | Unacceptable: No CVs provided, or none of the sample CVs relate to the required delivery capability |
| **1** | Not Met: 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 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 CVs demonstrate evidence of suitability, competence and experience and describe how the capability will deliver the requirements, outcomes and user needs |
| To be provided as an attachment entitled – **AQB5 sample CVs – for Key Roles in your proposed Team Structure** |

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| **SECTION C - CULTURAL FIT** |
| **CULTURAL FIT** |
| **QUESTION:** | **AQC1 CULTURAL FIT** |
| **GUIDANCE:** | Describe your approach for working with the Customer (and alongside other suppliers) as part of an integrated, co-located effective and efficient digital delivery team. |
| **RESPONSE GUIDANCE:** | Your response should provide evidence of how you are able to work effectively as an integrated team. |
| **WORD COUNT:** | 400 (excluding attachments) |
| **MARKING SCHEME:** (Score Available and Evaluation Guidance) |
| **0** | Unacceptable: No ability evidenced |
| **1** | Not Met: Weak ability evidenced – response fails to demonstrate that the requirement is met |
| **2** | Partially Met: Some ability evidenced – the requirement is partially met. However, the response is generic, ambiguous or incomplete |
| **3** | Met: Strong cultural fit evidenced and the response is clear and unambiguous |
| **POTENTIAL PROVIDERS RESPONSE** |
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