

Politics and civil affairs services

Appendix 2: Response to Tender Questions

[Name of bidder]

This document sets out the questions that the SSRO requires to be addressed as part of its assessment of the Quality/Technical element of the bid. The total Quality/Technical element carries an overall weighting of 70%, allocated against each of the responses to questions 1-5 on the basis set out in the table below.

The SSRO encourages tenderers to provide innovative methods of service delivery that will add value to the services. Such proposals are likely to attract higher scores. Responses will be scored in accordance with the methodology set out in the Invitation to Tender document.

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| --- | --- | --- |
| **Quality/Technical Requirement (70%)** | | |
| **Service requirements** | | **70%** |
| **1** | **Service Delivery [part 2 of the specification]**  (i) Please provide details of the organisation’s experience relevant to the services and any relevant certifications and accreditations (**20%**); and  (ii) Please provide the CVs of the individuals that will be assigned to delivering the services under the contract. (**10%**)  This section must not exceed 2000 words | 30% |
| **2** | **Understanding of the SSRO’s requirements [part 2 of the Specification]**  Please explain how you will ensure that the services you provide continue to meet the needs of the SSRO, over the period of the contract. **(10%)**  This section must not exceed 1000 words | 10% |
| **3** | **Approach to delivery of the services [part 2 of the Specification]**  (i) Please provide your intended approach to delivering the requirements set out, adding information that will help the SSRO understand your approach to service delivery and service management. We will take into account your terms and conditions, including as to payment of the contract price, when scoring this element. **(15%)**  (ii) Please provide details of any additional services, not included in the specification, that you would deliver under the contract that would add value for the SSRO.  (**5%**)  This section must not exceed 1500 words | 20% |
| **4** | **Continuity of Service [part 2 of the Specification]**  Please describe what measures you will have in place to ensure continuity of service i.e. how you will ensure that we continue to receive the service if a key individual involved in delivering the service is on holiday, ill etc or leaves the organisation, or if there is an IT systems failure. **(10%)**  This section must not exceed 500 words | 10% |