Met Police logo

Invitation to Tender Pack:

Bidder’s Response- Part 4

***Technical Assessment Response***

Sourcing Event: 2027 – Business Design and Data, Business Change and Training Services for the Command and Control Refinement and Deployment Phase

Tender Notice Reference Number:

Response required by: 25th April 2025 @ 16:00

**Bidder Name:**

**Date:**

Instructions for Response

1. The below individually weighted questions assess Bidders’ capability to undertake the technical requirements of the Contract as part of the Invitation to Participate. This helps the Authority determine the most advantageous tender, in suppling the required services.
2. Please complete all questions and adhere to the stated word limit for each section.
3. Please refer to **Annex A - Lot 1 (Business Design Data and Business Change) and Annex A – Lot 2 (Training Services)** and any other named Procurement documents, which will abet the Bidder in submitting a complete and quality response.
4. Responses to the questions below will be evaluated using the Assessment Methodology, as set out in the **Instructions for Bidders and Procurement Overview and Procurement Specific Questionnaire.**

Scoring and Assessment Methodology

1. Please refer to the **Instructions for Bidders and Procurement Overview and Procurement Specific Questionnaire** for full details of the assessment procedure for this Tender, Award Criteria and assessment methodology.
2. **If you intend to provide a response for both lots within the tender please complete the following Technical response questions for each lot, clearly marking which lot they relate to.**

The marks available are:

Table 1a- Scoring Matrix for Lot 1 – Business Change, Business Design and Data Alignment

|  |  |  |
| --- | --- | --- |
| **Question**  **Ref.** | **Title** | **Weighting** |
| 4a | Specification Compliance | Pass/Fail |
| 4b | Service Methodology | 10% |
| 4c | Performance Indicators and Management | 10% |
| 4d | Quality of Services | 25% |
| 4e | Service Capacity | 30% |
| 4f | Staff Training and Continuous Development | 5% |
| 4g | Case Studies | 20% |

Table 1b- Scoring Matrix for Lot 2 – Training Services

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| --- | --- | --- |
| **Question**  **Ref.** | **Title** | **Weighting** |
| 4a | Specification Compliance | Pass/Fail |
| 4b | Service Methodology | 5% |
| 4c | Performance Indicators and Management | 10% |
| 4d | Quality of Services | 20% |
| 4e | Service Capacity | 40% |
| 4f | Staff Training and Continuous Development | 5% |
| 4g | Case Studies | 20% |

Confirmation of Lots

Please confirm which Lots you intend to bid for by checking the appropriate box

|  |  |  |
| --- | --- | --- |
| Lot 1 | Business Change, Business Design and Data Alignment |  |
| Lot 2 | Training Services |  |
| Lots 1 and 2 | Business Change, Business Design, Data Alignment and Training Services |  |

Please confirm which Lot this Technical Assessment Response relates to by checking the appropriate box

|  |  |  |
| --- | --- | --- |
| Lot 1 | Business Change, Business Design and Data Alignment |  |
| Lot 2 | Training Services |  |

Technical Assessment Response Form

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| --- | --- |
| **Ref.**  **4a** | **Specification Compliance** |
| Evaluators will consider the response for each Mandatory Requirement and score it using the criteria described in the Marking Scheme section.  If a Bidder fails to meet a mandatory requirement as outlined within the Statement of Requirements, this will be scored as a FAIL and Bidders may be disqualified from the Tender process, and the rest of their Tender response may not be marked. |
| Scoring | **Pass/Fail** |
| Q | Bidders are requested to submit a response in relation to the Statement of Requirements for Lot 1 or 2, stating whether you can meet each set of requirements, and if so then give full details of how each requirement is met. If you unable to comply with any aspect, please give an explanation of why it cannot be met. |
| R |  |

|  |  |
| --- | --- |
| **Ref.**  **4b** | **Service Methodology** |
| Please respond to this question at ‘R’. |
| Scoring | **This question is weighted within this section at 10% for Lot 1 and 5% for Lot 2** |
| Word Count | **1000 words excluding diagrams or pictures.** |
| Q | **Please provide a method statement which details how the Supplier will supply the Services.**  The Supplier’s response should give the Authority sufficient confidence in the Supplier’s ability and preparedness to deliver the Services to the contractual requirements. The Tenderer should be able to demonstrate and evidence:   1. how you will deliver the Service referring specifically to the Specification of Requirements; 2. how you meet and will continue to meet any standards which have been set for these requirements; and 3. will work towards the achievement of any desirable standards that have been set for these requirements. |
| R |  |

|  |  |
| --- | --- |
| **Ref.**  **4c** | **Performance Management and Indicators** |
| Please respond to this question at ‘R’.  Please ensure to refer to Annex C- Service Levels, Service Credits and KPIs. |
| Scoring | **This question is weighted within this section at 10% for Lot 1 and Lot 2** |
| Word Count | **1000 words excluding diagrams or pictures.** |
| Q | **Please explain how you will demonstrate and provide evidence of:**   * The achievement of the required performance standards (SLAs or KPIs) * Self-assessment of the set performance standards throughout this contract, and how you would assess the Authority’s satisfaction with the Services provided under the contract * How you would address any concerns or complaints raised by the Authority concerning the Contractor’s or Sub-Contractor’s poor performance, or complaints raised regarding the quality of Service * What Management Information would be required to support the assessment of the required performance standards * Any proposals for reporting metrics and/or data which addresses and records contract life performance trends |
| R |  |

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| --- | --- |
| **Ref.**  **4d** | **Quality of Services** |
| Please respond to this question at ‘R’. |
| Scoring | **This question is weighted within this section at 25% for Lot 1 and 20% for Lot 2** |
| Word Count | **1000 words excluding diagrams or pictures.** |
| Q | As the delivery of these requirements are essential to the success of the Refinement and Deployment phase of the Command and Control programme for MPS, MPS require assurances that all services procured through the contract are of the highest quality  **Please provide details of the following:**   * What policies or processes you have in place to ensure these services are delivered to a high quality standard * Any Key Performance Indicators (KPI’s) and Management Information that is pertinent * How the supplier will work collaboratively with delivery teams to deliver services of a high quality standard * How you intend to determine customer satisfaction and continuously improve services |
| R |  |

|  |  |
| --- | --- |
| **Ref.**  **4e** | **Service Capacity** |
| Please respond to this question at ‘R’. |
| Scoring | **This question is weighted within this section at 30% for Lot 1 and 40% for Lot 2** |
| Word Count | **1000 words excluding diagrams or pictures.** |
| Q | The Services required under this contract are essential to support front line policing therefore the ability to work flexibly and collaboratively is highly desirable.    **Please provide details of the following:**   * How the supplier intends to deliver services in accordance with the anticipated “drops” within the Refinement and Deployment Phase of the programme * Any evidence or information to confidently demonstrate to the Authority that timely and high quality services will be consistently received     **Please note timescales provided will be compared against other Bidders.** |
| R |  |

|  |  |
| --- | --- |
| **Ref.**  **4f** | **Staff Training and Continuous Development** |
| Please respond to this question at ‘R’. |
| Scoring | **This question is weighted within this section at 5% for Lot 1 and Lot 2** |
| Word Count | **1000 words excluding diagrams or pictures.** |
| Q | When accessing a service it is important that delivery teams are capable and skilled to provide successful delivery of requirements.  **Please provide details of:**   * What training and coaching (internal and/or external) do you provide to delivery teams in order to continuously improve their performance in delivery of the contract requirements * What opportunities do you provide to staff in order for them to progress and grow talent and capability as part of their role in the delivery team |
| R |  |

|  |  |
| --- | --- |
| **Ref.**  **4g** | **Case Studies** |
| Please respond to this question at ‘R’. |
| Scoring | **This question is weighted within this section at 20% for Lot 1 and Lot 2** |
| Word Count | **1000 words per case study excluding diagrams or pictures.** |
| Q | Please provide two case studies relating to contracts of a similar scale and nature that you have successfully delivered either within our outside of the public sector  **Please provide case studies that include, but are not restricted to, the following aspects:**   * The nature of the requirement and key deliverables * The complexity of the requirement and how project risks were mitigated and managed * How resources were deployed to ensure quality service and timely delivery * How the supplier determined successful and quality delivery and outputs |
| R |  |