

Score	Quality	Description	Example Strengths	Example Weaknesses
5	Superior	<p>As Comprehensive, but to a significantly better degree and a response which goes above and beyond to answer the question.</p> <p>Answer demonstrates detailed understanding of the subject and/or F&amp;HDC's specific requirements, and demonstrates an innovative or independently proactive approach on the subject. The answer is supported by specific detail.</p>	<ul style="list-style-type: none"> <li>covers all parts of the question in a high level of detail and is supported by SMART* details;</li> <li>shows understanding of F&amp;HDC/service area's priorities in the performance of the contract by discussing specific issues (e.g. considering certain risks in high detail, or addressing implicit requirements)</li> <li>may include relevant examples in specific detail;</li> <li>may be supported by illustrative elements (e.g. process diagrams, dashboard snapshots, Gantt charts, organograms) to aid understanding of parts of the answer;</li> <li>may describe innovative use of technology or innovate processes; or may otherwise describe an approach which could transform service delivery;</li> <li>demonstrates market leading expertise and proactive ownership of service delivery; or includes added value relevant to the question.</li> </ul>	<ul style="list-style-type: none"> <li>Would have liked to see a particularly interesting part of the answer expanded on further (but not to the extent the information provided is lacking);</li> <li>Illustrative element might have aided understanding of a specific part of the answer;</li> <li>No particular weaknesses.</li> </ul> <p>The "weaknesses" noted don't detract from the quality of the answer, but there may be some parts where additional clarifying information would have been appreciated.</p>
4	Comprehensive	<p>A comprehensive response submitted in terms of detail and relevance to the question.</p> <p>Answer demonstrates detailed understanding of the subject and/or F&amp;HDC's specific requirements, and demonstrates a proactive approach on the subject. The answer is supported by specific detail.</p>	<p>Has several 'superior' (5) qualities, but only for some parts of the question; or has weaknesses which detract from the strength of the answer.</p>	<ul style="list-style-type: none"> <li>Some parts could have been SMART-er*;</li> <li>Parts of the answer are 'superior' but other parts could have been considered further;</li> <li>Illustrative element would have aided understanding of a specific part of the answer (where this would considered be an omission);</li> </ul>
3	Acceptable	<p>An acceptable response submitted in terms of the level of detail, accuracy and relevance.</p> <p>Answer demonstrates clear understanding of the subject and/or F&amp;HDC's requirements, and demonstrates the tenderer's competence on the subject.</p>	<p>Satisfies the requirements of the question and provides sufficient assurance of tenderer's capability.</p> <p>Parts of the answer may be discussed in 'comprehensive' (4) detail.</p>	<ul style="list-style-type: none"> <li>May be generalised and lacking in SMART* details;</li> <li>Some risks not fully considered;</li> <li>A few parts may have limited detail on how service standards will be delivered;</li> <li>May include some errors or oversights regarding some parts of the specification/requirements (but not to a significant extent);</li> <li>May misunderstand one of the requirements of the question and fail to satisfy that element properly (but not to a significant extent);</li> <li>May address an explicit requirement of the question in a way which doesn't fully satisfy the requirement (e.g. sufficient narrative description of mobilisation only when question requires Gantt chart).</li> </ul>

2	Limited	<p>Limited information provided, and/or a response that is inadequate or only partially addresses the question.</p> <p>Answer demonstrates a general understanding of the subject, but fails to demonstrate sufficient understanding of F&amp;HDC's priorities and/or lacks sufficient detail to demonstrate the tenderer's competence on the subject.</p>	<p>Satisfies some parts of the answer is discussed in 'acceptable' (3) or 'comprehensive' (4) detail;</p> <p>or identifies and addresses all basic requirements of the question.</p>	<ul style="list-style-type: none"> <li>• May lack detail in the answer to the extent the answer fails to provide sufficient assurance;</li> <li>• May fail to address one or more explicit requirements of the question;</li> <li>• May misunderstand the question significantly to the extent the requirements are not satisfied;</li> <li>• May fail to demonstrate sufficient understanding of F&amp;HDC as a client and/or the specification; or clearly demonstrate deficient understanding.</li> </ul>
1	Inadequate	<p>Inadequate detail provided and some of the questions not answered, and/or some of the answers to questions are not directly relevant to the question.</p> <p>Answer demonstrates an awareness of the subject, but fails to demonstrate the tenderer's competence on the subject.</p>	<p>Answer identifies and addresses some basic requirements of the question.</p> <p>Parts of the answer may be discussed in 'limited' (2) or 'acceptable' (3) detail.</p>	<ul style="list-style-type: none"> <li>• Fails to provide sufficient description of how the tenderer will satisfy the contract requirements;</li> <li>• Does not address some explicit requirements of the question;</li> <li>• May fail to demonstrate sufficient understanding of F&amp;HDC as a client and/or the specification; or clearly demonstrate deficient understanding;</li> <li>• May consist of a generalised sales pitch which doesn't or barely relates to the question.</li> </ul>
0	Deficient	<p>Response to the question (or an implicit requirement) significantly deficient or no response given.</p> <p>Answer fails to answer the question or fails to answer significant parts of the question.</p>	<p>None; or identifies one or two basic requirements of the question.</p>	<p>No answer provided; or significantly deficient answer which fails to address enough explicit requirements to constitute an 'inadequate' (1) response.</p>

#### **\*SMART answers**

**Specific:** specific details give clarity to the answer and provide assurance of the tenderer's capabilities ("who, where, etc" details). e.g. assigning responsibility to specific individuals; use of examples or illustrations; direct references to parts of F&HDC's specification.

**Measurable:** quantified details to support the statements in the answer. e.g. estimated number of personnel, % response rate to customer satisfaction surveys, number of service users in a case study.

**Achievable:** specific details about how activities will be carried out and/or how requirements will be met demonstrate tenderer's understanding of the requirements and their capabilities ("what and how" details). Supported by further Specific details. i.e. clear descriptions rather than generalised assurances.

**Relevant:** information is relevant to the requirements of the question and to F&HDC's specification requirements. Examples are directly relevant to the service and the question. Case studies are described with clear and relevant similarities to F&HDC's contract.

**Time-bound:** timeframes are provided for operational activities and examples/case studies ("when" details). Performance figures are grounded against the time periods measured e.g. "95% last two quarters" or "95% in 2025" is more meaningful than "95%" by itself.