

Invitation to tender

Attachment 2 – How to bid

RM6234 Medals and Insignia

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1. **How to make your bid**
   1. Your bid must be made by the organisation that will be responsible for providing the goods and/or services if your bid is successful.
   2. You may bid for one or more of the lots, ensure you read paragraph 3 of attachment 1.
   3. Your bid must be **entered into the eSourcing suite.** We can only accept bids that we receive through the eSourcing suite.
   4. Upload ONLY those attachments we have asked for. Do not upload any attachments we haven’t asked for.
   5. Make sure you answer every question.
   6. You must submit your bid before the bid submission deadline, in paragraph 5 “Timelines for the competition” in attachment 1 - About the framework.
   7. It will be our decision whether we will accept bids submitted after the bid submission deadline.
   8. You must regularly check for messages in the eSourcing suite throughout the competition. You must log on to the eSourcing suite and access your message inbox for this competition to check for messages.
   9. If anything is unclear, or you are unsure how to complete your bid submission, you can raise a question before the clarification question deadline, via the eSourcing suite. Read paragraph 6 “When and how to ask questions” in attachment 1 - About the framework.
   10. We may require you to clarify aspects of your bid in writing and/or provide additional information. Failure to respond within the time required, or to provide an adequate response will result in the rejection of your bid and your exclusion from this competition.
2. **Selection stage** 
   1. At the selection stage, we evaluate bidders’ technical, professional and financial capabilities. We will ask a range of questions appropriate to the procurement. It is important that you answer these questions accurately.
   2. If you are relying on any key subcontractors to provide the answers to the technical and professional ability or you are relying on a guarantor to pass the economic and financial assessment, they must complete Parts 2 and 3 for themselves.
   3. In addition, if you are the lead member of a consortium, you must get each of the other members to answer the questions in Parts 2 and 3 for themselves.
   4. We are providing the ‘Information and declaration’ workbook (attachment 4) to enable you to collect and submit this data to us, whether from organisations on whom you are relying (for example a key subcontractor or a guarantor) or from other members of a consortium.
3. **Selection process**
   1. After the bid submission deadline we will check all bids to make sure we have received everything we have asked for.
   2. We may ask you to clarify information you provide, if that is necessary. Don’t forget to check for messages in the eSourcing suite throughout the competition. You must log on to the eSourcing suite and access your message inbox for this competition to check for messages.
   3. If your bid is not compliant we will reject your bid and you will be excluded from the competition. We will tell you why your bid is not compliant.
   4. Not all selection questions need guidance as the questions are self-evident. However other questions such as the financial question, require a process to be undertaken before we can assess your response. In those instances we have told you what we will do in the **evaluation guidance**.
4. **Selection criteria**
   1. We may exclude you from the competition at the selection stage if:
      * you receive a ‘fail’ for any of the evaluated selection questions.
      * any of the information you have provided proves to be false or misleading.
      * you have broken any of the competition rules in attachment 1 About the framework, or not followed the instructions given in this ITT pack.
   2. If we exclude you from the competition we will tell you and explain why.
5. **Selection questionnaire** 
   1. Please refer to Attachment 2a Selection questionnaire. Remember you must complete the questionnaire online in the eSourcing suite (qualification envelope).
6. **Award stage** 
   1. If you have successfully passed the selection stage, you will proceed to the award stage.
   2. We have tried to make our award stage as simple as possible, whilst achieving the best possible commercial outcomes.
   3. Your bid must deliver what our buyers need, at the best possible price you can give.
   4. When completing your bid you must:

* Read through the entire ITT pack specifically Framework Schedule 1 (Specification)carefully, and read more than once
* Read each question, the response guidance, marking scheme and evaluation criteria
* Read the contract terms.
* If you are unsure, ask questions before the clarification questions deadline See paragraph 5 ‘Timelines for the competition’ and paragraph 5 ‘When and how to ask questions’ in attachment 1 - About the framework document
* Allow plenty of time to complete your responses; it always takes longer than you think to submit
* Your prices should be in line with the service level you offer, in response to the award quality questions.

1. **Award criteria** 
   1. The Award Stage consists of a quality evaluation (see paragraph 10 of this document) and a price evaluation (see paragraph 11 of this document).
   2. The award of this framework will be on the basis of the ‘Most Economically Advantageous Tender’ (MEAT).
   3. The weighting for the quality evaluation is 60 marks; and, the price evaluation is worth 40 marks.
2. **Award process**
   1. What YOU need to do

* answer the quality questions section A and section B of the quality questionnaire in the eSourcing suite in the technical envelope.
* Complete the price matrix attachment 3 for the lot(s) for which you are bidding.
* Upload your completed price matrix into the eSourcing suite in the commercial envelope to question PQ1.

What **WE** will do at the award stage

|  |  |
| --- | --- |
| 1. | **Compliance Check**  First, we will do a check to make sure that you completed the pricing matrix in line with our instructions. |
| 2. | **Quality Evaluation**  We will give your responses to our evaluation panel. Each evaluator will independently assess your responses to the quality questions using the response guidance and the evaluation criteria. Each evaluator will give a mark and a reason for their mark for each question they are assessing. Each evaluator will enter their marks and reasons into the eSourcing suite. |
| 3. | **Consensus**  Once the evaluators have independently assessed your answers to the questions we will arrange for the evaluators to meet and we will facilitate the discussion. At this consensus meeting, the evaluators will discuss the quality of your answers and discuss their marks and reasons for that mark. The discussion will continue until they reach a consensus regarding the mark, and a reason for that mark, for each question. These final marks will be used to calculate your quality score for each lot you have bid for. |
| 4. | **Quality Threshold**  If you have received a **zero** for any of the quality questions, we will reject your bid and you will be excluded from the competition. We will tell you that your bid has been excluded from the competition and why.  Refer to table at paragraph 9 for an example of how your **quality score** will be calculated. |
| 5. | **Evaluate Pricing**  We will then give your pricing to the price evaluation panel, who are different evaluators from those who assessed your quality responses.  They will calculate your price score using the evaluation criteria in Part D – Price Evaluation. |
| 6. | **Final Score**  Your quality score will be added to your price score, to create your final score as illustrated in Final decision to award. |
| 7. | **Award**  Awards will be made to the successful bidders following the standstill period, subject to contract. |

1. **Quality Evaluation**
   1. Question QA1 is a mandatory question and will be evaluated PASS / FAIL. If you answer no to this question, we will reject your bid and you will be excluded from the competition. We will tell you that your bid has been excluded and why.
   2. Each question must be answered in its own right. You must not answer any of the questions by cross referencing other questions or other materials for example reports or information located on your website.
   3. Each of the quality questions, in section B of the quality questionnaire will be independently assessed by our evaluation panel.
   4. When the consensus meeting has taken place and the final mark for each question has been agreed by the evaluators, your final mark for each question will be multiplied by that questions weighting to calculate your weighted mark for that question.
   5. Each weighted mark for each question will then be added together to calculate your quality score.
   6. Please see table below for an example of how your quality score will be calculated.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Question** | | **Question Weighting** | **Maximum mark available** | **Your final mark** | **Your weighted mark** |
| QB1 | Resourcing | 25% | 100 | 100 | 25.00 |
| QB2 | Quality Assurance | 30% | 100 | 100 | 30.00 |
| QB3 | Lead Times and Delivery | 25% | 100 | 100 | 25.00 |
| QB4 | Complaints Handling and Business Continuity | 20% | 100 | 100 | 20.00 |
| **Quality score** | | | | | **100** |
| **Weighted Quality Score** | | | | | **60.00** |

1. **Award quality questionnaire**
   1. The quality questionnaire is split into two sections:

* Section A – Mandatory questions
* Section B – Generic question
  1. A summary of all the questions in the quality questionnaire, along with the marking scheme, and weightings for each question is set out below:

|  |  |  |  |
| --- | --- | --- | --- |
|  | | | **Marking scheme** |
| **Section A – Mandatory service requirements** | | | |
| A1 | Compliance with Mandatory Service Requirements Framework Schedule 1 Specification only. | | Pass / Fail |
|  | | | |
|  | | **Marking scheme** | **Weighting (%)** |
| **Section B – Generic Questions** | | | |
| B1 | Resourcing | 100/66/33/0 | 25% |
| B2 | Quality Assurance | 100/66/33/0 | 30% |
| B3 | Lead Times and Delivery | 100/66/33/0 | 25% |
| B4 | Complaints Handling and Business Continuity | 100/66/33/0 | 20% |

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| --- | --- |
| **Section A – Mandatory service requirements** | |
| **A1 Compliance with Framework Schedule 1 (Specification)** | |
| If you are awarded a framework contract, will you unreservedly deliver in full, all the mandatory service requirements as set out in Framework Schedule 1 (Specification)  Please answer ‘Yes’ or ‘No’.  **Yes -** You will unreservedly deliver in full all the mandatory service requirements as set out in Framework Schedule 1 (Specification).  **No** **-** You will not, or cannot, deliver in full all the mandatory service requirements as set out in Framework Schedule 1 (Specification). | |
| **A1 Response guidance**  This is a Pass/Fail question.  If you cannot or are unwilling to select ‘Yes’ to this question, you will be disqualified from further participation in this competition.  You are required to select either option YES, NO from the drop down list.  Providing a ‘Yes’ response means you will unreservedly deliver in full all the mandatory service requirements as set out in Framework Schedule 1 (Specification).  If you select ‘No’ (or do not answer the question) to indicate that you will not, or cannot, deliver in full all the mandatory service requirements as set out in Framework Schedule 1 (Specification) you will be excluded from further participation in this competition. | |
| **Marking scheme** | **Evaluation guidance** |
| Pass | You have selected option ‘Yes’ confirming that you will unreservedly deliver in full all the mandatory service requirements as set out in Framework Schedule 1 (Specification). |
| Fail | You have selected ‘No’ confirming that you will not, or cannot, deliver in full all the mandatory service requirements as set out in Framework Schedule 1 (Specification). |

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| **Section B – Generic questions** | |
| **B1 RESOURCING** | |
| **B1 Requirement:**  CO/CCOK - requires you to have recruitment processes in place to ensure that all staff consistently have the required technical ability, level of knowledge and experience required to guarantee that the appropriate resource is available at all times for this Framework Agreement, in accordance with paragraph 3.5 of the Specification. | |
| **B1 Response guidance**  **All bidders must answer this question.**  **You must insert your response into the text fields in the eSourcing suite.**  In order to satisfy the requirement, and the question associated with the requirement, you must:   1. Describe the processes that you have in place to ensure that your staff have the required quality and technical capability to meet the needs of this Framework Agreement; and 2. Set out how you will ensure that you will have adequate and appropriate resource available at all times throughout the duration of the Framework Agreement, including how this will ensure that the service provided is not compromised; and 3. Set out your approach for the retention of appropriately skilled and qualified staff, detailing your approach to recruitment in accordance with.   Your response should be limited to, and focused on, each of the component parts of the question posed (a to c). You must not make generalised statements or give irrelevant information.  Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to.  Maximum character count – 6,000 characters including spaces and punctuation.  You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.  You are required to insert your response to this question in the technical envelope in boxes B1(i), B1(ii) and B1(iii) each box has a character count of 2,000 characters. | |
| **Marking scheme 100/66/33/0** | |
| **Marking scheme** | **Evaluation criteria** |
| **100** | The bidder’s response fully addresses all 3 of the component parts (a to c) of the response guidance above. |
| **66** | The bidder’s response fully addresses 2 of the 3 component parts (a to c) of the response guidance above. |
| **33** | The bidder’s response fully addresses 1 of the 3 component parts (a to c) of the response guidance above. |
| **0** | The bidder’s response has not fully addressed any of the 3 component parts (a to c) of the response guidance above.  OR  A response has not been provided to this question. |

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| **B2 QUALITY ASSURANCE** | |
| **B2 Requirement:**  CO/CCOK requires you to have effective processes in place to ensure that Medals, Insignia and associated product quality standards are maintained throughout the life of the Framework Agreement in accordance with paragraphs 3.5, 3.6 and 3.7 of the Specification. | |
| **B2 Response guidance**  **All bidders must answer this question.**  **You must insert your response into the text fields in the eSourcing suite.**  In order to satisfy the requirement, and the question associated with the requirement, you must:   1. Set out the processes you will have in place to ensure Medals and Insignia, including ribbons, boxes and anything else specified in Schedule 1 Specification, meet the required minimum quality standards, including your approach to early indication for defective and non-conforming products in accordance with paragraph 3.5, 3.6 and 3.7 of the Specification; and 2. Set out your approach to rectifying defects with Medals and Insignia, including your process for resolving quality or production issues to prevent re-occurrence in accordance with paragraph 3.6 of the Specification; and 3. Set out how the materials used on the Medals and Insignia, including the ribbons and boxes, will have longevity and maintain their high quality, avoiding fading and tarnishing (separate to the usual ‘wear and tear’) in accordance with paragraph 3.5 of the Specification.   Your response should be limited to, and focused on, each of the component parts of the question posed (a to c). You must not make generalised statements or give irrelevant information.  Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to.  Maximum character count – 6,000 characters including spaces and punctuation.  You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.  You are required to insert your response to this question in the technical envelope in boxes B2(i), B2(ii) and B2(iii) each box has a character count of 2,000 characters. | |
| **Marking scheme 100/66/33/0** | |
| **Marking scheme** | **Evaluation criteria** |
| **100** | The bidder’s response fully addresses all 3 of the component parts (a to c) of the response guidance above. |
| **66** | The bidder’s response fully addresses 2 of the 3 component parts (a to c) of the response guidance above. |
| **33** | The bidder’s response fully addresses 1 of the 3 component parts (a to c) of the response guidance above. |
| **0** | The bidder’s response has not fully addressed any of the 3 component parts (a to c) of the response guidance above.  OR  A response has not been provided to this question. |

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| **B3 LEAD TIMES AND DELIVERY** | |
| **B3 Requirement:**  CO/CCOK requires you to have processes in place to ensure all orders are delivered to the required timescales in accordance with paragraphs 3.3 and 3.4 of the Specification. | |
| **B3 Response guidance**  **All bidders must answer this question.**  **You must insert your response into the text fields in the eSourcing suite.**  In order to satisfy the requirement, and the question associated with the requirement, you must:   1. Set out the processes that you will follow to ensure that the lead times you quote against each order under this Framework Agreement are achievable to the required quality in accordance with paragraph 3.3 of Specification; and 2. Set out the controls you will have established for the secure transportation and delivery of Medals and Insignia, including how you will ensure the Medals and Insignia are delivered within the required timescales and in the required condition in accordance with paragraph 3.4 of Specification; and 3. Set out the process you will have in place to mitigate against delays to the completion and delivery of orders within the agreed timescales in accordance with paragraphs 3.3 and 3.4 of the Specification.   Your response should be limited to, and focused on, each of the component parts of the question posed (a to c). You must not make generalised statements or give irrelevant information.  Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to.  Maximum character count – 6,000 characters including spaces and punctuation.  You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.  You are required to insert your response to this question in the technical envelope in boxes B3(i), B3(ii) and B3(iii) each box has a character count of 2,000 characters. | |
| **Marking scheme 100/66/33/0** | |
| **Marking scheme** | **Evaluation criteria** |
| **100** | The bidder’s response fully addresses all 3 of the component parts (a to c) of the response guidance above. |
| **66** | The bidder’s response fully addresses 2 of the 3 component parts (a to c) of the response guidance above. |
| **33** | The bidder’s response fully addresses 1 of the 3 component parts (a to c) of the response guidance above. |
| **0** | The bidder’s response has not fully addressed any of the 3 component parts (a to c) of the response guidance above.  OR  A response has not been provided to this question. |

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| **B4 COMPLAINTS HANDLING AND BUSINESS CONTINUITY** | |
| **B4 Requirement:**  CO/CCOK requires you to operate and maintain a clearly defined process for the management of complaints received from the Authority through to resolution in accordance with paragraphs 3.6 and 3.9 of the Specification. | |
| **B4 Response guidance**  **All bidders must answer this question.**  **You must insert your response into the text fields in the eSourcing suite.**  In order to satisfy the requirement, and the question associated with the requirement, you must:   1. Set out the process you will have in place for the management and resolution of all issues and complaints associated with the provision of the Medals and Insignia, including how you will ensure complaints are resolved to the satisfaction of the Buyer in accordance with paragraph 3.6 of the Specification; and 2. Set out the process you will have in place for identifying and managing risks in accordance with paragraph 3.9 of Specification; and 3. Set out the measures you will have in place to ensure continuity of the Services in the event of the failure or disruption to the Supplier’s normal working practices (systems, supply chain access and workplace facilities) in line with the spec in accordance with paragraph 3.9 of Specification.   Your response should be limited to, and focused on, each of the component parts of the question posed (a to c). You must not make generalised statements or give irrelevant information.  Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to.  Maximum character count – 6,000 characters including spaces and punctuation.  You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.  You are required to insert your response to this question in the technical envelope in boxes B4(i), B4(ii) and B4(iii) each box has a character count of 2,000 characters. | |
| **Marking scheme 100/66/33/0** | |
| **Marking scheme** | **Evaluation criteria** |
| **100** | The bidder’s response fully addresses all 3 of the component parts (a to c) of the response guidance above. |
| **66** | The bidder’s response fully addresses 2 of the 3 component parts (a to c) of the response guidance above. |
| **33** | The bidder’s response fully addresses 1 of the 3 component parts (a to c) of the response guidance above. |
| **0** | The bidder’s response has not fully addressed any of the 3 component parts (a to c) of the response guidance above.  OR  A response has not been provided to this question. |

1. **Price evaluation**

This paragraph 11 contains information on how to complete the pricing matrix attachment 3 and the price evaluation process.

* 1. **How to complete your pricing matrix:**

Read and understand the instructions in the pricing matrix, and in this paragraph, before submitting your prices.

Your prices should compare with the quality of your offer.

Your prices must be sustainable and include your operating overhead costs and profit.

You should have read and understood the information on TUPE in paragraph 6 of attachment 1 – About the framework. You are reminded that it is your responsibility to take your own advice and consider whether TUPE is likely to apply and to act accordingly. You are encouraged to carry out your own due diligence exercise on the application of TUPE when completing your pricing matrix.

Your prices submitted must :

* + exclude VAT.
  + be in British pounds sterling
  + be submitted up to two decimal places

Zero or negative bids will not be allowed. We will investigate where we consider your bid to be abnormally low.

The prices submitted will be the maximum payable under this framework. Prices may be lowered at the call-off stage. Refer to Framework Schedule 3 – price.

You must download and complete the pricing matrix attachment 3 for the lot(s) you are submitting a bid for.

Provide a price, where one has been requested, in the cells highlighted yellow.

When you have completed your pricing matrix, you must upload this into the eSourcing suite at question PQ1 in the commercial envelope. If you do not upload your pricing matrix your bid may be rejected from this competition.

Do not alter, amend or change the format or layout of the pricing matrix attachment 3.

* 1. **Price evaluation process**

This is how we will evaluate your pricing:

We will check you have completed all the yellow cells for each lot you are bidding for.

Failure to insert an applicable price may result in your bid being deemed non-compliant and may be rejected from this competition. Remember zero or negative prices will not be accepted.

The price evaluation will be undertaken separately to the quality evaluation process.

The bidder with the lowest total basket price will be awarded the maximum mark available (a price score of 40).

All other bidders will get a price score relative to the lowest total basket price.

The calculation we will use to evaluate your total basket price, for each lot you are bidding for, is as follows:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Price Score |  | Lowest total basket price |  | 40 (maximum mark available) |
| = |  | x |
|  | Bidders total basket price |  |

Example applicable for all lots:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Bidder A |  | Bidder B |  | Bidder C |
| Total basket price |  | Total basket price |  | Total basket price |
| £ 217,000.00 |  | £ 432,000.00 |  | £ 542,000.00 |

1. Bidder A has the lowest basket price of £217,000.00. Bidder A is awarded the maximum mark available for price, which is 40;
2. Bidder B submits a total basket price of £432,000.00. Bidder B is awarded a price score of 20.09
3. Bidder C submits a total basket price of £542,000.00 and is awarded a price score of 16.01
   1. **Abnormally low tenders**

Where we consider any of the total prices you have submitted to have no correlation with the quality of your offer or to be **abnormally low** or will ask you to explain the price(s) you have submitted (as required in regulation 69 of the Regulations).

If your explanation is not acceptable, we will reject your bid and exclude you from this competition, we will inform you if your bid has been excluded and why.

1. **Final decision to award**
   1. How we will calculate your final score

We will add your quality score to your price score to calculate your final score.

Example:

|  |  |  |  |
| --- | --- | --- | --- |
| Bidder | Quality score | Price score | Final score |
| (Maximum score available 60) | (Maximum score available 40) | (Maximum score available 100) |
| Bidder A | 60.00 | 40.00 | 100.00 |
| Bidder B | 60.00 | 20.09 | 80.09 |
| Bidder C | 50.00 | 16.01 | 66.01 |

We will then rank all final scores from highest to lowest.

We will offer the number of bidders a framework contract as set out in paragraph 3 of attachment 1 – about the framework.

The maximum number of bidders for this framework may increase where two (2) or more bidders have tied scores in last position only.

* 1. Reserved rights

We also reserve the right to award a framework to any bidders whose final score is within 1% of the last position, the last position for each Lot is 3rd position.

**Example:**

If the bidder in 3rd place, last position has a final score of 30.00

The calculation we will use is:

3rd place bidders final score is 30.00

1% of 30.00 = 0.3

The calculation will be rounded to two decimal places in excel.

30.00 - 0.3 = 29.70

So any bidder whose final score is 29.70 or above will be awarded a place on that Lot.

* 1. Intention to award

You can submit a bid for one or more lots.

We will tell you if you have been successful or unsuccessful via the eSourcing suite. We will send intention to award letters to all bidders who are still in the competition i.e. who have not been excluded.

At this stage, a standstill period of ten (10) calendar days will start, the term standstill period is set out in regulation 87(2) of the Regulations. During this time, you can ask questions that relate to our decision to award. We cannot provide advice to unsuccessful bidders on the steps they should take and they should seek independent legal advice, if required.

If during standstill we do receive a substantive challenge to our decision to award and the challenge is for a certain lot, we reserve the right, to conclude a framework contract with successful bidders for the lot(s) that have not been challenged.

Following the standstill period, and if there are no challenges to our decision, successful bidders will be formally awarded a framework contract subject to signatures.

* 1. Framework contract

You must sign and return the framework contract within 10 days of being asked. If you do not sign and return, we will withdraw our offer of a framework contract.

The conclusion of a framework contract is subject to the provision of due ‘certificates, statements and other means of proof’ where bidders have, to this point, relied on self-certification.

This means:

* Cyber Essentials Certificate
* Employer’s (Compulsory) Liability Insurance\* = £5,000,000
* Public Liability Insurance = £1,000,000