

**Award Questionnaire Response, Evaluation and Marking Scheme**

**Domestic Violence Perpetrator Programme**

**Pro Contract Reference DN108218**

**Attachment 3**

# Award Questionnaire Response Guidance, Evaluation and Marking Scheme

1. **Introduction**
   1. The defined terms used in the ITT document (Attachment 1) shall apply to this document.

# Overview

* 1. The Award Questionnaire is broken down into the following sections:

Section A: Accreditation

Section B: Service Delivery

Section C: Risk Management and Governance

Section B: Staffing

Section D: Collaborative and Partnership Working

Section E: Staffing Section

Section F: Outcomes

* 1. 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. 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:

|  |  |  |  |
| --- | --- | --- | --- |
| **Question** | **Section** | **Score** | **Weighting** |
| **Q1** | **A - Accreditation** | Pass/Fail | N/a |
| **Q2** | **B – Service Delivery** | 0-12 | 10 |
| **Q3** | **B – Service Delivery** | 0-12 | 10 |
| **Q4** | **C – Risk Management & Governance** | 0-12 | 5 |
| **Q5** | **C – Risk Management & Governance** | 0-12 | 10 |
| **Q6** | **D - Collaborative and Partnership Working** | 0-12 | 5 |
| **Q7** | **E - Staffing** | 0-12 | 10 |
| **Q8a** | **F - Outcomes** | 0-12 | 1 |
| **Q8b** | **F - Outcomes** | 0-12 | 1 |
| **Q8c** | **F - Outcomes** | 0-12 | 1 |
| **Q8d** | **F - Outcomes** | 0-12 | 1 |
| **Q8e** | **F - Outcomes** | 0-12 | 1 |
| **Q8f** | **F - Outcomes** | 0-12 | 1 |
| **Q8g** | **F - Outcomes** | 0-12 | 1 |
| **Q8h** | **F - Outcomes** | 0-12 | 1 |
| **Q8i** | **F - Outcomes** | 0-12 | 1 |
| **Q8j** | **F - Outcomes** | 0-12 | 1 |
| Total | | | 60% |

**SECTION A**

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| --- | --- |
| **Accreditation** | |
| **Question 1.**  Please confirm you are Respect Accredited and provide evidence of accreditation. | |
| Yes No | |
| **Marking Scheme** | **Evaluation Marking Scheme** |
| **Pass/Fail** | Answering no to this Q1, will result in an automatic fail. |

**SECTION B**

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| **SERVICE DELIVERY** | |
| **Question 2.**  Please explain how you intend to meet the Authority’s service objectives and outcomes, as identified in the Specification  Enter Question Text | |
| **Max word count – 2 pages of A4**  *Tenderers should refrain from including generalised statements, information not relevant to the requirement and information relating to general marketing of your organisation. Additional documents e.g. brochures, promotional flyers etc. will not be taken into account. Each question answered must be complete in its own right and tailored towards that specific question.* *Diagrams and pictures are permitted as part of the tenderer’s response to the questions and will not be included in the word count.* | |
| **Question 3.**  Please demonstrate your experience of offering an integrated support service as identified in the Specification | |
| **Max word count – 2 pages of A4**  *Tenderers should refrain from including generalised statements, information not relevant to the requirement and information relating to general marketing of your organisation. Additional documents e.g. brochures, promotional flyers etc. will not be taken into account. Each question answered must be complete in its own right and tailored towards that specific question.* *Diagrams and pictures are permitted as part of the tenderer’s response to the questions and will not be included in the word count.* | |
| **Marking Scheme** | **Evaluation Marking Scheme** |
| **Score 12** | The tenderer’s answer is comprehensive and demonstrates that they fully understand the requirement. The tenderer has supplied clear, detailed information and the evidence is unequivocal. |
| **Score 9** | The tenderer has demonstrated a good understanding of the requirement. The evidence is clear and convincing with minor reservation(s) in one (1) key area. |
| **Score 6** | The tenderer has demonstrated a reasonable understanding of the requirement. The evidence is fairly clear and convincing with minor reservations in two (2) or more key areas. |
| **Score 3** | In majority of the areas the evidence is unclear and unconvincing. The overall response casts doubt on the tenderer’s ability to deliver the service. |
| **Score 1** | In virtually all key areas there is a lack of convincing evidence which casts serious doubt about the tenderer’s ability, skills and knowledge. |
| **Score 0** | No response provided or totally fails to address the question. |

**SECTION C**

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| --- | --- |
| **RISK MANAGEMENT AND GOVERNANCE** | |
| **Question 4.**  Please provide details of your complaints procedure | |
| **Max word count – 2 pages of A4**  *Tenderers should refrain from including generalised statements, information not relevant to the requirement and information relating to general marketing of your organisation. Additional documents e.g. brochures, promotional flyers etc. will not be taken into account. Each question answered must be complete in its own right and tailored towards that specific question.* *Diagrams and pictures are permitted as part of the tenderer’s response to the questions and will not be included in the word count.* | |
| **Question 5.**  Please explain how you safeguard children/young people and vulnerable adults at risk of harm. | |
| **Max word count – 2 pages of A4**  *Tenderers should refrain from including generalised statements, information not relevant to the requirement and information relating to general marketing of your organisation. Additional documents e.g. brochures, promotional flyers etc. will not be taken into account. Each question answered must be complete in its own right and tailored towards that specific question.* *Diagrams and pictures are permitted as part of the tenderer’s response to the questions and will not be included in the word count.* | |
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| **Score 0** | No response provided or totally fails to address the question. |

**SECTION D**

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| **COLLABORATIVE AND PARTNERSHIP WORKING** | | |
| **Question 6**  Please provide examples of how you have set up and worked with multi-agency partnerships, outlining how you have had to resolve a partnership problem and what type of agencies will you expect to receive referrals from. | | |
| **Max word count – 2 pages of A4**  *Tenderers should refrain from including generalised statements, information not relevant to the requirement and information relating to general marketing of your organisation. Additional documents e.g. brochures, promotional flyers etc. will not be taken into account. Each question answered must be complete in its own right and tailored towards that specific question.* *Diagrams and pictures are permitted as part of the tenderer’s response to the questions and will not be included in the word count.* | |
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| **Score 0** | | No response provided or totally fails to address the question. |

**SECTION E**

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| **STAFFING** | |
| **Question 7**  Please outline the number of staff that will be dedicated to work on this programme and the number of days/hours per week they will be working. Also, provide copies of their CVs and JDs  Enter Question Text | |
| **Max word count – 2 pages of A4**  *Tenderers should refrain from including generalised statements, information not relevant to the requirement and information relating to general marketing of your organisation. Additional documents e.g. brochures, promotional flyers etc. will not be taken into account. Each question answered must be complete in its own right and tailored towards that specific question.* *Diagrams and pictures are permitted as part of the tenderer’s response to the questions and will not be included in the word count.*  **Max word count -3500**  *Tenderers should refrain from including generalised statements, information not relevant to the requirement and information relating to general marketing of your organisation. Additional documents e.g. brochures, promotional flyers etc. will not be taken into account. Each question answered must be complete in its own right and tailored towards that specific question.*  **Max word count - 3500**  *Tenderers should refrain from including generalised statements, information not relevant to the requirement and information relating to general marketing of your organisation. Additional documents e.g. brochures, promotional flyers etc. will not be taken into account. Each question answered must be complete in its own right and tailored towards that specific question.* | |
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| **Score 0** | | No response provided or totally fails to address the question. |

**SECTION F**

|  |  |
| --- | --- |
| **Outcomes** | |
| **Question 8a**  How will partners, ex-partners and others at risk be offered support, information and advocacy.  Enter Question Text | |
| **Max word count – 2 pages of A4**  *Tenderers should refrain from including generalised statements, information not relevant to the requirement and information relating to general marketing of your organisation. Additional documents e.g. brochures, promotional flyers etc. will not be taken into account. Each question answered must be complete in its own right and tailored towards that specific question.* *Diagrams and pictures are permitted as part of the tenderer’s response to the questions and will not be included in the word count.*  **Max word count -3500**  *Tenderers should refrain from including generalised statements, information not relevant to the requirement and information relating to general marketing of your organisation. Additional documents e.g. brochures, promotional flyers etc. will not be taken into account. Each question answered must be complete in its own right and tailored towards that specific question.*  **Max word count - 3500**  *Tenderers should refrain from including generalised statements, information not relevant to the requirement and information relating to general marketing of your organisation. Additional documents e.g. brochures, promotional flyers etc. will not be taken into account. Each question answered must be complete in its own right and tailored towards that specific question.* | |
| **Question 8b**  How will you measure perpetrators reporting an enhanced understanding on the impact of domestic violence on victims, children and young people | |
| **Max word count – 2 pages of A4**  *Tenderers should refrain from including generalised statements, information not relevant to the requirement and information relating to general marketing of your organisation. Additional documents e.g. brochures, promotional flyers etc. will not be taken into account. Each question answered must be complete in its own right and tailored towards that specific question.* *Diagrams and pictures are permitted as part of the tenderer’s response to the questions and will not be included in the word count.* | |
| **Question 8c**  Please outline how children and young people’s need for services will decrease as a result of perpetrators attending the programme and mother’s being supported. | |
| **Max word count – 2 pages of A4**  *Tenderers should refrain from including generalised statements, information not relevant to the requirement and information relating to general marketing of your organisation. Additional documents e.g. brochures, promotional flyers etc. will not be taken into account. Each question answered must be complete in its own right and tailored towards that specific question.* *Diagrams and pictures are permitted as part of the tenderer’s response to the questions and will not be included in the word count.* | |
| **Question 8d**  How will you measure perpetrators taking positive action in reducing domestic violence and its impact on victims, children and young people? | |
| **Max word count – 2 pages of A4**  *Tenderers should refrain from including generalised statements, information not relevant to the requirement and information relating to general marketing of your organisation. Additional documents e.g. brochures, promotional flyers etc. will not be taken into account. Each question answered must be complete in its own right and tailored towards that specific question.* *Diagrams and pictures are permitted as part of the tenderer’s response to the questions and will not be included in the word count.* | |
| **Question 8e**  How will you measure service user satisfaction? | |
| **Max word count – 2 pages of A4**  *Tenderers should refrain from including generalised statements, information not relevant to the requirement and information relating to general marketing of your organisation. Additional documents e.g. brochures, promotional flyers etc. will not be taken into account. Each question answered must be complete in its own right and tailored towards that specific question.* *Diagrams and pictures are permitted as part of the tenderer’s response to the questions and will not be included in the word count.* | |
| **Question 8f**  How will programme workers and partner support workers discuss cases? | |
| **Max word count – 2 pages of A4**  *Tenderers should refrain from including generalised statements, information not relevant to the requirement and information relating to general marketing of your organisation. Additional documents e.g. brochures, promotional flyers etc. will not be taken into account. Each question answered must be complete in its own right and tailored towards that specific question.* *Diagrams and pictures are permitted as part of the tenderer’s response to the questions and will not be included in the word count.* | |
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| **Score 0** | | No response provided or totally fails to address the question. |

**Please complete the below table**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| ***Outcomes from the Service*** | ***End of Year 1*** | ***End of Year 2*** | ***End of Year 3*** | * ***Option 1 End of year 4*** | * ***Option 2 End of year 5*** |
| **8g**. What is the expected success rate for completing the programme |  |  |  |  |  |
| **8h**. How many victims will report a reduction in domestic violence including the number reporting to the police. |  |  |  |  |  |
| **8i**. How many specialists’ reports will be written on current and potential risk posed by the perpetrator to victim and children. |  |  |  |  |  |
| **8j**. How many professionals in Hounslow will be upskilled/trained on how to effectively work with perpetrators |  |  |  |  |  |

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| --- | --- |
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