



Crown  
Commercial  
Service

# Invitation to tender

## Attachment 2 – How to bid

RM6177 National Fuels (2)

## CONTENTS

1.	HOW TO MAKE YOUR BID .....	3
2.	HOW TO SUBMIT YOUR BID IN THE ESOURCING SUITE .....	3
3.	SELECTION STAGE .....	4
4.	SELECTION PROCESS.....	5
5.	SELECTION CRITERIA .....	5
6.	SELECTION QUESTIONNAIRE .....	5
7.	AWARD STAGE .....	5
8.	AWARD CRITERIA .....	6
9.	AWARD PROCESS.....	6
10.	QUALITY EVALUATION .....	7
11.	AWARD QUALITY QUESTIONNAIRE.....	10
12.	PRICE EVALUATION.....	22
13.	FINAL DECISION TO AWARD .....	26

## 1. How to make your bid

- 1.1 Your bid must be made by the organisation that will be responsible for providing Deliverables (e.g. Goods and/or services) if your bid is successful.
- 1.2 You may bid for one or more of the lots, ensure you read paragraph 3 of attachment 1.
- 1.3 Your bid must be **entered into the eSourcing suite**. We can only accept bids that we receive through the eSourcing suite.
- 1.4 Upload **ONLY** those attachments we have asked for. Do not upload any attachments we haven't asked for.
- 1.5 Make sure you answer every question.
- 1.6 You must submit your bid before the bid submission deadline, in paragraph 5 "Timelines for the competition" in attachment 1 - About the framework.
- 1.7 It will be our decision whether we will accept bids submitted after the bid submission deadline.
- 1.8 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.
- 1.9 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.
- 1.10 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. How to submit your bid in the eSourcing suite

- 2.1 Your bid must be **entered into the eSourcing suite**. We can only accept bids that we receive through the eSourcing suite.
- 2.2 Responses to the Selection Questionnaire (qualification envelope), Quality Questionnaire (technical envelope) and the Price Questionnaire (commercial envelope) must be answered online in the eSourcing suite.
- 2.3 You are also required to complete and upload the following attachments (if applicable) to the relevant selection questions in the eSourcing suite:
  - **Attachments 2b to 2k Certificates of Past Performance** – you are required to complete the appropriate certificate of past performance for each lot you are bidding for.
    - For Lot 1 this is Attachment 2b and 2c
    - For Lot 2 this is Attachment 2d and 2e
    - For Lot 3 this is Attachment 2f and 2g
    - For Lot 4 this is Attachment 2h and 2i
    - For Lot 5 this is Attachment 2j and 2k

You must complete, and have this signed by your contract customer. Once completed you must provide this certificate within the selection questionnaire in the eSourcing Suite (qualification envelope).

- **Attachment 3 Price Matrix** – Complete the Price Matrix attachment for the lots which you are bidding for and complete it in accordance with the instructions provided in paragraph 12 of this document. Upload your completed Price Matrix into question PQ1 in the eSourcing Suite (commercial envelope).
- **Attachment 4 Information and Declaration Workbook** – if you are relying upon any other organisation, key subcontractor or consortium member to meet the selection criteria, they must complete this attachment and you must upload it to the relevant selection question in the eSourcing Suite (qualification envelope).
- **Attachment 6 Consortia details** – you should complete this spreadsheet if you are bidding as the lead member of a consortium and attach to selection question 1.8.3 in the eSourcing Suite (qualification envelope).
- **Attachment 7 Key Subcontractor details** – you should complete this spreadsheet if you intend to use Key Subcontracts in your bid and attach to selection question 1.10.1 in the eSourcing Suite (qualification envelope).

### 3. Selection stage

- 3.1 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.
- 3.2 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 of the Selection (Qualification) Questionnaire for themselves.
- 3.3 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 of the Selection (Qualification) Questionnaire for themselves.
- 3.4 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 from other members of a consortium.
- 3.5 You must ensure you read the instructions contained within Attachments 2b to 2k certificates of past performance carefully and ensure that you allow plenty of time to send to your Contract Customer, for them to complete and return to you.
- 3.6 You are required to complete the appropriate certificate of past performance for each lot you are bidding for. Please be aware that, it is essential that you meet the parameters and scope of the requirement in these attachments.
- 3.7 Remember we will contact the Contract Customer to verify the information provided in your certificate of past performance, if the Contract Customer cannot or will not verify the information provided or fails to respond to a verification request from CCS, your bid may be rejected and you will be excluded from the competition. We will tell you why your bid has been

excluded. If you fail to provide the required certificate of past performance, your bid will be deemed non-compliant and you will be excluded from this competition.

#### **4. Selection process**

- 4.1** After the bid submission deadline we will check all bids to make sure we have received everything we have asked for.
- 4.2** 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.
- 4.3** 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.
- 4.4** 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.

#### **5. Selection criteria**

- 5.1** We may exclude you from the competition at the selection stage if:
  - Your bid is not compliant
  - You receive a 'fail' for any of the selection questions contained in part 11 technical and professional ability. For the avoidance of doubt, if a customer indicates OPTION B when completing TABLE B of Attachments 2b to 2k or cannot or will not verify the information you have provided, this will result in you being awarded a fail. If the Contract Customer fails to respond to a verification request from CCS this will also result in you being awarded a fail
  - 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 paragraph 9 of Attachment 1 – About the Framework, or not followed the instructions given in this ITT pack.
- 5.2** If we exclude you from the competition we will tell you and explain why.

#### **6. Selection questionnaire**

- 6.1** Please refer to Attachment 2a Selection Questionnaire. Remember you must complete the questionnaire online in the eSourcing Suite (qualification envelope).

#### **7. Award stage**

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

- 7.2** We have tried to make our award stage as simple as possible, whilst achieving the best possible commercial outcomes.
- 7.3** Your bid must deliver what our buyers need, at the best possible price you can give.
- 7.4** When completing your bid you must:
- Read through the entire ITT pack specifically Attachment 1a 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 in Attachment 9 - Framework Contract Documents.
  - 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.
  - 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.

## **8. Award criteria**

- 8.1** The Award Stage consists of a quality evaluation (see paragraph 10 and 11 of this document) and a price evaluation (see paragraph 12 of this document).
- 8.2** The award of this framework will be on the basis of the 'Most Economically Advantageous Tender' (MEAT).
- 8.3** For lots 1, 2, 3, 4 and 5 the weighting for the quality evaluation is 70 marks and the price evaluation is worth 30 marks.

## **9. Award process**

- 9.1** What YOU need to do
- Answer the quality questions section A, B, C, D, E and F of the Quality Questionnaire in the eSourcing suite in the technical envelope.
  - Complete the Attachment 3 – Price Matrix 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.
- 9.2** What **WE** will do at the award stage

1.	<p><b>Compliance Check</b></p> <p>First, we will do a check to make sure that you completed the pricing matrix in line with our instructions.</p>
----	---

2.	<p><b>Quality Evaluation</b></p> <p>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.</p>
3.	<p><b>Consensus</b></p> <p>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.</p>
4.	<p><b>Quality Threshold</b></p> <p>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.</p> <p>Refer to tables at paragraph 10 for an example of how your quality score for each lot will be calculated.</p>
5.	<p><b>Evaluate Pricing</b></p> <p>We will then give your pricing to the price evaluation panel, who are different evaluators from those who assessed your quality responses.</p> <p>They will calculate your price score using the evaluation criteria in paragraph 12 'price evaluation' of this document.</p>
6.	<p><b>Final Score</b></p> <p>Your quality score will be added to your price score, to create your final score as illustrated in paragraph 13 Final Decision to award.</p>
7.	<p><b>Award</b></p> <p>Awards will be made to the successful bidders following the standstill period, subject to contract.</p>

## 10. Quality Evaluation

- 10.1** Question A1 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.
- 10.2** Each of the questions in section B are for information only and will not be evaluated, however you must answer the questions if related to the lot you are bidding for.

- 10.3** 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.
- 10.4** Each of the quality questions in section C, D, E and F of the Quality Questionnaire will be independently assessed by our evaluation panel.
- 10.5** 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.
- 10.6** 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.
- 10.7** Please see tables A, B, C, D and E below for an example of how your Quality Score will be calculated for lots 1, 2, 3, 4 and 5

Table A - Lot 1 this example applies to 14 sub-regional lots

Question		Question Weighting	Maximum mark available	Your final mark	Your weighted mark
C1	Account Management	11%	100	100	11.00
C2	Staff Competency	7%	100	66	4.62
C3	Community Benefits and Fair Working Practice	11%	100	100	11.00
C4	Minimising Environmental Impacts	11%	100	100	11.00
D1	Supply, Delivery and Consumption Management	30%	100	75	22.50
Quality Score					60.12

Table B – Lot 2

Question		Question Weighting	Maximum mark available	Your final mark	Your weighted mark
C1	Account Management	11%	100	100	11.00
C2	Staff Competency	7%	100	66	4.62
C3	Community Benefits and Fair Working Practice	11%	100	100	11.00
C4	Minimising Environmental Impacts	11%	100	100	11.00
D1	Supply, Delivery and Consumption Management	30%	100	75	22.50
Quality Score					60.12



Table C – Lot 3

Question		Question Weighting	Maximum mark available	Your final mark	Your weighted mark
C1	Account Management	11%	100	100	11.00
C2	Staff Competency	7%	100	66	4.62
C3	Community Benefits and Fair Working Practice	11%	100	100	11.00
C4	Minimising Environmental Impacts	11%	100	100	11.00
D1	Supply, Delivery and Consumption Management	30%	100	75	22.50
Quality Score					60.12

Table D – Lot 4

Question		Question Weighting	Maximum mark available	Your final mark	Your weighted mark
C1	Account Management	15%	100	66	9.90
C2	Staff Competency	10%	100	100	10.00
C3	Community Benefits and Fair Working Practice	15%	100	100	15.00
C4	Minimising Environmental Impacts	15%	100	66	9.90
E1	Product and Service Management	15%	100	100	15.00
Quality Score					59.80

Table E – Lot 5

Question		Question Weighting	Maximum mark available	Your final mark	Your weighted mark
C1	Account Management	11%	100	66	7.26
C2	Staff Competency	7%	100	66	4.52
C3	Community Benefits and Fair Working Practice	11%	100	100	11.00
C4	Minimising Environmental Impacts	11%	100	100	11.00
F1	Continuous Improvement	30%	100	66	19.80
Quality Score					53.58

## 11. Award Quality Questionnaire

**11.1** The Quality Questionnaire is split into six sections:

- Section A – All Lots Mandatory service requirement question
- Section B – Information Only questions
- Section C – All Lots generic questions
- Section D – Specific Question Lots 1, 2 and 3
- Section E – Specific Questions Lot 4
- Section F – Specific Questions Lot 5

**11.2** A summary of all the questions in the Quality Questionnaire, along with the marking scheme, for each question is set out below:

		Marking scheme
<b>Section A –All Lots mandatory service requirement question</b>		
A1	Compliance with Mandatory Service Requirements Framework Schedule 1	Pass / Fail

<b>Section B – Information only questions</b>		
B1	Lot 2 Regions	Information only
B2	Lot 3 Regions	Information only

<b>Section C – All Lots generic questions</b>		
C1	Account Management	100/66/33/0
C2	Staff Competency	100/66/33/0
C3	Community Benefits and Fair Working Practice	100/66/33/0
C4	Minimising Environmental Impacts	100/66/33/0

<b>Section D – Specific Questions Lot 1, 2 and 3</b>		
D1	Supply, Delivery and Consumption Management	100/75/50/25/0

<b>Section E – Specific Questions Lot 4</b>		
E1	Product and Service Management	100/50/0

<b>Section F – Specific Questions Lot 5</b>		
F1	Continuous Improvement	100/66/33/0

<b>Section A – All Lots Mandatory service requirements question</b>		
<b>A1 Compliance with Mandatory Service Requirements Framework Schedule 1 (Specification) - All Lots</b>		

If you are awarded a framework contract, will you unreservedly deliver in full, all the mandatory service requirements applicable to the Lot(s) you are bidding for as set out in Framework Schedule 1 (Specification).

Please answer 'Yes' or 'No'

**Yes** - You will, unreservedly deliver in full, all the mandatory requirements, applicable to the Lot(s) you are bidding for, as set out in Framework Schedule 1 (Specification).

**No** - You will not, or cannot, deliver in full, all the mandatory requirements, applicable to the Lot(s) you are bidding for 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** or **NO** from the drop down list.

Providing a **YES** response means you will unreservedly deliver in full all Lots mandatory service requirements, applicable to the Lot(s) you are bidding for as set out in Framework Schedule 1 (Specification).

If you selects **NO** (or does not answer the question) to indicate that they will not, or cannot, deliver in full, all the mandatory Goods and Services requirements, applicable to the Lot(s) you are bidding for 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, applicable to the Lot(s) you are bidding for 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, applicable to the Lot(s) you are bidding for as set out in Framework Schedule 1 (Specification). OR You have not selected either 'Yes' or 'No'.

## Section B – Information Only questions

### B1 – Lot 2 Regions

#### B1 Requirement:

CCS requires you to indicate which of the regions you are tendering for by selecting the relevant options in the table below, you must select at least one of these options.

### B1 Response Guidance

**All bidders bidding for Lot 2 must answer this question.**

This question is for information purposes only and will not be evaluated. However, in the event that you are awarded a Framework Contract, the details provided in response to this question will be inserted into your Framework Contract.

Lot 2 - Scotland North	Please select 'Option Selected' if you are providing this service.
Lot 2 - Scotland West	Please select 'Option Selected' if you are providing this service.
Lot 2 - Scotland Central	Please select 'Option Selected' if you are providing this service.
Lot 2 - Scotland South	Please select 'Option Selected' if you are providing this service.
Lot 2 - England North West	Please select 'Option Selected' if you are providing this service.
Lot 2 - England North East	Please select 'Option Selected' if you are providing this service.
Lot 2 - England Midlands	Please select 'Option Selected' if you are providing this service.
Lot 2 - England East Anglia	Please select 'Option Selected' if you are providing this service.
Lot 2 - England London and South East	Please select 'Option Selected' if you are providing this service.
Lot 2 - England South	Please select 'Option Selected' if you are providing this service.
Lot 2 - England South West	Please select 'Option Selected' if you are providing this service.
Lot 2 - South Wales	Please select 'Option Selected' if you are providing this service.
Lot 2 - North Wales	Please select 'Option Selected' if you are providing this service.
Lot 2 - Northern Ireland	Please select 'Option Selected' if you are providing this service.

## Section B – Information Only questions

### B2 – Lot 3 Regions

#### B2 Requirement:

CCS requires you to indicate which of the regions you are tendering for by selecting the relevant options in the table below, you must select at least one of these options.

#### B2 Response Guidance

**All bidders bidding for Lot 3 must answer this question.**

This question is for information purposes only and will not be evaluated. However, in the event that you are awarded a Framework Contract, the details provided in response to this question will be inserted into your Framework Contract.

Lot 3 - Scotland North	Please select 'Option Selected' if you are providing this service.
Lot 3 - Scotland West	Please select 'Option Selected' if you are providing this service.
Lot 3 - Scotland Central	Please select 'Option Selected' if you are providing this service.
Lot 3 - Scotland South	Please select 'Option Selected' if you are providing this service.
Lot 3 - England North West	Please select 'Option Selected' if you are providing this service.
Lot 3 - England North East	Please select 'Option Selected' if you are providing this service.
Lot 3 - England Midlands	Please select 'Option Selected' if you are providing this service.
Lot 3 - England East Anglia	Please select 'Option Selected' if you are providing this service.
Lot 3 - England London and South East	Please select 'Option Selected' if you are providing this service.
Lot 3 - England South	Please select 'Option Selected' if you are providing this service.
Lot 3 - England South West	Please select 'Option Selected' if you are providing this service.
Lot 3 - South Wales	Please select 'Option Selected' if you are providing this service.
Lot 3 - North Wales	Please select 'Option Selected' if you are providing this service.
Lot 3 - Northern Ireland	Please select 'Option Selected' if you are providing this service.

**Section C – All Lots generic questions****C1 – Account Management (All Lots)****C1 Requirement:**

CCS requires you to demonstrate your Account Management processes, resources and standards. The requirement is for the provision of dedicated Account Management to provide a comprehensive, point of contact service to CCS and Buyers. You will ensure that Products and

Services delivered are to a high standard that meets the requirements of CCS and each Buyer. You will implement and manage processes that ensure that issues raised by CCS and Buyers, relevant to the Framework Agreement, are addressed and brought to a satisfactory conclusion.

Please refer to Attachment 1a - Framework Schedule 1 Specification, section 3.1.

**Question:**

Please demonstrate your approach to Account Management, including resource allocation, customer communications and engagement process, complaint process and the processes the Account Management team will follow to ensure that service levels are maintained.

**C1 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

- a) demonstrate your account management approach to customer communications and engagement processes including accessibility through online calls and emails
- b) demonstrate how you will manage Buyers complaints detailing the process that you will have in place to do so including escalation procedures
- c) demonstrate the processes your Account Management team will follow to ensure that service levels are maintained

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 C1(i) and C1(ii) and C1(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 has fully addressed only 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 C – All Lots generic questions

### C2 – Staff Competency (All Lots)

#### C2 Requirement:

CCS requires you to demonstrate how you will ensure your staff have the knowledge, skills and experience of;

- the services and quality standards delivered by your own organisation
- relevant environmental standards and regulations.

#### Question:

Please demonstrate how you will ensure your staff will possess the knowledge, skills and experience of the fuel industry and associated service including;

- the services and quality standards delivered by your own organisation
- awareness of the environmental standards and regulation
- the training and awareness programmes and compliance and monitoring methods you will have in place.

#### C2 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

- a) demonstrate how you will ensure that account management teams, and front line/operational and technical staff have the relevant knowledge and experience of the fuel industry
- b) demonstrate the training and awareness programmes you will have in place to demonstrate how you will ensure all staff are kept up to date with industry developments and updates/new legislation
- c) demonstrate the compliance and monitoring methods you will deploy, including any internal/external auditing processes used to monitor the effectiveness of the training and awareness programmes you will have in place

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 C2(i) and C2(ii) and C2(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 has fully addressed only 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 C – All Lots generic questions

### C3 – Community Benefits and Fair Working Practice (All Lots)

#### C3 Requirement:

You will be expected to adopt a positive stance on delivering community benefits and fair work practices throughout the life of this Framework Agreement. To assist CCS and the Buyers in understanding fair work practices and what opportunities exist to deliver benefits to the community throughout the life of this Framework Agreement, please provide details for each of the categories below, of the community benefits that you propose to deliver and the fair working practices which you will operate throughout the framework period if you are awarded a Framework Agreement:

- School and community group engagement activities
- Financial or specialist (eg, mentoring/coaching) support for community groups and charities
- Apprenticeships and recruitment from the community
- Fair work practice

Please refer to Attachment 1a - Framework Schedule 1 Specification, section 8.

#### C3 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

- a) throughout the Framework Agreement agree to support community groups



- b) demonstrate how you will plan and methodically deliver social, economic, financial and environmental benefits to community groups
- c) describe how you will commit to fair working practices for workers (including any agency or sub-contractor workers) engaged in the delivery of this Framework Agreement, including: rewarding staff (living wage), equality and diversity, training and opportunity to develop skills, giving staff an effective voice etc

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 C3(i) and C3(ii) and C3(iii) each box has a character count of 2,000 characters.

#### **Marking scheme 100/66/33/0**

<b>Marking scheme</b>	<b>Evaluation criteria</b>
<b>100</b>	The bidder's response fully addresses all 3 of the component parts (a to c) of the response guidance above.
<b>66</b>	The bidder's response fully addresses 2 of the 3 component parts (a to c) of the response guidance above.
<b>33</b>	The bidder's response has fully addressed only 1 of the 3 component parts (a to c) of the response guidance above.
<b>0</b>	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 C – All Lots generic questions**

#### **C4 – Minimising Environmental Impacts (All Lots)**

##### **C4 Requirement:**

In line with the Government's publication 'Decarbonising Transport: Setting the Challenge', you're required to support the Buyers in working to achieve the Transport Decarbonisation Plan. By promoting, monitoring and measuring what changes that can be made, benefits realised will be seen reflecting the key priorities outlined in Attachment 1a - Framework Schedule 1 Specification.

##### **Question:**

Please demonstrate how your organisation would work with Buyers to ensure that environmental impacts (in terms of clean air, reducing the risks of harm from environmental hazards, mitigating and adapting to climate change and minimising waste) are reduced and how you would monitor and measure this.

#### **C4 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

- a) demonstrate how you will support Buyers in identifying more innovative technology and product options to support emission reductions
- b) describe how you will support customers in planning future demand changes and identifying alternative cleaner products to utilise
- c) describe what market intelligence you are able to access and share to better inform customers of the latest market developments to progress their strategy development and implementation

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 C4(i) and C4(ii) and C4(iii) each box has a character count of 2,000 characters.

#### **Marking scheme 100/66/33/0**

<b>Marking scheme</b>	<b>Evaluation criteria</b>
<b>100</b>	The bidder's response fully addresses all 3 of the component parts (a to c) of the response guidance above.
<b>66</b>	The bidder's response fully addresses 2 of the 3 component parts (a to c) of the response guidance above.
<b>33</b>	The bidder's response has fully addressed only 1 of the 3 component parts (a to c) of the response guidance above.
<b>0</b>	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.

<b>Section D – Specific Questions Lot 1, 2 and 3</b>	
<b>D1 – Supply, Delivery and Consumption Management (Lot 1, 2 and 3)</b>	
<p><b>D1 Requirement:</b></p> <p>You are required to demonstrate how you will supply, deliver and proactively work with Buyers to manage replenishment/inventory management of fuel Products to Buyers throughout the duration of the Framework Agreement and any Call Off Contracts as set out in Attachment 1a Framework Schedule 1 (Specification)</p> <p><b>Question:</b></p> <p>Please demonstrate the approach and procedures you will have in place to ensure that the fuel products you supply and deliver will conform to the relevant standards and, are stored appropriately and the volumes required are monitored and managed effectively.</p>	
<p><b>D1 Response guidance</b></p> <p><b>All bidders must answer this question.</b>  <b>You must insert your response into the text fields in the eSourcing suite.</b></p> <p>In order to satisfy the requirement, and the question associated with the requirement, you must</p> <ul style="list-style-type: none"> <li>a) explain the processes and safeguards you will have in place to ensure the quality of the fuels supplied to Contracting Authorities is maintained and conforms to the relevant European Standards and British Standards or equivalent of both</li> <li>b) demonstrate how you will assess the safety and suitability of the condition of Buyers storage e.g., Tanks, cylinders, storage areas for solid fuels to prevent leakage, injury, damage to property etc.</li> <li>c) explain the process you will have in place to collect and supply data to the Buyers of the volumes and frequency of orders of fuels ensuring this equates accurately to volumes billed for both metered and unmetered deliveries</li> <li>d) describe the steps you will take and services you will offer to Buyers to review consumption of products and ordering methods to improve management of demand</li> </ul> <p>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.</p> <p>Maximum character count – 8,000 characters including spaces and punctuation.</p> <p>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.</p> <p>You are required to insert your response to this question in the technical envelope in boxes D1(i), D1(ii) and D1(iii) and D1(iv) each box has a character count of 2,000 characters.</p>	
<b>Marking scheme 100/75/50/25/0</b>	
<b>Marking scheme</b>	<b>Evaluation criteria</b>

<b>100</b>	The bidder's response fully addresses all 4 of the component parts (a to d) of the response guidance above.
<b>75</b>	The bidder's response fully addresses 3 of the 4 component parts (a to d) of the response guidance above.
<b>50</b>	The bidder's response fully addresses 2 of the 4 component parts (a to d) of the response guidance above.
<b>25</b>	The bidder's response has fully addressed only 1 of the 4 component parts (a to d) of the response guidance above.
<b>0</b>	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 E – Specific Questions Lot 4

### E1 – Product and Service Management (Lot 4)

#### E1 Requirement:

You are required to demonstrate how you will support Buyers in identifying the appropriate products to support their fuel category requirements.

#### Question:

Please demonstrate the approach and procedures you will have in place to ensure that the products provided are the most appropriate and the guidance and support you will provide to the Buyers to inform their choices.

#### E1 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

- describe the steps you will take and services you will offer to Buyers to review consumption of products and ordering methods to improve management of demand
- explain the process you will have in place to review products ordered and the actions that will be taken to discuss future buying with Buyers.

Your response should be limited to, and focused on, each of the component parts of the question posed a to b. 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 – 4,000 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 E1(i), and E1(ii) each box has a character count of 2,000 characters.

**Marking scheme 100/50/0**

Marking scheme	Evaluation criteria
100	The bidder's response fully addresses all 2 of the component parts (a to b) of the response guidance above.
50	The bidder's response fully addresses 1 of the 2 component parts (a to b) of the response guidance above.
0	The bidder's response has not fully addressed any of the 2 component parts (a to b) of the response guidance above. OR A response has not been provided to this question.

**Section F – Specific Questions Lot 5**

**F1 – Continuous Improvement (Lot 5)**

**F1 Requirement:**

You are required to demonstrate how you will ensure that lessons learned and continuous improvement take place throughout the lifetime of each Call Off Contract in accordance with Attachment 1a Framework Schedule 1 (Specification) section 8.3.

**Question**

Please demonstrate the approach and procedures you will have in place to ensure that the products provided are the most appropriate and the guidance and support you will provide to the Buyers to inform their choices.

**F1 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

- describe how you shall adopt a pro-active approach to identifying initiatives for continuous improvement associated with the provision of the service
- demonstrate how potential improvements and innovative ways of working will be presented and communicated to the Buyer
- describe the process you will have in place to capture the lessons learned identified during Project delivery and how you will present and communicate these to Buyers

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 F1(i) and F1(ii) and F1(iii) each box has a character count of 2,000 characters.

### **Marking scheme 100/66/33/0**

<b>Marking scheme</b>	<b>Evaluation criteria</b>
<b>100</b>	The bidder's response fully addresses all 3 of the component parts (a to c) of the response guidance above.
<b>66</b>	The bidder's response fully addresses 2 of the 3 component parts (a to c) of the response guidance above.
<b>33</b>	The bidder's response has fully addressed only 1 of the 3 component parts (a to c) of the response guidance above.
<b>0</b>	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.

## **12. Price evaluation**

This paragraph 12 contains information on how to complete the pricing matrix attachment 3 and the price evaluation process.

### **12.1 How to complete your pricing matrix**

You should read and understand the instructions in the Price Matrix, and in this paragraph, before submitting your prices for each lot which you are bidding for.

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

You should also take into account our management charge, which shall be paid by you to us, as set out in the Framework Award form. Lot 1 and lot 2 (only products supplied in litres); 0.02ppl to be charged. For lot 3, 4 & 5 and lot 2 (where products are supplied in quantities other than litres), 1% of all the charges.

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:

- include and exclude what is stipulated in Framework Schedule 3.
- where monetary value is requested be in British pounds sterling, up to 2 decimal places
- where percentage value is requested it must be up 2 decimal places.

Negative and zero 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 – Framework prices.

You must download and complete the Attachment 3 – Price Matrix for the lot(s) you are submitting a bid for.

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

Provide a price in cells highlighted blue where you can supply that product.

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 Price 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.

## 12.2 Price evaluation process all Lots

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 negative and zero prices will not be accepted.

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

## 12.3 How we will evaluate Lot 1

The Price Evaluation is weighted at 30% for lot 1.

The prices submitted in the yellow cells will be used in the Price Evaluation. The prices provided in the yellow cells will be added together form a basket price.

For lot 1 the bidder with the lowest basket price will be awarded the maximum mark available (a price score of 30.00).

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

The calculation we will use to evaluate your basket price, for each 14 sub-regional lots, is as follows:

$$\text{Price score} = \frac{\text{Lowest basket price}}{\text{Bidders basket price}} \times 30.00 \text{ (maximum mark available)}$$

Example below is applicable for all 14 sub-regional lots in lot 1:

Lot 1 - 101 - Scotland North example



Bidder A	Bidder B	Bidder C
basket price	basket price	basket price
£ 500,000.00	£ 600,000.00	£ 900,000.00

1. Bidder A has the lowest basket price of £500,000.00. Bidder A is awarded the maximum mark available, which is a price score of 30.00.
2. Bidder B submits a basket price of £600,000.00. Bidder B is awarded a price score of 25.00.
3. Bidder C submits a basket price of £900,000.00 and is awarded a price score of 16.67.

## 12.4 How we will evaluate Lot 2 and Lot 3

The Price Evaluation is weighted at 30% for lot 2 and lot 3.

The prices submitted in the yellow cells will be used in the Price Evaluation.

For lot 2 and lot 3 bidders are required to provide prices in the yellow cells for each of the regions you have indicated you will provide at B1 – Lot 2 Regions and B2 – Lot 3 Regions of the Quality Questionnaire. Bidders must enter 'NA' for any of the regions they do not intend to tender for, in the yellow cells within tab 'Lot 2' and tab 'Lot 3' of the Attachment 3 – Price Matrix.

The prices provided in the yellow cells will be added together to form a basket price for each region you have indicated you will provide.

We will evaluate each of the lot 2 and lot 3 regions separately, by comparing the basket prices submitted for that region. Bidders will get a separate price score for each region they have submitted a price for. The lowest basket price will be awarded the maximum mark available (a price score of 30.00). All other bidders will get a price score relative to the lowest basket price.

The calculation we will use to evaluate each region is as follows:

$$\text{Mark} = \frac{\text{Lowest Price}}{\text{Bidders Price}} \times (\text{Maximum mark 30})$$

The example below is for lot 2 - Scotland West is applicable for all 14 regions in Lot 2 and Lot 3:

Bidder A	Bidder B	Bidder C	Bidder D
Price	Price	Price	Price
N/A	£150,000.00	£175,000.00	£220,000.00

1. Bidder A has not provided a price there is no mark is applicable for this service.
2. Bidder B has the lowest price of £150,000.00. Bidder B is awarded the maximum mark available, which is a price score of 30.00.
3. Bidder C submits a price of £175,000.00 and is awarded a price score of 25.71.



4. Bidder D submits a price of £220,000.00 and is awarded a price score of 20.45.

### 12.5 How we will evaluate Lot 4

The Price Evaluation is weighted at 30% for lot 4.

The prices submitted in the yellow cells will be used in the Price Evaluation. The prices provided in the yellow cells will be added together to form a basket price.

For lot 4 the bidder with the lowest basket price will be awarded the maximum mark available (a price score of 30.00).

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

The calculation we will use to evaluate your basket price, for lot 4 is as follows:

$$\text{Price score} = \frac{\text{Lowest basket price}}{\text{Bidders basket price}} \times 30.00 \text{ (maximum mark available)}$$

Lot 4 example below:

Bidder A	Bidder B	Bidder C
basket price	basket price	basket price
£ 500,000.00	£ 600,000.00	£ 900,000.00

4. Bidder A has the lowest basket price of £500,000.00. Bidder A is awarded the maximum mark available, which is a price score of 30.00.
5. Bidder B submits a basket price of £600,000.00. Bidder B is awarded a price score of 25.00.
6. Bidder C submits a basket price of £900,000.00 and is awarded a price score of 16.67.

### 12.6 How we will evaluate Lot 5

The Price Evaluation is weighted at 30% for lot 5.

The percentages submitted in the yellow cells will be used in the Price Evaluation. The percentages provided in the yellow cells will be added together and divided by 2 to form an average overall supplier margin %.

For lot 5 the bidder with the lowest average overall supplier margin % will be awarded the maximum mark available (a price score of 30.00).

All other bidders will get a price score relative to the lowest average overall supplier margin %.

The calculation we will use to evaluate your basket price, for lot 5 is as follows:

$$\text{Price score} = \frac{\text{Lowest average overall supplier \%}}{\text{Bidders average overall supplier \%}} \times 30.00 \text{ (maximum mark available)}$$

Lot 5 example below:

Bidder A average overall supplier %	Bidder B average overall supplier %	Bidder C average overall supplier %
5.00%	7.00%	9.00%

1. Bidder A has the lowest average overall supplier % of 5.00%. Bidder A is awarded the maximum mark available, which is a price score of 30.00
2. Bidder B submits an average overall supplier % of 7.00%. Bidder B is awarded a price score of 21.43.
3. Bidder C submits an average overall supplier % of 9.00%. Bidder B is awarded a price score of 16.67.

## 12.7 Abnormally low tenders

Where we consider any of the price(s) you have submitted to have no correlation with the quality of your offer or to be **abnormally low** we 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.

## 13. Final decision to award

### 13.1 How we will calculate your final score for Lot 1

For Lot 1 we will add your quality score to your price score to calculate your Final Score sub regional lot you have bid for.

Example for lot 1 - 101 - Scotland North applicable to each sub regional lot:

Bidder	Quality score (Maximum score available 70)	Price score (Maximum score available 30)	Final score (Maximum score available 100)
Bidder A	70.00	30.00	100.00
Bidder B	60.00	20.00	80.00
Bidder C	50.00	15.00	65.00

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 places for Lot 1 is as follows:

Lot	Anticipated Maximum number of Suppliers per Lot
1	Minimum number of Suppliers in each Regional Lot is 1 up to a maximum of 20. Maximum number of 280 Suppliers overall for Lot Group 1 (20 per regional Lot)

The maximum number of bidders for each lot 1 sub-region of this framework may increase where two (2) or more bidders have tied scores in last position only.

### 13.2 Reserved rights for lot 1

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 1 sub-region is 20<sup>th</sup> position.

Example for Lot 1- 101 - Scotland North:

If the bidder in 20<sup>th</sup> place, last position, has a final score of 60.00.

The calculation we will use is:

Lot 1 - 20<sup>th</sup> place bidder's final score is 60.00.

1% of 60.00 = 0.60

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

60.00 – 0.60 = 59.40

So any bidder whose final score is 59.40 or above will be awarded a place on Lot 1- 101 - Scotland North of the Framework.

### 13.3 How we will calculate your final score for Lot 2 and 3

For lot 2 and lot 3 we will add your Quality Score to each of the region Price Scores to calculate your Final Score.

Example of lot 2 Final Score for illustrative purposes (bidder A), which is applicable for lot 2 and lot 3.

Bidder A has indicated in question B1 – Lot 2 Regions of the Quality Questionnaire that they are providing for regions lot 2 - England North East and lot 2 - South Wales.

Service	Quality score	Price score	Final score
	(Maximum score available 70)	(Maximum score available 30)	(Maximum score available 100)
Lot 2 - England North East	60.00	21.00	81.00
Lot 2 - South Wales	60.00	19.00	79.00

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 places is as follows:

Lot	Anticipated Maximum number of Suppliers per Lot
2	30
3	60

### 13.4 How we will calculate your final score for Lot 4 and 5

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

Example for Lot 4:

Bidder	Quality score	Price score	Final score
	(Maximum score available 70)	(Maximum score available 30)	(Maximum score available 100)
Bidder A	70.00	30.00	100.00
Bidder B	60.00	20.00	80.00
Bidder C	50.00	15.00	65.00

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 places is as follows:

Lot	Anticipated Maximum number of Suppliers per Lot
4	20
5	60

The maximum number of bidders for lot 4 and lot 5 of this framework may increase where two (2) or more bidders have tied scores in last position only.

### 13.5 Reserved rights for lot 4 and 5

We also reserve the right to award a framework to any bidders whose final score is within 1% of the last position.

Example for Lot 4:

If the bidder in 20<sup>th</sup> place, last position, has a final score of 60.00.

The calculation we will use is:

Lot 1 - 20<sup>th</sup> place bidder's final score is 60.00.

1% of 60.00 = 0.60

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

60.00 – 0.60 = 59.40

So any bidder whose final score is 59.40 or above will be awarded a place on Lot 4 of the Framework.

### 13.6 Intention to award

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.

### **13.7 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:

- Employer's (Compulsory) Liability Insurance
- Public Liability Insurance
- Professional Indemnity Insurance
- Product Liability Insurance
- Cyber Essentials certification