**Volume 3:** Quality Questions

The quality questions in the table below will account for 70% of the overall evaluation score.

This document sets out the quality questions and the scoring guide.

**Scoring Guide**

Each Bidder’s responses will be evaluated and scored using the scoring guide below.

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| --- | --- | --- |
| **Score** | **Classification** | **Characteristics** |
| 0 | Unsatisfactory | No response or response does not provide relevant information and does not directly answer the question. The response is non-assessable and/or incomprehensible such that the panel has no confidence in it. |
| 1 | Inadequate | Substantially unacceptable or inadequate. The response fails in several significant areas with material omissions or information which is not supported by sufficient breadth and sufficient quality of evidence/examples. The panel has considerable reservations and a very low confidence level in respect of the Bidder’s understanding of the requirements and/or its ability, expertise, skills and/or resources to deliver the requirements. |
| 2 | Weak | Partially satisfies the requirement with deficiencies apparent. The response lacks sufficient breadth or quality of relevant evidence/examples. The panel has reservations and a low confidence level in respect of the Bidder’s understanding of the requirements and/or its ability, expertise, skills and/or resources to deliver the requirements. |
| 3 | Satisfactory | Acceptable response which meets minimum requirements but could have been expanded upon. Some detail is provided to support the proposal but there remain weaknesses in a few areas of the response. The panel is reasonably confident about the Bidder’s understanding of the requirements and/or its ability, expertise, skills and/or resources to deliver the requirements, but some reservations remain. |
| 4 | Good | A response supported by good evidence/examples of the Bidder’s ability. All requirements are met, and evidence is provided to support the answers demonstrating sufficiency, compliance and either actual experience or a process of implementation. The panel has a high level of confidence in the Bidder’s understanding of the requirements and/or its ability, expertise, skills and/or resources to deliver the requirements. |
| 5 | Excellent | A response which meets the requirements comprehensively that inspires full confidence among the panel as to the Bidder’s understanding of the requirements and/or its ability, expertise, skills and/or resources to ensure the specification is fully met. The manner in which this will be achieved is robustly and clearly demonstrated and evidenced, either by giving examples of past experience or through a clear process of implementation. |

**The Combined Authority may, at its discretion, reject a bid which scores less than a 3 in response to any question.**

**Quality Questions**

The quality questions in the table below will account for 70% of the overall evaluation score.

Bidders must not exceed the page limits set out in the table below. Where a response exceeds the stated limit, the Combined Authority will not take account of additional text and such text will therefore be disregarded from the evaluation.

Responses must be written in Arial font size 11, and submitted as a pdf file. Other than this, Bidders may respond to Volume 3 in a format of their choosing. Cover pages and tables **are not** included in the word count. Responses must make clear which question is being answered

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| --- | --- | --- | --- | --- | --- |
| Category | Question Number | Question and Explanation | Question weighting | Maximum Page Count | Category weighting |
| Technical | T1 | Please explain your complete DDRT offering/solution in line with our objectives and requirements as detailed in section 3. | 15% | 4 | 25% |
| T2 | Please detail how you will deliver both 12-month trials in line with the ‘trial plan’ detailed in section 4.4 of the specification. | 5% | 2 |
| T3 | Please provide details of the monitoring and evaluation procedures you are able to provide in line with section 3.9 of the specification. Please also provide details of the data you will share with us, any additional data you may be able to provide, along with your approach to sharing. | 5% | 2 |
| Capability | P1 | How will you ensure your approach to delivery is successful and that it meets our requirements? Please reference any previous DDRT experience and give examples of success and lessons learnt where appropriate. | 10% | 2 | 15% |
| P2 | Please outline your capability and approach to integrating with any existing bus services, MaaS or journey planning platforms or train services. Provide examples, lessons learnt and reference previous experience where appropriate. | 5% | 2 |
| Vehicles | V1 | Please detail which vehicles you would be providing and how they meet our requirements in line with section 4? | 3.33% | 2 | 10% |
| V2 | How many drivers will you be able to provide, and would you be able to provide access to additional drivers if required? Please include details of how you will comply with the West of England Combined Authority charter and include details of staff management including driver training, pay, absence/leave and safeguarding procedures. | 3.33% | 2 |
| V3 | Please outline your resilience plan and how you will mitigate and overcome potential risks? What are your preventative maintenance procedures for vehicles, detail any target response times to risks including breakdowns, incidents, extreme weather, fire, terrorism, pandemic, illness, etc. | 3.33% | 2 |
| Innovation, collaboration and Launch | C1 | How does your proposed DDRT service foster and support innovation in the Combined Authority region? (e.g. what opportunities will it provide for the region?) | 2.5% | 2 | 10% |
| C2 | Please outline your launch strategy and marketing plans and how these will align with the combined authorities plans, including how you will support the promotion and scaling of the service. | 2.5% | 2 |
| C3 | How would you provide customer support throughout the trial and what is your proposed complaints procedure? Please outline the services you would provide suitable customer support. | 2.5% | 2 |
| C4 | Please describe how you will manage the contract including the key roles, responsibilities and escalation points of those involved. Please include how you will collaborate with the Combined Authority and integrate with and support the other FTZ projects and ambitions? | 2.5% | 2 |
| Environment, Social Value and Accessibility. | E1 | All authorities in the West of England have declared a climate emergency and are working to achieve carbon reductions and carbon net zero by 2030. What measures will you take to help us achieve this? Please reference your organisations environmental strategy and link to this trial. | 3.33% | 2 | 10% |
| E2 | Detail any additional social value benefits you will deliver for the Combined Authority and local communities in the West of England through this commission. (e.g., community voluntary days, work experience, special concessions, supporting local businesses, speaking in schools, careers talks etc.) | 3.33% | 2 |
| E3 | How will you ensure the service is accessible and inclusive to a diverse user base in the region? (Please detail any app features/ settings, vehicle requirements, customer support etc.) | 3.33% | 2 |