**Q&A Record**

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| **Question** | **Response** |
| There is a question in the SQ regarding location.  Could you indicate what the criteria for the office location is for this question? It is pass or fail according to its weighting. | The criteria for this question are to do with suitability for contacting and arranging meetings. Essentially, we want to ensure we are able to contact our partner within normal working hours (08:00 – 17:00 GMT). Any location where office hours match/ overlap ours will be a pass.  |
| Could you indicate a budget range for the activity in the specification? | The past 3 years we have spent £400k - £500k annually. This includes media spend, third party purchasing, agency fees, management fees, etc. We expect this to be roughly consistent.  |
| We can’t find any organisational and technical questions on the SQ, is there another document? | This is the first of 2 stages to this tender. This first stage is to allow us to shortlist appropriate bidders for our needs. There is a second stage to this tender which is where the technical questions will be sent out to those shortlisted bidders.  |
| Can you please clarify whether the evaluation criteria highlighted below on the SQ document on pages 3 and 4 have specific questions against them in the SQ? Or are they evaluation criteria for the ITT?* Organisational experience and capability
* Technical and Professional capability
 | Those criteria are assessed at stage 2 and there will be technical questions targeted towards each. Only the following will be assessed from the stage 1 (SQ):* Satisfactory completion of the Standard Selection Questionnaire
* Compliance with the Social Value Model
* Resource Locality and Availability
* Financials
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| Expected contract start date?  | We aim to have this contract commence in time to run our next academic campaign which is expected to start in March 25. |
| Do you have any typical budgets for campaigns/ projects? | Our typical budget for our annual recruitment campaign is around £400k each year. There is an additional £10k budget for ad-hoc advertising.  |
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| Section 0.14 Returns states that Parts 1, 2, 3 and 4 of the SQ document need to be completed, but shouldn’t this also include Part 5 (contact details and declaration) and Part 6 (SVM)? | Yes, this is a mistake. Please also include your completed sections 5 and 6. |
| Social Value – the table in 0.10 says the evaluation criteria is “Compliance with the Social Value Model” with a weighting of “Information Only”, but in Part 6, responses to the SVM seem to require a large written response with timed action plan and multiple points to cover all 7 policy outcomes. Is this correct? Or are suppliers simply expected to state that they will comply with the Social Value Model? | As stated this is for information only. Responses will not be penalised if not answering every topic or not including lots of detail. The list of items requested us more of a guide rather than requirements. It is up top you how much information is included and whether you respond to each topic or one/some. We thought this would enable bidders to showcase their relevant policies they may be proud of. |
| According to the Q&A Record, the sections “Organisational experience and capability” and “Technical and Professional capability” will be assessed at stage 2.  Removing these from the table in 0.10 means that Financials have a 20% weighting, with everything else pass/fail or information only. Where are the other 80% of the marks at SQ stage? | Sorry this is unclear. The financials submitted in the SQ are to enable to team to narrow the field progressing to the second stage (ITT) and remove bidders who are beyond our budget or expect spend beyond our means. The financials submitted will then be taken to stage 2 where they will make up 20% of the stage 2 marks.  |
| According to the Q&A record, Technical and Professional Capability isn’t assessed at SQ stage, but section 3.2 of the SQ is titled “Technical and Professional Capability” and bidders must provide 3 contract examples. How are these assessed at SQ stage? | We are looking for relevant experience with similar organisations. At the SQ stage it is not assessed, we only require it to be completed.  |
| Please can you make the table in 0.10 clearer as to what is assessed at SQ stage, what is assessed at ITT stage, and then what is assessed at presentation stage? | Please see the updated evaluation table available on our [website](https://help.chi.ac.uk/tenders). All of the stage 2 marks will be reassessed following presentation to reflect any supporting information provided during the presentation. Failing to adequately respond to questions may result in scores being reduced.  |
| How are the costs outlined in section 4.6 assessed? | Costs at the SQ stage as assessed as answered above; measured against our budget to ensure we have an effective price and within our means. For stage 2 those costs are assessed as follows:A zero cost or highest return to The University of Chichester will be awarded 100% of the points available. Other bidders' contract costs will score proportionally less depending on the % they are priced higher than the lowest bid.More detail of how stage 2 is assessed will be provided to those who progress.  |
| Q3.2.1 asks for three contract examples. It also says on page 4 of the SSQ document provided (based on your page numbering of the document) - we have included additional sections in this document to enable you to describe your services and 3 case studies of relevant work (please note the requirements of the Social Value Model). Can we take from this that you would like the description of services to be reasonably detailed and to also include any social value examples delivered as well? And if this is the case, please could you advise if there's a word limit for each example? And if they could be provided as separate PDF documents? | We would appreciate detailed descriptions of relevant services as it helps the team understand what you can offer them and prove success with similar clients. It also greatly assists the process further down the line should you progress to presentations. There is no word limit and you are able to submit separate documents should you wish, so long as it’s clear what part it corresponds to. However, please note these are for information only at the SQ stage so you won’t be penalised for briefer answers. This is also the same as with the social value responses. Overall, we are looking for evidence of prior experience with similar organisations to us. |
| Where there are long-form answers, such as our approach to data protection, can we create our own Word document or should we answer everything in the SSQ document provided?  | We are happy to receive either separate documents (in Word or PDF format) or for the information to be included in the SSQ document. Please note however that we only have an email inbox and therefore cannot receive very large files. It may be easier to send smaller files over a few emails if necessary.  |
| In the scoring (pages 3-4 as your document is numbered), there’s 5% allocated to industry knowledge, 20% to relationships with partners and third-party suppliers and 5% to AI strategy. We can’t see specific questions relating to these areas, so do these need to be evidenced through the three contract descriptions? Or is this scoring applicable to the ITT stage? | Sorry this isn’t clearer. Those items are assessed in the ITT stage only and not in the SQ. Hopefully the updated evaluation table on our help page makes this clearer. |
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