Institute for Apprenticeships & Technical Education

T Levels ITT – Tender Response Document

Part 2 – Award Questionnaire general questions

Invitation to Tender

T Levels Programme – Awarding Organisations Procurement (Wave 4)

Attachment 6 – Tender Response Document Part 2 – Award Questionnaire general questions

Important note to Potential Suppliers:

You must complete these Award Questionnaire general questions and submit your responses using the e-Sourcing Portal. Please answer the following questions in full.

Who must complete the Award Questionnaire general questions?
Questions 9.1 to 9.6 and 10.1 to 10.5 need to be completed only once in respect of each Potential Supplier and/or Group of Economic Operators.

Where there are variations in the proposed approach between Lots, these should be clearly stated in the relevant responses. Otherwise, evaluators will assume that the same approach is to be used for each Lot in respect of which the Potential Supplier is responding.

Terminology
Unless the context provides otherwise, capitalised expressions in the Award Questionnaire shall have the meaning given to them in the Glossary forming part of this ITT.

In the Award Questionnaire "you" / "your" refers to the entity completing the questionnaire.

Character count
You must not exceed any character limits set out in the Award Questionnaire in respect of specific questions. Any characters in excess of any stated character limit will not be taken into account in the evaluation. Potential Suppliers should note that the e-Sourcing Portal character count can differ from the character count stated by word processing packages, and Potential Suppliers are advised to check the applicable character count within the e-Sourcing Portal in sufficient time to make changes if needed to reduce the length of the relevant response.

Attachments
Any attachments should be in either a MS Word, MS Excel or PDF format.

How answers are evaluated
Full details on how the responses to the Award Questionnaire will be evaluated are set out in Attachment 4 - Evaluation Methodology and Guidance.

When completing the Award Questionnaire you should refer closely to Attachment 4 - Evaluation Methodology and Guidance as this includes further information on the details which should be included when answering each question, and how the information you provide in your responses will be assessed.

GATE D: Award Questionnaire: general questions

The general questions set out in this section of the Award Questionnaire (ie questions 9.1 – 9.6 and 10.1 – 10.5) should only be answered once in respect of all Lots / TQs which the Potential Supplier is bidding for. When completing these questions, the question should be treated as referring to "each TQ" or "the relevant TQ(s)" where applicable / as the context permits.

In the following questions, attachments should only be provided where specifically indicated in the relevant question and should only contain content appropriate to that attachment. The content of any such attachments, including the use of diagrams / pictures will not count towards any applicable character limits. Permitted attachments will be scored as part of the evaluation of the question response of which they form part.

Potential Suppliers should take into account in formulating their responses the relevant sections of the Service Requirements and the Contract terms and conditions and schedules and relevant Ofqual conditions.

Each question includes a requirement as to the specific questions which should be addressed in your response – the text of these questions as included in your response will not be included in the character count.

Where relevant, you should ensure your response explains **how** you will deliver the relevant requirement; **why** this is in your view the best solution based on your experience; and **what** positive impact your proposed approach will have, including on the quality and standard of the TQ. Supporting **evidence** should be given where possible.

Potential Suppliers should note that in the event that they are successful, the resulting Contract shall be completed using the responses given in the Award Questionnaire together with the content of the Pricing Schedule. Full details are given in the Contract forming part of this ITT.

Full details on how the responses to this Award Questionnaire will be evaluated are set out in the Evaluation Guidance.

When completing the Award Questionnaire you should refer closely to Attachment 4 - Evaluation Methodology and Guidance as this includes further information on the details which should be included when answering each question, and how the information you provide in your responses will be assessed.

SECTION 9A – Delivery of core business services – general questions

Question 9.1	Reporting of Students' registration, entry information and results

Maximum character count: 10,000

Weighting: Pass / Fail

Minimum score: None

Attachment requirements: None

QUESTION

Please set out your proposal for meeting all of the Service Requirements relating to the reporting of entry and attainment information, including paragraphs 5 and 8 of Part 1 and SR6.1 and 7.1 in Part 2 of the Service Requirements.

RESPONSE REQUIREMENTS

In answering the above question relating to meeting the reporting of entry and attainment information set out in the Service Requirements:

- Please set out as part of your response how you will meet Service Requirements Part 1, Paragraph 5, Student registration and Student entry
- Please set out as part of your response how you will meet Service Requirements Part 1, Paragraph 8, TQ results
- Please set out as part of your response how you will meet Service Requirements Part 2, Outcome SR6.1, Unique identification of Students
- Please set out as part of your response how you will meet Service Requirements Part 2, Outcome SR7.1, Accurate and complete results
- Please confirm in your response that you accept that you will not issue T Level certificates or T Level statements of achievement. However, you will be required to issue formal notification of TQ results (typically in the form of a results slip) with the approval of the Authority.

Your response here:

Question 9.2	TQ Provider approval and monitoring services

Maximum character count: 6,000

Weighting: 2

Minimum score: None

Attachment requirements: None

QUESTION

Please set out your proposal for meeting all of the Service Requirements relating to the approval and monitoring of eligible Providers to deliver the TQ, including paragraph 3 of Part 1 and SR4.1 in Part 2 of the Service Requirements. Your response should provide sufficient detail to give confidence in your ability to deliver a high quality draft Assessment Strategy for submission to the Authority at Interim Milestone 1.

If you are successful, your response in relation to monitoring and quality assurance processes will form part of your initial Assessment Strategy in the Contract. Note that it is a requirement of the Contract that your final Assessment Strategy is consistent with the details provided in your Tender unless otherwise agreed in writing with the Authority.

RESPONSE REQUIREMENTS

In answering the above question, please include a response to each of the following elements under separate headings (the text of the questions below shall not be included in the character count):

- How will you ensure that Providers you approve to deliver the TQ are capable of delivering the TQ to the required standard and meet the relevant requirements on an ongoing basis throughout the term of the Contract?
- What is your approach and timescales as aligned to the critical path in Annex 4 to the Service Requirements, in respect of both new Providers and those already approved by you to deliver other qualifications:
    - To develop your Provider Approval Criteria (as defined in the Contract) and
    - Assessing that Providers meet your Provider Approval Criteria
        - For initial assessment and
        - For ongoing monitoring of delivery by approved Providers
- How will you guide the Providers through the approval process to deliver the TQ, to ensure those who meet your requirements are approved?
- How will you ensure that any concerns about the ability of an Eligible Provider (as defined in the Contract) to obtain approval to deliver the TQ are raised with the Authority and any issues are resolved in a timely manner?
- What is your Provider monitoring and quality assurance process, and how will it be implemented and applied?
- How will you ensure that your standards in relation to the TQ are met consistently across Providers?
- How will you ensure ongoing compliance by Providers with your standards in relation to the TQ over the Contract term?
- How will you identify causes for concern in relation to Providers and how you will decide when to intervene?
- How will you resolve issues with Providers failing to meet your standards in relation to the TQ?
- How will you identify and manage any potential conflict of interest that the Providers may have?

Your response here:

Question 9.3	TQ Post-Results Services

Maximum character count: 6,000

Weighting: 2

Minimum score: None

Attachment requirements: None

QUESTION

Please set out your proposal for meeting all of the Service Requirements relating to the Post-Results Services (as defined in the Contract) to deliver the TQ, including paragraphs 2 and 9 of Part 1 and SR8.1 and SR8.2 in Part 2 of the Service Requirements.

RESPONSE REQUIREMENTS

In answering the above question, please include a response to each of the following elements under separate headings (the text of the questions below shall not be included in the character count):

- What is your process to implement and deliver the TQ Post-Results Services?
- How will the TQ Post-Results Services be delivered to a high standard and on time for a period of two years after the end of the final academic year for each cohort?
- How will you operate the appeals process in relation to TQ results and decisions made in respect of Providers and Students in relation to the TQ?
- What transparent and effective process will you operate for review of marks and assessor judgements for each component of the TQ?
- How will you ensure ease of access to Additional Services and responsiveness to Provider and Student queries?
- How will you provide Providers with reassurance in the transparency and fairness of the TQ assessment process and judgments?
- How will you ensure details of TQ results are delivered on a secure and timely basis?
- How will results queries be addressed?

Your response here:

Question 9.4	TQ Provider support services

Maximum character count: 10,000

Weighting: 7

Minimum score: None

Attachment requirements: None

QUESTION

Please describe how you would prepare and support Providers for delivering the TQ and deliver the Service Requirements relating to the TQ Provider support services, including paragraph 4 of Part 1 and SR5.1 in Part 2 of the Service Requirements.

RESPONSE REQUIREMENTS

In answering the above question, please include a response to each of the following elements under separate headings (the text of the questions below shall not be included in the character count):

- How will you ensure Approved Providers (as defined in the Contract) are fully supported to plan and deliver the TQ?
- How will you make available details of the Fees (as defined in the Contract) to Providers?
- What is the range of support you will offer to Providers, i.e. the diversity of formats offered to Providers?
- How long before first teaching will you make the TQ sample assessment materials available to Providers?
- How will you ensure ease of access to the Provider support services offered?
- How will you ensure responsive answers to Provider queries and complaints?
- What is the depth of support to be provided in understanding the relevant occupational area(s)?
- How will you ensure the support provided to Providers will always be relevant, will reflect up to date practices and will always relate to the relevant occupational context?
- What proactive and innovative ways to engage with Providers will you offer?
- How will you collaborate with other Awarding Organisations to provide an effective service and drive innovation?
- How will you collaborate with the organisation selected by the Department to design and deliver the training and support to Providers to ensure their professional readiness to deliver T Levels?
- Please list and summarise what policies and procedures you have or will you put in place with Providers to ensure the quality of internal and external assessment and deal with incidents of malpractice, appeals and complaints?

Your response here:

Question 9.5	Grading and awarding

Maximum character count: 20,000

Weighting: 6

Minimum score: 3 out of 5

Attachment requirements: (Optional) Diagram of grading and awarding structure

QUESTION

Please set out your proposal for meeting the Authority's grading and awarding requirements relating to the development, delivery and management of TQ content.

If you are successful, your response will form part of your initial Assessment Strategy in the Contract. Note that it is a requirement of the Contract that your final Assessment Strategy is consistent with the details provided in your Tender unless otherwise agreed in writing with the Authority. Your response should provide sufficient detail to give confidence in your ability to deliver a high quality draft Assessment Strategy for submission to the Authority at Interim Milestone 1 (as set out in Annex 7 of the Service Requirements).

Your response should take into account the product description for the Assessment Strategy set out in Part 3 (Product Descriptions) of the Service Requirements.

Your response should address the points below in relation to both the TQ Core Component and all relevant Occupational Specialist Components; and in the context of the initial development of the TQ content and of all subsequent changes to the TQ, explaining how such changes will be efficiently managed and delivered.

RESPONSE REQUIREMENTS

In answering the above question, please include a response to each of the following elements under separate headings (the text of the questions below will not be included in the character count):

- How will the grading and awarding of the TQ be structured? (This could be presented as a diagram.)
- How will your proposed approach to developing and managing the grading and awarding of the TQ secure ongoing compliance with the relevant outcomes/measures and requirements?
- How will you require the implementation and use by Providers, Assessors and Moderators of the Approved Guide Standard Exemplification Materials (as defined in the Service Requirements)?
- How will you engage Providers and employers in the development of the grading and awarding for the TQ?

Your response here:

Question 9.6	Social value

Maximum character count: 5,000

Weighting: 2

Minimum score: None

Attachment requirements: None

QUESTION

The Institute is committed to being a leader in driving and implementing social value in accordance with the Public Services (Social Value) Act 2012. This means that the Institute must consider where added value and benefit, in relation to economic, social and environmental aspects, can be delivered to the T Level Programme, over and above those already delivered, or those about to be delivered, as part of the Service Requirements. Therefore, the Institute is keen to determine what positive commitment Potential Suppliers can make to social value that could impact the successful outcome of Students on the T Level Programme.

Please outline how your organisation's recruitment approach would support diversity and inclusion through uptake of apprenticeships and industry placements during the T Level Programme. Please demonstrate your commitment to social value on apprenticeships and industry placements, describing the methods to be employed and drawing on the aspects listed below. The deliverables should include an outline of how you would measure and monitor progress; and what innovative, sustainable approaches in the form of improved tools, techniques and technologies you would deploy.

RESPONSE REQUIREMENTS

In answering the above question, please include a response to each of the following elements under separate headings (the text of the questions below will not be included in the character count):

- Please set out how your organisation is committed to recruit apprenticeships, and whether you would offer industry placements to students undertaking appropriate T Levels. Please set out your target numbers for each element, outlining your training proposal for Students during their apprenticeships or industry placements, such as the workplace opportunities and schemes.
- How would you provide additional support though appropriate training to Students with disabilities or the most disadvantaged, to improve their employment prospects?
- What monitoring and tracking mechanism do you have/would you put in place to ensure Students are actively participating in apprenticeships and industry placements?

Your response here:

SECTION 10A – Business process, resourcing, ensuring capacity, and risk management and operations – general questions

Question 10.1	Key risks, dependencies and contingency planning

Maximum character count: 10,000

Weighting: 5

Minimum score: None

Attachment requirements: (Mandatory) Your Risk Register meeting the relevant Service Requirements; and your business continuity plan in the form of a text document listing all key Services disruption risks and the action plan in case any of them materialises with clear accountabilities and sequence of actions.

If you are successful, your business continuity plan will be included in Schedule 10 of the Contract.

IT risks and IT disaster recovery plans do not need to be addressed in your response to this question.

QUESTION

Please describe your approach for identifying and effectively managing key risks and dependencies in relation to developing and delivering the TQ, including identifying the key risks and dependencies you envisage will exist in relation to the TQ, and the countermeasures and contingencies which you propose to build into the implementation and delivery of the TQ.

Your response should take into account the product description for the Risk Register set out in Part 3 of the Service Requirements.

RESPONSE REQUIREMENTS

In answering the above question, please include a response to each of the following elements under separate headings (the text of the questions below shall not be included in the character count):

- What is your approach to the ongoing identification, assessment, monitoring and reporting and management of key implementation, resourcing and commercial risks over the Contract term?
- How will you identify all of the key dependencies for developing and delivering the TQ and how will they be managed?
- How will you put in place clear and effective countermeasures and contingency plans against all identifiable risks including:
    - a business continuity plan focused on protecting TQ Students' interests;
    - a risk management strategy appropriate and proportionate to the Service Requirements and delivery of a qualification available through a single awarding organisation; and
    - a plan on how risks related to Providers will be managed?

Your response here:

Question 10.2	Management and governance arrangements

Maximum character count: 7,500

Weighting: 2

Minimum score: None

Attachment requirements: (Four mandatory attachments) (i) Your governance diagram or chart detailing your organisational structure for this Contract, including reporting lines, name of individuals and job title for any key individual with management or oversight responsibilities for this Contract, which should include the Supplier Authorised Representative (as defined in the Contract); (ii) your Issues Log (as defined in the Contract) template that would detail any events, matters and/or circumstances which occur and could impact the successful performance of the Services; and (iii) your escalation process flow in the form of a process map that demonstrates the different steps of the escalation (iv) complete template of named key personnel which will be included in Schedule 7 of the Contract (if successful).

The content of the attachments to this question should be consistent with your outline Resource Plan.

QUESTION

Please describe the governance and day-to-day management structures which you will have in place for the delivery of the Contract, including details and experience of the key individuals with management or oversight responsibilities for the Contract, the governance arrangements to be deployed, and the escalation processes.

The response should provide a clear explanation of the governance and day-to-day management structures and processes in relation to the development, delivery and awarding of the TQ.

Where relevant, the response should include your Sub-Contractors and/or members of a Group of Economic Operators, and should additionally explain how the overall governance and management arrangements will work across the different organisations.

RESPONSE REQUIREMENTS

In answering the above question, please include a response to each of the following elements under separate headings (the text of the questions below shall not be included in the character count):

- What is the overall structure of your governance and management arrangements, including organisational structure and reporting lines and any relevant oversight or decision making bodies (e.g. boards, committees) and their responsibilities ensuring appropriate accountability for the delivery of the TQ, at all levels?
- What are the details (and names) of key senior management individuals and key management individuals who are accountable for delivering the contractual requirements or who are responsible for day-to-day management for the development, delivery and awarding of the TQ, and what are their roles and responsibilities?
- How will your management of the Services draw effectively on your experience and capacity?
- How will the oversight and management functions operate within your overall governance and management structures, including your approach to project management, to monitoring and reporting against the Service Requirements and meeting regulatory requirements?
- What is your methodology for ongoing stakeholder engagement: your processes for involving and working with Providers and employers in different phases of the Contract, including escalation and resolution process for issues and a clear explanation of your proposals around external-facing communications?

• What is your proposed escalation process for the resolution of disputes to result in the prompt resolution of any such disputes wherever possible? • What is your approach to consistently meet the Key Performance Indicators in the Contract and your resolution process to remediate any performance issue as quickly as possible? • Where you intend to sub-contract a proportion of the Contract, how have you previously maintained healthy supply chains with your Sub-Contractor(s)? • What are your supply chain management tracking systems to ensure performance of the Contract and including prompt payment or membership of the UK Prompt Payment Code (or equivalent schemes in other countries)?
Your response here:

Question 10.3	Reporting

Maximum character count: 5,000

Weighting: 2

Minimum score: None

Attachment requirements: None

QUESTION

Please detail your capacity and processes for complying with the reporting and Management Information ("MI") requirements of the Contract, including in paragraph 10 of the Service Requirements.

RESPONSE REQUIREMENTS

In answering the above question, please include a response to each of the following elements under separate headings (the text of the questions below shall not be included in the character count):

- Where you are proposing to use existing systems, how will your existing MI and data systems meet the relevant MI and data requirements in the Contract, including those systems operated by all relevant Sub-Contractors?
- Where you are proposing to rely on new or additional MI or data systems, how will you ensure these will be fully tested and operational in time to meet the relevant MI and reporting requirements?
- How will you cooperate with your Sub-Contractors (if any), Providers, employers and any other relevant parties to collate and provide the MI on time?
- How will you ensure that all MI and data to be submitted, including that provided by any Sub-Contractors, is timely and accurate, including any checking and quality assurance procedures you will put in place?
- What is your process for producing the different reports set out in the MI and reporting requirements?

Your response here:

Question 10.4	Internal quality assurance plan

Maximum character count: 5,000

Weighting: 2

Minimum score: None

Attachment requirements: (Mandatory) Your internal quality assurance policy in the form of a process map describing the steps of the quality assurance process, when they would happen, what would trigger them taking place, the tasks undertaken and the consequences depending on the outcome.

QUESTION

Please describe your internal quality assurance process which would apply to the Services, by detailing the steps, timings and resources deployed to ensure the quality of the products submitted to the Authority for approval are of the highest standards and will not require onerous modifications or delay the TQ being approved, and setting out details of your proposed quality assurance arrangements for TQ assessments.

Your response should provide sufficient detail to give confidence in your ability to deliver a high quality draft Assessment Strategy for submission to the Authority at Interim Milestone 1.

RESPONSE REQUIREMENTS

In answering the above question, please include a response to each of the following elements under separate headings (the text of the questions below shall not be included in the character count):

- How will you comply with your own quality assurance measures and with all applicable Authority and/or Ofqual requirements in relation to the TQ?
- How will you ensure that to the extent that your resourcing includes the use of Sub-Contractors and/or members of a Group of Economic Operators, all of the relevant Service Requirements around quality assurance will be met throughout your supply chain or consortium by your proposed quality assurance process?
- What does your sign-off process involve?
- What are your criteria for internal approval?

.

Your response here:

Question 10.5	Exit and transition management

Maximum character count: N/A

Weighting: 2

Minimum score: None

Attachment requirements: (Mandatory) Complete outline exit plan (using supplied template) for the transition of the services to a new supplier at the end of the Contract.

QUESTION

Within the outline exit plan please describe your general arrangements for managing the Service Requirements with regards to: Ordinary Exit, Early Exit and Emergency Exit (each as defined in the Contract), in each case so as to ensure a smooth and efficient exit or transition (as the case may be).

The response should demonstrate how you will ensure compliance with exit requirements set out in clause 14 and Schedule 12 of the Contract.

RESPONSE REQUIREMENTS

In answering the above question within the (Mandatory) outline exit plan template, as well as completing all of the sections, please ensure your response addresses the following elements under the relevant section:

- How will you comply with the provision of Exit Information (as defined in the Contract) requirements?
- How will you ensure that the information including Exit Information is made available in a transferable format that can be accessed by the Authority and/or any replacement TQ supplier?
- How will you fully cooperate with the Authority and/or any replacement TQ supplier in the re-procurement and/or handover of the Services to ensure minimal disruption to the T Level Programme and Students participating in the T Level Programme?
- How will you coordinate the transfer/transition activities for all Sub-Contractors involved in delivering the Contract?
- How will you continue with the ongoing provision of the Services during the period of ‘parallel provision’ in relation to the TQ with the replacement TQ supplier?