

**PROCUREMENT OF SUPPORT SERVICES ACROSS ENGLAND AND WALES**

**Invitation to Tender - ANNEX F: EVALUATION CRITERIA**

(To be completed by the Tenderer)

Evaluator's Name:

Tenderer's Name:

Mandatory Criteria	Questions To Take Into Account
Criterion	Threshold
Experience and understanding of techniques of working with and supporting victims and survivors of child sexual abuse	Experience and understanding of techniques of working with and supporting victims and survivors of child sexual abuse
Form of Tender	Signed 'Form of Tender'
Conditions of Contract	No unacceptable amendments to the Conditions of Contract



	<p>the Specification.</p> <p>For participants sharing their experience in writing or audio recording:</p> <ul style="list-style-type: none"> <li>- How you will ensure the support is provided within the timelines prescribed in the specification</li> </ul> <p>General:</p> <ul style="list-style-type: none"> <li>- How your tender submission takes account of diversity and equal opportunities that would support a diverse range of victims and survivors and the policies you have in place to ensure this is effectively carried out.</li> <li>- How your organisation will ensure that the service it provides delivers fast response times to initial and follow-up calls, as set out in the Specification.</li> <li>- The systems you will put in place in order to measure and achieve the Key Performance Indicators set out in the Specification.</li> <li>- Your plan to ensure business continuity and manage any unexpected staff turnover or absences.</li> <li>- Your contingency to manage surges in demand during peak times.</li> </ul>				
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Scoring Criteria					
Criterion 2	Factors To Take Into Account	Weight (%)	Score	Weighted Score	Minimum Threshold
<p><b>INFRASTRUCTURE TO DELIVER THE SERVICE, BUSINESS CONTINUITY AND CONFIDENTIALITY OF DATA</b></p> <p><b>(Total Weighting: 10%)</b></p> <p>A maximum of 4 sides of A4 may be submitted for Criterion 2. (Examples requested may be submitted in an annex and can be outside of this page limit).</p>	<p><b>Information Assurance</b></p> <p>Please demonstrate how your organisation (including your consortia, if applicable) will implement a secure and suitably assured service for Phases 1, 2 &amp; 3, described in the Specification. Your response should include:</p> <ul style="list-style-type: none"> <li>- The IT infrastructure you propose for storing and managing secure and confidential information provided by victims and survivors of the Inquiry.</li> <li>- The procedures you would implement to prevent breaches of confidentiality of data and how you ensure public confidence that the information provided to your organisation is safe and secure.</li> <li>- Your procedures to defend against external cyber attacks or an organised attempt to breach your security procedures.</li> <li>- An example of a recent IT system you have used to store and manage similar types of confidential information of vulnerable individuals.</li> <li>- In a current recording system you operate, please provide a description of how calls recorded each day are stored and how they are accessed for later use.</li> <li>- Two examples where your organisation has needed to deal with protecting sensitive, personal information when providing a service similar to that described in the Specification and how this was achieved.</li> </ul> <p>Your solution as a whole, including people, process, technology and physical environment,</p>	5%			2

	<p>must be assured for use with OFFICIAL information, including OFFICIAL Sensitive. Please explain your approach to how this assurance can be achieved. The Authority encourages discussion to mutually understand the approach and expectations. The UK Government Cloud Security Principles are a good starting point for such assurance  <a href="https://www.gov.uk/government/publications/implementing-the-cloud-security-principles/implementing-the-cloud-security-principles">https://www.gov.uk/government/publications/implementing-the-cloud-security-principles/implementing-the-cloud-security-principles</a></p> <p><b>Information management, and information sharing.</b></p> <ul style="list-style-type: none"> <li>- Please demonstrate how information will be suitably managed, in line with applicable laws and regulations, including records management.</li> <li>- Technology to support information sharing must not assume any specific technology, network, software or desktop on the part of IICSA other than a modern browser used from a suitably secure device.</li> </ul>	5%			2
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Scoring Criteria					
Criterion 3	Factors To Take Into Account	Weight (%)	Score	Weighted Score	Minimum Threshold
<p><b>MANAGEMENT INFORMATION AND MANAGEMENT OF CONSORTIA ARRANGEMENTS</b></p> <p><b>(Total Weighting: 5%)</b></p> <p>A maximum of 3 sides of A4 may be submitted for Criterion 3.</p>	<p><b>Management Information (MI) regarding performance of the services</b>  Please demonstrate your proposals for providing the required MI, as described in the Specification, Your response should include:</p> <ul style="list-style-type: none"> <li>- A description of your proposed format/structure for submitting MI and your ability to provide the requirements on MI described in the Specification. This description must include your proposal on how you will monitor time worked in Phase 2;</li> <li>- How your organisation will provide the key MI and performance indicators as defined in the Specification.</li> </ul> <p><b>Management of consortium through a single point of contact (if applicable)</b>  Please demonstrate your proposals for managing a consortium arrangement, if applicable. Your response should include:</p> <ul style="list-style-type: none"> <li>- How you intend to manage the consortium and associated risks through a collaborative approach, the governance arrangements you propose, the management information you will provide to the Inquiry and how you will ensure the due diligence of all members;</li> <li>- Your proposals for having a single point of contact for the Inquiry and how you propose to ensure a collaborative working relationship with the Inquiry.</li> </ul>	5%			2

Scoring Criteria					
Criterion 4	Factors To Take Into Account	Weight (%)	Score	Weighted Score	Minimum Threshold
<p><b>PERSONNEL WITH APPROPRIATE SKILLS, TRAINING AND SECURITY CLEARANCE</b></p> <p><b>(Total Weighting: 15%)</b></p> <p>A maximum of 6 sides of A4 may be submitted for Criterion 4. (CVs and examples may be submitted in an annex and can be outside of this page limit).</p>	<p><b>Experience and qualifications of proposed personnel</b> Please demonstrate the experience and qualifications of your proposed personnel (including your consortia, if applicable), by providing:</p> <ul style="list-style-type: none"> <li>- CVs that include the necessary skills, qualifications and experience of your proposed personnel, in particular for the support workers and counsellors, based on the requirements stated in the Specification and to include if they have additional qualifications such as ISVA and counselling qualifications. Please include a narrative for each CV covering their suitability to carry out the responsibilities set out in the Specification and provide confirmation of those that speak Welsh and their level of fluency.</li> <li>- An outline of how your organisation will ensure that employees receive ongoing relevant training, line management supervision and clinical supervision.</li> <li>- Please list all named key personnel you are proposing to deliver the Contract, and state the key point of contact for Contract Management purposes.</li> <li>- How you will ensure that personnel have current Disclosure and Barring (DBS) enhanced clearance with barred list checks issued within three months, including membership of the DBS Update Service with enhanced DBS certificate with 'barred list' checks.</li> <li>- How you would routinely security vet new personnel that join the team.</li> <li>- How you would ensure that new staff to the contract would be trained to be familiar with the requirements of their role on this contract.</li> <li>- An example of your existing security vetting procedures for personnel working on a sensitive and confidential project.</li> </ul>	15%			2

Scoring Criteria					
Criterion 5	Factors To Take Into Account	Weight (%)	Score	Weighted Score	Minimum Threshold
<p><b>PRICE EVALUATION</b></p> <p><b>(Total Weighting 30%)</b></p>	<p><b>CRITERION 5 INCORPORATES THE FOLLOWING FOUR SUB-CRITERION:</b></p> <p>(1) Evaluation of the 'Average of the Total Hourly Rates' for Telephone Based Support for Phase 1, Table 1</p> <p>(2) Evaluation of the 'Average Hourly (Blended) Rate' for Phase 2, Tables 2A - 2G</p>	7%			
		14%			

	<p>(3) Evaluation of the 'Hourly Rate (Blended)' Pre-Arranged Follow-Up Calls for Phase 3, Table 3</p> <p>(4) Evaluation of the 'Hourly Rate (Blended)' for the Inquiry Events and Meetings, Table 4</p> <p><b>Calculation for Evaluating Price</b>  Scored in accordance with the Office of Government Commerce's Lowest Cost Price Scoring methodology. The lowest price compliant tender achieves the maximum score and all other tenders are reduced by reference to the lowest price using the formula below:</p> $100 - \frac{[\text{Tenderer's Price} - \text{Lowest Price}]}{\text{Lowest Price}} \times 100 = \text{Percentage Multiplier}$ <p>For the avoidance of doubt, any tender price which is double that of the lowest price tender will receive a zero score for this criterion. The "Tenderer's Price" to be used when calculating this score will be the Total Weighted Average rate calculated in Table 1 of Annex C, the "Price Schedule".</p> <p>As specified in the Price Schedule at Annex C, the "Tenderer's Price" in the above formula will be the weighted total of the following:</p> <ul style="list-style-type: none"> <li>- Table 1 - The "Average of the Total Hourly Rates"</li> <li>- Tables 2A - 2G - The "Average Hourly (Blended) Rate"</li> <li>- Table 3 - The "Hourly Rate (Blended)"</li> <li>- Table 4 - The "Hourly Rate (Blended)"</li> </ul>	7%			
		2%			