Llywodraeth Cymru
Welsh Government

In-Work Support Service

C151/2022/2023

TECHNICAL EVALUATION RESPONSE

Please read Section 1 – Instructions to Bidders and Section 2 – Specification prior to completing this template. You must submit your response using this template in Microsoft word, Arial font, font size 11.

Bidders are requested to read the questions carefully before considering their response.

Each question has a specific response limit. Please ensure you adhere to the response limits as indicated. Any information provided by bidders that is over and above the limits will not be evaluated. Tables, Pictures and Diagrams must be included within word counts.

The response to each question must be stand alone and must not rely on references to responses to other questions and / or additional attachments unless explicitly stated as allowed.

Where examples of your existing documents / policies are requested these will not count towards response limits.

Appendices will not be permitted.

The evaluation methodology, which will be adopted for assessing the Technical submissions, can be found at the bottom of this document.

Section & Question Weightings		
Ref.	**Service Delivery**	
Q1	Evidence of Understanding and Planned Approach to Deliver Contract Requirements	20%
Q2	Evidence of Relevant Expertise and Ability to Undertake Requirements	20%
Q3	Evidence of Collaboration with Other Organisations	20%
Contract Management		
Q4	Demonstration of Record and Finance Management Processes	10%
Q5	Evidence of Ability to Handle and Manage Sensitive and Personal Information	10%

Please state the name of the lead/sole organisation:

Please state the Lot number:

Main Criteria
Question 1. Evidence of Understanding and Planned Approach to Deliver Contract Requirements
Please evidence your understanding of the contract requirements and **how** you plan to deliver the requirements outlined in the specification document. **Total:** 20% of Section Minimum Score of 60 must be achieved
Demonstrate how the aims and objectives will be achieved including the methodology for delivery of the In-Work Support Service and demonstrate how you will meet the target numbers. Response needs to evidence an understanding of the contract requirements and how risks will be managed and mitigated including risks to meeting the specification target numbers for each Lot as detailed in section 7 of the specification. Where Bidders propose to support more or less than the target Number, an explanation should be provided why and how they plan to support that number in the initial 24 month period. Bidders must clearly evidence and demonstrate how they will achieve or exceed the target numbers. If Bidders propose to support less than the target number a clear explanation and reason must be provided. Describe how the Welsh Language Standards and Disclosure and Barring Service requirements will be met. **Limit 3000 Words**
Supplier Response

Main Criteria
Question 2. Evidence of Relevant Expertise and Ability to Undertake Requirements
Evidence of the relevant expertise of the proposed staff to deliver the services for provision of the In-Work Support Services. The proposed staff roles and suitability of staff for those roles: A clear and detailed description of the resources to be deployed, task allocation (including evidence of the suitability of the personnel proposed for this contract in terms of their expertise and skills). **Total:** 20% of Section Minimum Score of 60 must be achieved
Please detail **who**, will be delivering In-Work Support Services as detailed in the specification. Please provide your management and staffing structure, including the skills, roles and responsibilities of the proposed staff including the dedicated single point of contact (and where applicable partners and the use of sub-contractors). **Word Limit 3000**
Supplier Response

Main Criteria
Question 3. Evidence of Collaboration with Other Organisations
Evidence how you will successfully collaborate with other organisations to enable cohesive and comprehensive delivery of support for the participants, including access to support outside of the IWS and ability to secure ongoing and complementary support for participants where required. **Total:** 20% of Section

Minimum Score of 60 must be achieved

Please demonstrate how you will ensure the quality of service and timely communication with both the participants and the organisations, sub-Contractors if applicable, and stakeholders specific to each Lot and across Lots. Please provide within your response as a minimum:

- proposed communication channels with both the participant, their GP, consortium members and sub-Contractors if applicable and stakeholders;
- how you will manage your commitment in meeting response times and taking into account fluctuations in activity;
- how you will develop working relationships with employers, healthcare professionals including GPs and organisations providing complementary services or support, including post In-Work Support;
- how you will manage referral pathways;
- how you will prevent potential duplication of support.

Word Limit 3000

Supplier Response

Main Criteria

Question 4. Demonstrate Suitable Record and Finance Management Processes

Provide evidence of the processes and systems to be used for setting up and maintaining information and records management, finance systems and claims mechanisms for monitoring and reporting. Including how ready access to records and information will be available if required by the Client and auditors.

Total: 10% of Section

Minimum Score of 60 must be achieved

Please also set out how you will monitor the quality, and accuracy of information provided to the Client, including but not limited to reports, trends, invoices, eligibility assessments, and how you will ensure that you maintain audit trails especially in respect to evidence for eligibility of participants, outputs and results, and invoicing.

Word Limit 2000

Supplier Response

Main Criteria
Question 5. Evidence of Ability to Handle and Manage Sensitive and Personal Information

Demonstrate how you will ensure compliance for handling sensitive and personal information in line with legal requirements and good practice and with the requirements set out in the specification.

Total: 10% of Section

Minimum Score of 60 must be achieved

Please detail how you will comply with the requirements set out in the specification to ensure that sensitive and personal information is protected, especially participant records. Please include details of how your staff and staff of sub-Contractors will gather, access and handle such information, what protocols you will implement in this respect, and how you will handle any breaches of such protocol.

Word Limit 1500

Supplier Response

Marking Scheme and Evaluation Guidance

Capability	Evidence Provided	Score	Remark
Bidder is likely to be able to meet the needs of the Authority.	Evidence is consistent, comprehensive, compelling, directly relevant to the project in all respects, highly credible and substantiated.	**100**	**Absolute Confidence**
	Evidence is sufficient, convincing and credible.	**80**	**Confidence**
Small risk that bidder will not be able to meet the needs of the Authority.	Evidence has minor gaps, or to a small extent is unconvincing, lacks credibility or irrelevant to the project.	**60**	**Minor Concerns**
Moderate risk that the bidder will not be able to meet the needs of the Authority	Evidence has moderate gaps, is unconvincing.	**40**	**Moderate Concerns**
Significant risk that the bidder will not be able to meet the needs of the Authority.	Evidence has major gaps, is unconvincing in many respects, lacks credibility, or largely irrelevant to the project.	**20**	**Major Concerns**
Bidder will not be able to meet the needs of the Authority.	No evidence or misleading evidence.	**0**	**Not acceptable**