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Government Internal Audit Agency

**AWARD QUESTIONNAIRE RESPONSE GUIDANCE
AND EVALUATION AND MARKING SCHEME**

**INTERNAL AUDIT SERVICES FOR
GOVERNMENT INTERNAL AUDIT AGENCY (GIAA)**

REFERENCE NUMBER

RM4167

ATTACHMENT 3

AWARD QUESTIONNAIRE RESPONSE GUIDANCE, EVALUATION AND MARKING SCHEME

1 INTRODUCTION

- 1.1 This document provides an overview of the methodology which will be adopted by the Agent to evaluate your response to each question set out within the Award Questionnaire. It also sets out the Marking Scheme which will apply. For the avoidance of doubt, references to “you” in this document shall be references to the Potential Provider.
- 1.2 The defined terms used in the ITT document (Attachment 1) shall apply to this document.

2 OVERVIEW

- 2.1 The Award Questionnaire is broken down into the following sections:

SECTION A – MANDATORY REQUIREMENTS

SECTION B – SCORED QUESTIONS ALL LOTS

SECTION C – SCORED QUESTION LOT 1

SECTION D – SCORED QUESTION LOT 2

SECTION E – SCORED QUESTION LOT 3

- 2.2 If you fail to provide a response to any applicable question of the Award Questionnaire, your Tender may be deemed to be non-compliant. If a Tender is deemed to be non-compliant, the Tender will be rejected and excluded from further participation in this Procurement.

- 2.3 A summary of all the questions contained within the Award Questionnaire, along with the Marking Scheme and Maximum Score Available for each question is set out below:

Section		Marking Scheme	Weighted Score Available
SECTION A – MANDATORY QUESTIONS			
AQA1	Mandatory Requirements	Pass/Fail	N/A
SECTION B – SCORED QUESTIONS ALL LOTS			
AQB1	Selection and Appointment of Staff – Lots 1, 2 and 3	100/66/33/0	25
AQB2	Added Value Additional Services – Lots 1, 2 and 3	100/66/33/0	15
AQB3	Continuous Improvement, Knowledge Transfer – Lots 1, 2 and 3	100/66/33/0	25
AQB4	Complaints Handling and Resolution – Lots 1, 2 and 3	100/66/33/0	10
SECTION C - SCORED QUESTION LOT 1			
AQC1	Resource Upscaling, Lot 1 - Core Internal Audit Services, Including Advisory Services (UK and Overseas)	100/66/33/0	25
SECTION D – SCORED QUESTIONS LOT 2			
AQD1	Resource Upscaling, Lot 2 – Forensic Work (UK and Overseas)	100/66/33/0	25
SECTION E– SCORED QUESTIONS LOT 3			
AQE1	Resource Upscaling, Lot 3 – Regulatory Services including Advisory Work (UK and Overseas)	100/66/33/0	25

SECTION A – MANDATORY QUESTIONS	
AQA1 COMPLIANCE WITH FRAMEWORK AGREEMENT SCHEDULE 2: SERVICES AND KEY PERFORMANCE INDICATORS PART A: SERVICES	
<p>Please indicate by selecting either option YES or NO, that in the event you are awarded a place on the Framework Agreement, whether you will or will not, unreservedly deliver in full, all the Mandatory Service requirements as set out in Framework Agreement Schedule 2 (Services and Key Performance Indicators) Part A: Services.</p> <p>YES - You will, unreservedly deliver in full, all the mandatory Service requirements as set out in Framework Agreement Schedule 2 (Services and Key Performance Indicators) Part A: Services.</p> <p>NO - You will not, or cannot, deliver in full, all the mandatory Service requirements as set out in Framework Agreement Schedule 2 (Services and Key Performance Indicators) Part A: Services.</p>	
<p>AQA1 Response Guidance</p> <p>This is a PASS/FAIL question. If you cannot or are unwilling to select YES to this question, you will be disqualified from further participation in this Procurement.</p> <p>You are required to select either option YES or NO from the drop down list associated with this question.</p> <p>Providing a YES response means the Potential Provider will, unreservedly deliver in full, all the mandatory Service requirements as set out in Framework Agreement Schedule 2 (Services and Key Performance Indicators).</p> <p>If the Potential Provider selects NO (or does not answer the question) to indicate that they will not, or cannot, deliver in full, all the mandatory Service requirements as set out in Framework Agreement Schedule 2 (Services and Key Performance Indicators) Part A: Services, then the Potential Provider will be disqualified from further participation in this Procurement.</p>	
Marking Scheme	Evaluation Guidance
PASS	The Potential Provider has confirmed that they will, unreservedly deliver in full, all the mandatory Service requirements as set out in Framework Agreement Schedule 2 (Services and Key Performance Indicators) Part A: Services.
FAIL	<p>The Potential Provider has confirmed that they will not, or cannot, deliver in full, all the mandatory Service requirements as set out in Framework Agreement Schedule 2 (Services and Key Performance Indicators) Part A: Services.</p> <p>OR</p> <p>The Potential Provider has not selected either YES or NO.</p>

SECTION B – SCORED QUESTIONS ALL LOTS

AQB1 SELECTION AND APPOINTMENT OF STAFF – Lots 1, 2 and 3

The Agent requires that Potential Providers clearly demonstrate their selection process for individual Audit assignments that will ensure that Contracting Authority are offered the most suitable staff in terms of quality and cost and that the appropriate level of knowledge, skills and expertise relevant to the subject matter of the work being procured is assured.

Maximum character count – 8192 character including spaces and punctuation.

AQB1 Response Guidance

All Potential Providers must answer this question.

You must insert your response into the text box(s) in the e-Sourcing Suite.

Your response should clearly demonstrate the process that you have in place for the selection and appointment of staff that will be required to support the delivery of Internal Audit Services for Government Internal Audit Agency (GIAA) and other Contract Authorities through Call-Off Contracts established under the Internal Audit Services Framework Agreement:

- a) Please describe the procedure you will adopt for assessing and matching the suitability of Audit Operatives (as detailed in paragraph 3.2.6 of Framework Schedule 2 - Attachment 4b), that will ensure the most effective fulfilment of the specific requirements of individual Call-Off Contracts.
- b) Please describe how the grade mix of the Audit Operatives (as detailed in paragraph 3.2.6 of Framework Schedule 2 - Attachment 4b) will be utilised to provide the right balance in terms of quality and experience
- c) Please describe the processes that you will have in place to ensure that, wherever possible, the same individual Audit Operatives (as detailed in paragraph 3.2.6 of Framework Schedule 2 - Attachment 4b) will be available to ensure that continuity is provided to the Contracting Authority's for the entire duration of assignments established through Call Off Contracts established under the Internal Audit Services Framework Agreement.

Responses should be limited to, and focused on each of the component parts of the question posed (a to c). Potential Providers should refrain from making generalised statements and providing information not relevant to the topic.

Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these areas and you address each of the component parts in this response guidance in the order they are listed above and highlight which component part (a to c) you are responding to.

Maximum character count – 8192 characters including spaces and punctuation. This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words. No attachments are permitted; any additional

documents submitted will not be taken into consideration for the purposes of evaluation.

Marking Scheme	Evaluation Guidance
100	The Potential Provider's response fully addresses all 3 of the component parts (a to c) of the response guidance above.
66	The Potential Provider's response fully addresses only 2 of the 3 component parts (a to c) of the response guidance above.
33	The Potential Provider's response fully addresses only 1 of the 3 component parts (a to c) of the response guidance above.
0	The Potential Provider's response has not fully addressed any of the 3 component parts (a to c) of the response guidance above. OR A response has not been provided to this question.

AQB2 ADDED VALUE ADDITIONAL SERVICES – Lots 1, 2 and 3

The Agent requires that Potential Providers clearly demonstrate the added value services that will be available to the Government Internal Audit Agency (GIAA) other Contract Authorities through Call-Off Contracts established under the Internal Audit Services Framework Agreement and under this Framework Agreement for which no specific charge will be made.

Maximum character count – 8192 characters including spaces and punctuation.

AQB2 Response Guidance

All Potential Providers must answer this question.

You must insert your response into the text box(s) in the e-Sourcing Suite.

Your response should clearly demonstrate a number of added value additional services that Potential Providers may offer to support the delivery of Internal Audit Services for Government Internal Audit Agency (GIAA) and other Contract Authorities through Call-Off Contracts established under the Internal Audit Services Framework Agreement:

- a) Please list and provide a brief description of each of the added value additional services type that will be made available to the Government Internal Audit Agency (GIAA) and other Contract Authorities through Call-Off Contracts established under the Internal Audit Services Framework Agreement, for which no specific charge will be made
- b) Please describe the methodology for estimating the added value additional services (and if applicable ant associated cost savings) to the Government Internal Audit Agency (GIAA) and other Contract Authorities through Call-Off Contracts established under the Internal Audit Services Framework Agreement
- c) Please explain how the estimated associated cost savings achieved through these additional services will be reported to both the Government Internal Audit Agency (GIAA) and other Contract Authorities through Call-Off Contracts established under the Internal Audit Services Framework Agreement

Responses should be limited to, and focused on each of the component parts of the question posed (a to c). Potential Providers should refrain from making generalised statements and providing information not relevant to the topic.

Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these areas and you address each of the component parts in this response guidance in the order they are listed above and highlight which component part (a to c) you are responding to.

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AQB3 CONTINUOUS IMPROVEMENT, KNOWLEDGE TRANSFER – Lots 1, 2 and 3

The Agent requires that Potential Provider's clearly demonstrate how continuous improvements will be made to the delivery of Audit Services throughout the life time of the Internal Audit Services Framework Agreement.

Maximum character count – 8192 characters including spaces and punctuation.

AQB3 Response Guidance

All Potential Providers must answer this question.

You must insert your response into the text box(s) in the e-Sourcing Suite.

Your response should clearly demonstrate the processes that you will have in place to ensure that a sustained culture of continuous improvement is embedded in the delivery of Audit Services for the Government Internal Audit Agency (GIAA) and other Contract Authorities through Call-Off Contracts established throughout the lifetime of the Internal Audit Services Framework Agreement:

- a) Please describe the measures that will be in place to ensure that all Audit Operatives (as detailed in Paragraph 3.2.6 of Framework Schedule 2 - Attachment 4b), who are appointed to support the delivery of Audit Services for the Government Internal Audit Agency (GIAA) and other Contract Authorities through Call-Off Contracts established under the Internal Audit Services Framework Agreement acquire and continue to improve their knowledge in respect of UK and other EU Legislation including but not limited to:
 - Distance Marketing Directive Instrument 2004
 - EU Savings Tax Directive (2003/48/EC)
 - Data protection Act 1998
 - Privacy and Electronic Communication Regulations 2003
 - Freedom of Information Act 2000
 - Public Regulations Act 1967
- b) Please describe the measures that you will have in place to ensure that dissemination of knowledge and effective knowledge transfer takes place with opposite members of staff employed by Audit Services for the Government Internal Audit Agency (GIAA) and other Contract Authorities through Call-Off Contracts established under the Internal Audit Services Framework Agreement
- c) Please describe the process that you will have in place for existing/departing staff to pass on the skills and knowledge to allow new entrants to provide the same level of skills and knowledge ensuring a seamless offering with no dip in performance levels in delivering the Audit Services for the Government Internal Audit Agency (GIAA) and other Contract Authorities through Call-Off Contracts established under the Internal Audit Services Framework Agreement

Responses should be limited to, and focused on each of the component parts of the question posed (a to c). Potential Providers should refrain from making generalised statements and providing information not relevant to the topic.

Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these areas and you address each of the component parts in this response guidance in the order they are listed above and highlight which component part (a to c) you are responding to.

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33	The Potential Provider's response fully addresses only 1 of the 3 component parts (a to c) of the response guidance above.
0	<p>The Potential Provider's response has not fully addressed any of the 3 component parts (a to c) of the response guidance above.</p> <p>OR</p> <p>A response has not been provided to this question.</p>

AQB4 COMPLAINTS HANDLING AND RESOLUTION, Lots 1, 2 and 3

The Agent requires that Potential Provider's demonstrate how they will operate and maintain a clearly defined process for the management of complaints received from, Contracting Authorities and the Authority, as set out in Framework Schedule 2 (Services and Key Performance Indicators) Part A: Services and Clause 46 (Complaints Handling) of the Framework Agreement.

Maximum character count – 8192 characters including spaces and punctuation.

AQB4 Response Guidance

All Potential Providers must answer this question.

You must insert your response into the text box(s) in the e-Sourcing Suite.

Your response should clearly demonstrate the processes that you will have in place for managing complaints that are received from Contracting Authorities and the Authority:

- a) Please demonstrate the process for recording, acknowledging and analysing complaints received directly from Contracting Authorities and the Authority as set out in paragraph 3.11.1 of Framework Agreement Schedule 2 (Services and Key Performance Indicators) Part A: Services
- b) Please demonstrate how you will deliver effective and timely responses to ensure that complaints are resolved within the timescales specified in paragraph 3.11.4 (Complaints Handling and Resolution) of the Framework Agreement Schedule 2 (Services and Key Performance Indicators) Part A: Services
- c) Please demonstrate how you will manage and track the progress of individual complaints starting from initiation through to final resolution as set in paragraph 3.11.1 of Framework Agreement Schedule 2 (Services and Key Performance Indicators) Part A: Services

Responses should be limited to, and focused on each of the component parts of the question posed (a to c). Potential Providers should refrain from making generalised statements and providing information not relevant to the topic.

Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these areas and you address each of the component parts in this response guidance in the order they are listed above and highlight which component part (a to c) you are responding to.

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0	The Potential Provider's response has not fully addressed any of the 3 component parts (a to c) of the response guidance above. OR A response has not been provided to this question.

SECTION C – SCORED QUESTION LOT 1

AQC1 RESOURCE UPSCALING, Lot 1 - Core Internal Audit Services, Including Advisory Services (UK and Overseas)

The Agent requires the Potential Provider to clearly demonstrate how you will provide the appropriate level of resource that is required, to ensure fulfilment of Audit Services for the Government Internal Audit Agency (GIAA) and other Contract Authorities through Call-Off Contracts.

Maximum character count – 8192 character including spaces and punctuation.

AQC1 Response Guidance

All Potential Providers submitting a tender for Lot 1 must answer this question.

You must insert your response into the text box(s) in the e-Sourcing Suite.

Your response to this question should clearly demonstrate the processes you will have in place to provide service coverage across both the UK and Overseas within the required specialist Audit Service requirements as outlined for Lot 1 whilst ensuring continuity of supply during periods of fluctuating demand:

- a) Please demonstrate how you will be able to provide coverage within both the UK and Overseas for the Core Internal Audit Services including Advisory Services shown below:
 - IT assurance (other than 'IT deep specialisms' listed below);
 - Financial Modelling;
 - Other Modelling;
 - Human Resources;
 - Facilities Management;
 - Finance, Accounting, Shared services:
 - Finance
 - Payroll shared services
 - Other shared services
 - Including shared services assurance reporting
 - Corporate social responsibility and sustainability
 - Specific statutory audits of local government, on behalf of central government (not external audit) Including under the Secretary of State's powers related to section 10 of the Local Government Act 1999 (as amended);
 - Advisory work linked to and usually contributing to the annual internal audit opinion;
 - Other internal audit services;
 - Other assurance and similar risk advisory services;
 - IT Deep specialisms (including advisory work):
 - Cyber security
 - Digital

- Agile Development
- Other specialist IT
- Commercial:
 - Contracting and procurement
 - Supply chain management
 - Complex operating systems
 - Spread sheet and Modelling audits work, including data modelling and analysis
- Programme Management:
 - Project and Programme management
 - Change management
- Development of GIAA:
 - Setting direction of GIAA
 - Development of GIAA staff
 - Best practice approaches to the delivery of services

Work will include: providing advice on an ad hoc basis to GIAA and partner departments and organisations on quality assurance, audit tools and techniques, technical updates, change management in an audit context and audit management. Work may be allocated to different suppliers on the basis of themes.

- Client specific development, within framework of GIAA strategy.
 - Each supplier contracted to provide Lot 1 services may also be asked to provide client specific development support, such as for a departmental group or similar clients, such as regulators.
- Client development for internal audit services outside GIAA.
- Specialism development:
 - Each supplier contracted to provide services under each lot will also be asked to provide knowledge and skills transfer to develop GIAA specialisms, in particular on Programme Management and Commercial work.
- Secondments:
 - In addition, suppliers may be asked to provide secondees to GIAA and other central government authorities, at rates not more than the established rate cards for the Lot and accept secondees from the Contracting Authorities.

- b) Please demonstrate how you will ensure that during periods of increased demand, you will upscale availability of resource with required specific subject matter knowledge to ensure delivery of required Audit Services for the Government Internal Audit Agency (GIAA) and other Contract Authorities through Call-Off Contracts established under the Internal Audit Services Framework Agreement as outlined in Lot 1

- c) Please demonstrate how you ensure that agreed service levels for the Contacting Authority, Government Internal Audit Agency (GIAA) are maintained whilst business requirements for additional Contract Authorities is undertaken via further competitions

Responses should be limited to, and focused on each of the component parts of the question posed (a to c). Potential Providers should refrain from making generalised statements and providing information not relevant to the topic.

Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these areas and you address each of the component parts in this response guidance in the order they are listed above and highlight which component part (a to c) you are responding to.

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SECTION D – SCORED QUESTION LOT 2

AQD1 RESOURCE UPSCALING, Lot 2 – Forensic Work (UK and Overseas)

The Agent requires the Potential Provider to clearly demonstrate how you will provide the appropriate level of resource that is required, to ensure fulfilment of Audit Services for the Government Internal Audit Agency (GIAA) and other Contract Authorities through Call-Off Contracts.

Maximum character count – 8192 character including spaces and punctuation.

AQD1 Response Guidance

All Potential Providers submitting a tender for Lot 2 must answer this question.

You must insert your response into the text box(s) in the e-Sourcing Suite.

Your response to this question should clearly demonstrate the processes you will have in place to provide service coverage across both the UK and Overseas within the required specialist Audit Service requirements as outlined for Lot 2 whilst ensuring continuity of supply during periods of fluctuating demand

- a) Please demonstrate how you will be able to provide coverage within both the UK and Overseas for the Core Internal Audit Services including Advisory Services shown below:
 - Fraud audits
 - Advice and investigations
 - Specialism development:
 - Each supplier contracted to provide services under each Lot will also be asked to provide knowledge and skills transfer to develop GIAA specialisms.
 - Secondments:
 - Suppliers may be asked to provide secondees to GIAA and other central government authorities, at rates not more than the established rate cards for the Lot and accept secondees from the Contracting Authorities.
- b) Please demonstrate how you will ensure that during periods of increased demand, you will upscale availability of resource with required specific subject matter knowledge to ensure delivery of required Audit Services for the Government Internal Audit Agency (GIAA) and other Contract Authorities through Call-Off Contracts established under the Internal Audit Services Framework Agreement as outlined in Lot 2
- c) Please demonstrate how you ensure that agreed service levels for the Contracting Authority, Government Internal Audit Agency (GIAA) are maintained whilst business requirements for additional Contract Authorities is undertaken via further competitions

Responses should be limited to, and focused on each of the component parts of the question posed (a to c). Potential Providers should refrain from making generalised statements and providing information not relevant to the topic.

Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attention is paid to these areas and you address each of the component parts in this response guidance in the order they are listed above and highlight which component part (a to c) you are responding to.

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SECTION E – SCORED QUESTION LOT 3

AQE1 RESOURCE UPSCALING, Lot 3 – Regulatory Services including Advisory Work (UK and Overseas)

The Agent requires the Potential Provider to clearly demonstrate how you will provide the appropriate level of resource that is required, to ensure fulfilment of Audit Services for the Government Internal Audit Agency (GIAA) and other Contract Authorities through Call-Off Contracts.

Maximum character count – 8192 character including spaces and punctuation.

AQB7 Response Guidance

All Potential Providers submitting a tender for Lot 3 must answer this question.

You must insert your response into the text box(s) in the e-Sourcing Suite.

Your response to this question should clearly demonstrate the processes you will have in place to provide service coverage across both the UK and Overseas within the required specialist Audit Service requirements as outlined for Lot 3 whilst ensuring continuity of supply during periods of fluctuating demand

- a) Please demonstrate how you will be able to provide coverage within both the UK and Overseas for the Core Internal Audit Services including Advisory Services shown below:
 - EU Regulations and their audit
 - Banking and financial services
 - Banking and financial services Regulations
 - Specialism development:
 - Each supplier contracted to provide services under each lot will also be asked to provide knowledge and skills transfer to develop GIAA specialisms.
 - Secondments:
 - Suppliers may be asked to provide secondees to GIAA and other central government authorities, at rates not more than the established rate cards for the Lot and accept secondees from the Contracting Authorities.
- b) Please demonstrate how you will ensure that during periods of increased demand, you will upscale availability of resource with required specific subject matter knowledge to ensure delivery of required Audit Services for the Government Internal Audit Agency (GIAA) and other Contract Authorities through Call-Off Contracts established under the Internal Audit Services Framework Agreement as outlined in Lot 3
- c) Please demonstrate how you ensure that agreed service levels for the Contracting Authority, Government Internal Audit Agency (GIAA) are maintained whilst business requirements for additional Contract Authorities is undertaken via further competitions

Responses should be limited to, and focused on each of the component parts of the question posed (a to c). Potential Providers should refrain from making generalised statements and providing information not relevant to the topic.

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