

Invitation to tender

Attachment 2 – How to bid

**RM6232 Facilities Management and Workplace Services**

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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, however Suppliers will be restricted from being awarded a place on all Lots, please ensure you read paragraph 3.1 of attachment 1 - About the Framework.
   3. Your bid must be entered into the eSourcing Tool. We can only accept bids that we receive through the eSourcing Tool.
   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 Tool throughout the competition. You must log on to the eSourcing Tool 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 Tool. 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 may 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 2a, 3 and 4 of the Information and Declaration Workbook (attachment 4) 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, 3 and 4 for themselves.
   4. As noted, 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 Tool throughout the competition. You must log on to the eSourcing Tool 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 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.

1. **Selection questionnaire**

Please refer to Attachment 2a Selection questionnaire. Remember you must complete the questionnaire online in the eSourcing Tool (qualification envelope).

1. **Award stage**

If you have successfully passed the selection stage, you will proceed to the award stage.

We have tried to make our award stage as simple as possible, whilst achieving the best possible commercial outcomes.

Your bid must deliver what our buyers need, at the best possible price you can give.

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 6 ‘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**

The Award Stage consists of a quality evaluation (see paragraph 9 of this document) and a price evaluation (see paragraph 11 of this document).

The award of this framework will be on the basis of the ‘Most Economically Advantageous Tender’ (MEAT).

The weighting for the quality evaluation is 60 marks and the price evaluation is worth 40 marks.

1. **Award process**
   1. What YOU need to do

* answer the quality questions in the technical envelope in the esourcing tool.
* Complete the price matrix (Attachment 3) for the lot(s) for which you are bidding.
* Upload your completed price matrix into the eSourcing Tool in the commercial envelope to the relevant question(s) PQ1 to PQ9.
  1. What **WE** will do at the award stage

| 1. | **Compliance Check**  First, we will do a check to make sure that you completed the bid 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 Tool. |
| 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 (0) for any of the quality questions or if you have not met a minimum weighted quality score of Twenty Four (24) out of Sixty (60), 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 paragraph 9, Table A 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 paragraph 11 Price Evaluation.  **Price threshold**  If you have not met a minimum weighted price score of Sixteen (16) out of Forty (40), 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. |
| 6. | **Final Score**  Your quality score will be added to your price score, to create your final score as illustrated in paragraph 12 Final decision to award. |
| 7. | **Award**  Awards will be made to the successful bidders following the standstill period, subject to contract. |

1. **Quality Evaluation**

Question 2.1, 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.

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.

Each of the quality questions in section B of the quality questionnaire will be independently assessed by our evaluation panel.

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.

Each weighted mark for each question for each lot you have submitted a bid for will then be added together to calculate your quality score.

If you are bidding for more than one Lot, the questions only need to be completed once.

Please see table A below for an example of how your quality score will be calculated.

Table A – All Lots

| **Question** | | **Question Weighting** | **Maximum mark available** | **Your mark** | **Weighted question mark** | **Your weighted score (out of 60)** |
| --- | --- | --- | --- | --- | --- | --- |
| 2.2 | Continuous Improvement and innovation  (All Lots) | 15% | 100 | 100 | 15 | 9 |
| 2.3 | Social Value  (All Lots) | 25% | 100 | 100 | 25 | 15 |
| 2.4 | Sustainability  (All Lots) | 25% | 100 | 100 | 25 | 15 |
| 2.5 | Service Delivery and Managing the Contract  (All Lots) | 20% | 100 | 100 | 20 | 12 |
| 2.6 | Mobilisation (call-off contract)  (All Lots) | 15% | 100 | 100 | 15 | 9 |
| **Quality score** | | | | |  | **60.00** |

**NB**: As stated in paragraph 8.2 row 4, if you have received a zero for any of the quality questions or if you have not met a minimum weighted quality score of Twenty Four (24) out of Sixty (60), we will reject your bid and you will be excluded from the competition.

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

* Section A – Core service requirements (all Lots)
* Section B – Mandatory questions (all Lots)
  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. Please note that the questions within Section B are applicable to all Lots. If you are bidding for more than one Lot, the questions only need to be completed once.

| **Section A – Core Service requirements, Additional Service requirements and Geographic coverage (Mandatory Questions)** | | | | |
| --- | --- | --- | --- | --- |
| **Question** | | | **Marking scheme** | |
| A2.1 | Compliance with Core Service Requirements Framework Schedule 1: Specification. | | Pass / Fail | |
| A2.2 | Additional Service Requirements | | Information Only - Not evaluated | |
| A2.3 | Geographic Coverage Area (NUTS) Codes | | Information Only - Not evaluated | |
|  | | | |  |
| **Section B – Mandatory questions (all Lots)** | | | |  |
| **Question** | | **Marking scheme** | **Question Weighting (%)** | **Question Weighting (Out of 60)** |
| B2.1 | Continuous Improvement and innovation | 100/75/50/25/0 | **15%** | **9%** |
| B2.2 | Social Value | 100/75/50/25/0 | **25%** | **15%** |
| B2.3 | Sustainability | 100/66/33/0 | **25%** | **15%** |
| B2.4 | Service Delivery and Managing the Contract | 100/75/50/25/0 | **20%** | **12%** |
| B2.5 | Mobilisation (call-off contract) | 100/75/50/25/0 | **15%** | **9%** |

| **Section A – Core Service requirements** | |
| --- | --- |
| **A2.1 Compliance with Framework Schedule 1 (Specification)** | |
| We require you to confirm that you have the capability to deliver all of the Core Services for the Lot(s) you are bidding for.  If you are awarded a framework contract, will you unreservedly deliver the Core Service requirements as set out in Framework Schedule 1 (Specification) for the Lot(s) you are bidding for?  Please answer ‘Yes’ or ‘No’.  **Yes -** You will unreservedly deliver all the Core Service requirements as set out in Framework Schedule 1 (Specification).  **No -** You will not, or cannot, deliver all the Core Service requirements as set out in Framework Schedule 1 (Specification). | |
| **A2.1 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 all the Core Service requirements for each Lot you are bidding for 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 the Core Service requirements as set out in Framework Schedule 1 (Specification) for the Lot(s) you are bidding for, 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 all the Core Service requirements as set out in Framework Schedule 1 (Specification) for the Lot(s) you are bidding for. |
| Fail | You have selected ‘No’ confirming that you will not, or cannot, deliver the core service requirements as set out in Framework Schedule 1 (Specification) for the Lot(s) you are bidding for. |

| **A2.2 Additional Service Requirements - Information Only (Not evaluated)** | |
| --- | --- |
| Please complete Attachment 2f - Additional Services for the Lot(s) you are bidding for to identify the additional Services that you are able to provide.  The information you submit is for information purposes only and will not be used in the evaluation of your bid. It will be used to populate the Service Requirement Filter that Buyers can use to shortlist Suppliers before conducting a Further Competition Procedure. Please reference Framework Schedule 7 - Call Off Award Procedure. | |
| Please upload your completed Attachment 2f - Additional Services. Rename your attachment to “[insert your company name] Additional Services” | |

| **A2.3 Geographical Boundary (NUTS) Codes - For Information Only (Not evaluated)** | |
| --- | --- |
| Tell us which Geographical Boundaries (NUTS) you can service for the Lot(s) you are bidding for.  Please indicate which Geographical Boundaries you can supply for all the core and additional Services by downloading the Attachment 2e titled; Attachment 2e ‘Geographical Boundaries’ and completing the table.  Please complete the table and upload the Attachment 2e (in Excel format).  This should be entitled Attachment 2e [your organisation name]  The information you submit will not be used in the evaluation of your bid. It will be used to populate the Service Filter Requirement that Buyers can use to shortlist Suppliers before conducting a Further Competition Procedure. Please reference Framework Schedule 7 - Call Off Award Procedure.  Please note that International coverage OS01 must be accompanied by a minimum of one other boundary code. | |
| Please upload your completed Attachment 2e - Geographical Boundaries. Rename your attachment to “[insert your company name] Geographical boundaries” | |

| **Section B – Mandatory questions (All Lots)** | |
| --- | --- |
| **B2.1 Requirement: Continuous Improvement and Innovation**  CCS requires you to add value and promote innovation whilst working proactively with the Buyer to deliver the Services as set out in Framework Schedule 1 (Specification) for the Lot(s) you are bidding for. | |
| **B2.1 Response guidance**  **All bidders must answer this question.**  **You must insert your response into the text fields in the eSourcing Tool.**  In order to satisfy the requirement, and the question associated with the requirement, you must:   1. Demonstrate how you will maximise your knowledge of innovation and its practical application in facilities management, so that Buyers will benefit from best practice becoming working practice. 2. Demonstrate how you will identify new or potential improvements to the provision of the Deliverables with a view to reducing the Buyer’s costs (including the Charges) and improving the quality of the Deliverables, including your process for quantifying the added value benefits and how you will use the resulting information to develop the Continuous Improvement Plan as per Call Off Schedule 3. 3. Clearly demonstrate how you will work collaboratively with the Buyer and any other stakeholders to promote innovation and add value in regards to delivering the Deliverables; and 4. Clearly demonstrate how you will embed any identified continuous improvements into the Service Delivery Plan in an efficient manner to ensure there is no detrimental impact on the delivery of the Services   Your response should be limited to, and focused on, each of the component parts of the question posed (a to d) 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 – 8,000 characters including spaces and punctuation.  You must not exceed the character count within the eSourcing Tool. 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 B2.1.1, B2.1.2, B2.1.3 and B2.1.4 each box has a character count of 2,000 characters. | |
| **Marking Scheme 100/75/50/25/0** | |
| **Marking scheme** | **Evaluation criteria** |
| **100** | The bidder’s response fully addresses all 4 of the component parts (a to d) of the response guidance above. |
| **75** | The bidder’s response fully addresses 3 of the 4 component parts (a to d) of the response guidance above. |
| **50** | The bidder’s response fully addresses 2 of the 4 component parts (a to d) of the response guidance above. |
| **25** | The bidder’s response fully addresses 1 of the 4 component parts (a to d) of the response guidance above. |
| **0** | The bidder’s response has not fully addressed any of the 4 component parts (a to d) of the response guidance above.  OR  A response has not been provided to this question. |

| **Section B – Mandatory questions (all Lots)** | |
| --- | --- |
| **B2.2 Requirement: Social Value**  CCS requires you to demonstrate how you will deliver social, and economic benefits to the wider community in accordance with the Social Value Performance Indicators within Joint Schedule 5 - Corporate and Social Responsibility. | |
| **B2.2 Response guidance**  **All bidders must answer this question.**  **You must insert your response into the text fields in the eSourcing Tool.**  In order to satisfy the requirement, and the question associated with the requirement, you must:   1. Detail how will you demonstrate a strong commitment to apprenticeships, including how you will support, deliver and retain apprenticeships and how you will increase the number of apprenticeships and skills development throughout the lifetime of the framework 2. Clearly demonstrate how you will manage your supply chain in recognition of the need to promote new opportunities and engage with new and small organisations (e.g. SMEs and VCSEs), to help them grow, including how you will work with local communities and engage with SMEs/VCSEs in supporting their development; and 3. Clearly demonstrate how you will support disadvantaged, underrepresented and minority groups to move into employment in order to tackle issues affecting inequality in employment, skills and pay relevant to the scope of Services. Clearly demonstrate the proposals and specific steps you will take; and 4. Clearly demonstrate how you will support in-work progression to help people, including those from disadvantaged, underrepresented and minority groups to move into higher paid work by developing new skills relevant to the contract in order to tackle issues affecting inequality in employment, skills and pay relevant to the scope of Services.   Your response should be limited to, and focused on, each of the component parts of the question posed (a to d). 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 – 8,000 characters including spaces and punctuation.  You must not exceed the character count within the eSourcing Tool. 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 B2.2.1, B2.2.2, B2.2.3 and B2.2.4 each box has a character count of 2,000 characters. | |
| **Marking Scheme 100/75/50/25/0** | |
| **Marking scheme** | **Evaluation criteria** |
| **100** | The bidder’s response fully addresses all 4 of the component parts (a to d) of the response guidance above. |
| **75** | The bidder’s response fully addresses 3 of the 4 component parts (a to d) of the response guidance above. |
| **50** | The bidder’s response fully addresses 2 of the 4 component parts (a to d) of the response guidance above. |
| **25** | The bidder’s response fully addresses 1 of the 4 component parts (a to d) of the response guidance above. |
| **0** | The bidder’s response has not fully addressed any of the 4 component parts (a to d) of the response guidance above.  OR  A response has not been provided to this question. |

| **Section B – Mandatory Questions (all Lots)** | |
| --- | --- |
| **B2.3 Requirement: Sustainability**  CCS requires you to set out how you will deliver tangible sustainability benefits by reducing greenhouse gas emissions and energy consumption, and increase recycling as per Service A16 Sustainability of Framework Schedule 1 Specification. | |
| **B2.3 Response guidance**  **All bidders must answer this question.**  **You must insert your response into the text fields in the eSourcing Tool.**  In order to satisfy the requirement, and the question associated with the requirement, you must:   1. Demonstrate how you will deliver on the requirement contained within Service A16 of Framework Schedule 1 (Specification) to reduce greenhouse gas emissions including how you will develop an operational delivery solution as part of the development of a Service Delivery Plan, to capture actions that will reduce greenhouse gas emissions generated by the delivery of the Services and how you would assist the Buyer in meeting their own carbon net zero targets throughout the life of the Call-Off Contract. 2. Within the context of Service A16 within Framework Schedule 1 Specification, please demonstrate how you will work with the Buyer to successfully meet targets for reducing energy consumption including the methodologies you will use to monitor that you are meeting the targets whilst delivering the required Services under a Call Off Contract. 3. Demonstrate how you will deliver on the requirements contained within Service A16 of Framework schedule 1 Specification by increasing the levels of recycled waste and / or waste for re-use in line with the Waste Hierarchy. Outline how you will support the Waste Hierarchy when managing waste you may generate from the delivery of the Services and how you will support the Buyer in increasing levels of waste recycled and / or waste sent for re-use across Buyer Premises. Include details of the methodologies you will use to monitor and report performance   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 eSourcing Toole-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 B2.3.1, B2.3.2 and B2.3.3 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. |

| **Section B – Mandatory requirements (all Lots)** | |
| --- | --- |
| **B2.4 Requirement: Service Delivery and Managing the Contract**  CCS requires you to set out how you will effectively manage the Contract. | |
| **B2.4 Response guidance**  **All bidders must answer this question.**  **You must insert your response into the text fields in the eSourcing Tool.**  In order to satisfy the requirement, and the question associated with the requirement, you must:   1. Clearly demonstrate how you will build and maintain comprehensive knowledge of the Public Sector Contract, NEC3 Term Service Contract and NEC4 Facilities Management Contract, in order to effectively manage the contract in collaboration with the Buyer; and 2. Clearly demonstrate how you will utilise a Service Delivery Plan to meet each of the Buyer's requirements throughout the lifetime of a Call Off contract; and 3. Clearly demonstrate how you will ensure consistent achievement of the required Services, standards and Key Performance Indicators for the Deliverables as defined by a Buyer in a Call-Off Contract; and 4. Clearly demonstrate how you will monitor progress and performance against a Service Delivery Plan and how you will work proactively with the Buyer to identify any risks and put mitigating measures in place.   Your response should be limited to, and focused on, each of the component parts of the question posed (a to d). 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 – 8,000 characters including spaces and punctuation.  You must not exceed the character count within the eSourcing Toole-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 B2.4.1, B2.4.2, B2.4.3 and B2.4.4 each box has a character count of 2,000 characters. | |
| **Marking Scheme 100/75/50/25/0** | |
| **Marking scheme** | **Evaluation criteria** |
| **100** | The bidder’s response fully addresses all 4 of the component parts (a to d) of the response guidance above. |
| **75** | The bidder’s response fully addresses 3 of the 4 component parts (a to d) of the response guidance above. |
| **50** | The bidder’s response fully addresses 2 of the 4 component parts (a to d) of the response guidance above. |
| **25** | The bidder’s response fully addresses 1 of the 4 component parts (a to d) of the response guidance above. |
| **0** | The bidder’s response has not fully addressed any of the 4 component parts (a to d) of the response guidance above.  OR  A response has not been provided to this question. |

| **Section B – Mandatory (All Lots)** | |
| --- | --- |
| **B2.5 Requirement: Mobilisation (Call-Off)**  CCS requires you to set out how you will mobilise a Call Off Contract. | |
| **B2.5 Response guidance**  **All bidders must answer this question.**  **You must insert your response into the text fields in the eSourcing Tool.**  In order to satisfy the requirement, and the question associated with the requirement, you must:   1. Clearly demonstrate how you will implement and deploy Services for a Buyer as per Service B1 of the Specification (Framework Schedule 1), including: the mobilisation of appropriately security cleared resources; collaboration with the Buyer, their current supplier and third parties during the mobilisation period to identify and effectively manage risks; and 2. Clearly demonstrate how you will develop, agree and utilise a mobilisation plan, working with both the buyer and the incumbent supplier, including: how you will collaborate with third parties to capture information/activities e.g. capture/load up information and how you will manage and report progress against the Mobilisation plan including any risks; and 3. Clearly demonstrate your methodology to ensure that your teams responsible for mobilisation and operational delivery, including supply chain partners work collaboratively to ensure successful knowledge transfer, knowledge retention and risk management during the mobilisation period. 4. Clearly demonstrate the process you will follow to arrive at the optimum bid model, including how you calculate and assess the workforce required for all labour loading within that optimum model, including; TUPE transferees, existing workforce and new recruits in all Call Offs.   Your response should be limited to, and focused on, each of the component parts of the question posed (a to d). 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 – 8,000 characters including spaces and punctuation.  You must not exceed the character count within the eSourcing Toole-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 B2.5.1, B2.5.2, B2.5.3 and B2.5.4 each box has a character count of 2,000 characters. | |
| **Marking Scheme 100/75/50/25/0** | |
| **Marking scheme** | **Evaluation criteria** |
| **100** | The bidder’s response fully addresses all 4 of the component parts (a to d) of the response guidance above. |
| **75** | The bidder’s response fully addresses 3 of the 4 component parts (a to d) of the response guidance above. |
| **50** | The bidder’s response fully addresses 2 of the 4 component parts (a to d) of the response guidance above. |
| **25** | The bidder’s response fully addresses 1 of the 4 component parts (a to d) of the response guidance above. |
| **0** | The bidder’s response has not fully addressed any of the 4 component parts (a to d) of the response guidance above.  OR  A response has not been provided to this question. |

**11. Price evaluation**

This paragraph 11 contains information on how to complete the pricing matrix attachment 3 (as applicable to the Lot(s) you are bidding for) and the price evaluation process.

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.

You should have read and understood the information on TUPE in paragraph 8 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 inclusive of expenses/travel and subsistence
  + be in british pounds sterling, up to two decimal places
  + submitted up to two decimal places

All Core Services must be priced on a stand-alone basis; you must not under-price a Core Service with the view that the Service can be delivered within another Service line.

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 – Framework Prices.

You must download and complete the relevant 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 in Yellow.

When you have completed your pricing matrix, you must upload this into the eSourcing Tool at the relevant question within 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.

The price evaluation will be undertaken separately to the quality evaluation process - please refer to paragraph 8.2 above. We will check you have completed the price matrix (for each lot you are bidding for) in accordance with the instructions contained within this document and the price matrix itself. If your submitted price matrix does not conform with the instructions it may result in your bid being deemed non-conformant and may be rejected from this competition.

Bidders can check the conformance status of their price matrix by referring to cell C2 on the ‘oConformance’ tab. Bidders can refer to the ‘Status’ column (E) on the same tab, which highlights areas of non-conformity.

Each Lot will have its own price evaluation process undertaken, encompassing all conformant bids received in relation to that Lot.

Each Lot will follow the same price evaluation process.

Bidder submissions will be evaluated against other bidder submissions across a number of scorable elements. Each scorable element is evaluated separately, thereby comparing like-for-like across all of the bidders pricing. The individual scoring elements can be seen on the ‘oEvaluation’ tab and the value which is carried forward for evaluation is in column AI.

The number of separate scorable elements for each Lot, with the associated maximum number of points that can be awarded are as follows:

| **Lot** | **Number of separate scorable elements** | **Maximum mark per scorable element** | **Weighted mark per scorable element (40%)** |
| --- | --- | --- | --- |
| 1a | 66 (Sixty Six) | 1.5151515151 (100/66) | 0.606060606 |
| 1b | 66 (Sixty Six) | 1.5151515151 (100/66) | 0.606060606 |
| 1c | 66 (Sixty Six) | 1.5151515151 (100/66) | 0.606060606 |
| 2a | 35 (Thirty Five) | 2.857142857 (100/35) | 1.1428571428 |
| 2b | 35 (Thirty Five) | 2.857142857 (100/35) | 1.1428571428 |
| 2c | 35 (Thirty Five) | 2.857142857 (100/35) | 1.1428571428 |
| 3a | 46 (Forty Six) | 2.1739130434 (100/46) | 0.86956521736 |
| 3b | 46 (Forty Six) | 2.1739130434 (100/46) | 0.86956521736 |
| 3c | 46 (Forty Six) | 2.1739130434 (100/46) | 0.86956521736 |

Data to be evaluated will be extracted from columns A to F on the ‘oEvaluation Export’ tab.

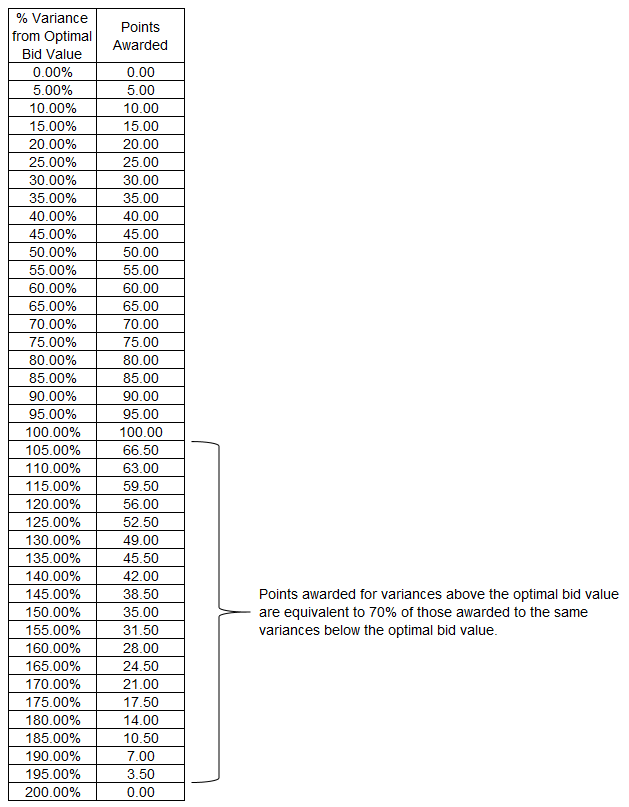
Price Score Calculation

Each scorable element will have an optimal bid value calculated against it.

The optimal bid value is calculated as the median value of all compliant submitted bids.

Marks will be awarded to each scorable element based on the variance of each bid from the optimal bid value. The optimal bid value will score full marks (100).

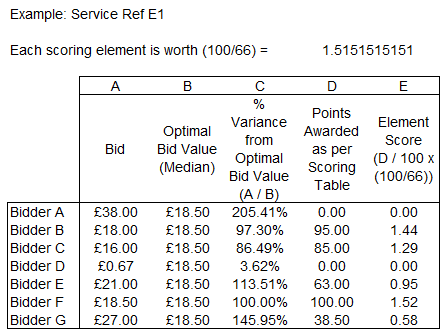
Table A (illustrated below) favours variances less than the optimal bid value relative to variances greater than it. Points awarded to variances above the optimal bid value are discounted by 30% in comparison to equivalent variances below.

Table A - Variance from the optimal bid value and associated marking scheme

Bids greater than and equal to 100% above the optimal bid value, i.e. 200%, are deemed to be uneconomic bids and will score 0. Bids less than 5% of the optimal bid value will also score 0. Please reference the table A below for illustrative purposes.

The evaluation methodology is illustrated below with example data in table B:

Table B - Example Data



The optimal bid value is calculated as the median value of all of the bids listed in column A and can be seen in column B.

The variance from the optimal bid value for each bid (column C) is calculated as the bid value (column A) divided by the optimal bid value (column B). For example, Bidder A’s variance is calculated as 38.00 / 18.50 = 205.41%

The points awarded to each bidder in Column D are derived from table A. Any variance percentages (column C) outside of those listed in the table score 0 points.

Bidders A and D receive 0 points as their bid values were outside of the tolerance from the optimal bid value, i.e. the variance percentages in column C were either greater than or equal to 200% or less than 5%.

Bidder F receives the maximum amount of points as their bid value was the same as the optimal bid value.

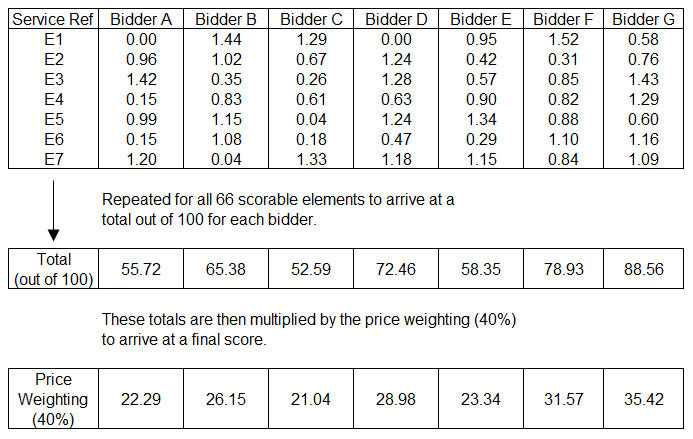
All other bidders receive a score in line with the table above.

Points awarded to bids above the optimal bid value are discounted by 30% in comparison to the equivalent percentages below the optimal bid value.

For example, the points awarded to a variance of 25% below the optimal bid value, i.e. 75%, is 75. The points awarded to a variance 25% above the optimal bid value, i.e. 125% is 52.50 which is calculated as 75 x (1-30%).

Column E then takes the scores from column D and applies the relevant weighting for each scoring element. For example, Bidder E scored 63 points which converts to a weighted score of 0.95, which is calculated as 63/100 x (100/66)

The individual score contributions from column E are then collated to arrive at a total price score out of a maximum of 100 for each bidder. This is then weighted against the Price scoring weight of 40% to arrive at the final price score. This is illustrated below with example data:



Throughout the evaluation process for each scoring element, full figure values are used to ensure accuracy. Only at the stage during the process where the final scores are calculated will rounding be applied. Final scores will be rounded to two decimal places (excel standard 'Round' formula).

A minimum price score threshold will apply in order to be eligible to be awarded a place on the framework contract. This threshold is set at 40%, which is equivalent to 16 points once the price weighting has been applied.

The total price score will be added to the award quality score to create the final score for each bidder.

**12. Final decision to award**

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 | 35.00 | 95.00 |
| Bidder C | 50.00 | 20.00 | 70.00 |

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

We will offer bidders a framework contract as set out in paragraph 3.1 of attachment 1 – about the framework.

Reserved rights

**13. Intention to award**

You can bid for all Lots. However, you can only be awarded a place on 2 (two) of the 3 (three) value banded Lots, within each of Lot groups (Total FM, Hard FM, Soft FM).

Therefore in the event that you are successful in all 3 (three) value bands within a given Lot group, your preferences will be used to determine your preferred choice. This will be based on what you have told us in question 1.11.2.

We will tell you if you have been successful or unsuccessful via the eSourcing Tool. 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.

**14. Framework contract**

You must sign and return the framework contract within 10 days of being asked. If you do not sign and return, we may 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:

* Insurance Certificates as per Attachment 2a – Selection questionnaire part 7
* Cyber Essentials Basic certificate as per Attachment 2a – Selection questionnaire part 8
* ISO 27001 Information Security certification (for Lots 1c, 2c and 3c only)
* ISO 9001 Quality Management certification or equivalent (for All Lot(s))
* ISO 14001 certification or equivalent (for All Lot(s))