



Crown
Commercial
Service

TENDER 2 GUIDANCE

EVENT 4

TECHNOLOGY EXPENSE MANAGEMENT

REFERENCE NUMBER

RM3802

ATTACHMENT 1d

1. INTRODUCTION

- 1.1 The purpose of this Attachment 1d event 4 Tender 2 Guidance is to provide information and instructions about the scoring and evaluation process to Potential Providers who have been invited to participate in event 4 of this Procurement following the completion of the evaluation of Tender 1.
- 1.2 In order to evaluate your ability to meet the advertised requirement, the Authority requires Potential Providers to complete and submit their response to the Award Questionnaire and pricing sheet (Attachment 3b and/or Attachment 3c), in accordance with this event 4 Tender 2 Guidance.
- 1.3 The defined terms referred to within this event 4 Tender 2 Guidance have the meaning given to them in the Glossary, as set out in paragraph 14 of the event 1 Invitation to Tender (Attachment 1a).
- 1.4 For the purposes of this event 4 Tender 2 Guidance the terms “CCS”, “we”, “us” or “our” refers to the Authority (Crown Commercial Service).
- 1.5 For the avoidance of doubt in this event 4 Tender 2 Guidance and Award Questionnaire the terms “you” or “your” mean your organisation, or the organisation you represent in this Procurement process.

2. INSTRUCTIONS FOR COMPLETION – TENDER 2 SUBMISSION

- 2.1 Prior to completion of your Tender 2 submission you will have given a demonstration of your proposed solution and directly thereafter a negotiation meeting. Details of what is expected in this can be found in Annex 3 of the ITT (included as a separate document for ease of use).
- 2.2 Following on from the presentations, demonstrations and negotiations with the Authority (following the completion of the evaluation of Tender 1) and to continue to participate in this Stage of this Procurement; you are required to submit your amended:
 - 2.2.1 Award Questionnaire (Attachment 3); and
 - 2.2.2 Pricing sheet (Attachment 3b and/or Attachment 3c)
- 2.3 Your submitted Tender 2 should incorporate any required amendments to your Tender 1 submission following on from the demonstration and negotiations meeting.
- 2.4 In the unlikely situation where you are not making any amendments to your Tender 1, you will still need to upload the original tender into the event 4 and it will still be classed as Tender 2. *In this circumstance please confirm this is the case via a message within the eSourcing Suite.*
- 2.5 You must adhere to the following instructions in order to submit a fully compliant event 4 Tender 2 Submission:
 - 2.5.1 You are strongly advised to re-read through all documentation again to ensure understanding of how to submit a fully compliant event 4 Tender 2 submission.
 - 2.5.2 Potential Providers are encouraged to raise questions they may have about any Stage of the Procurement during the clarification periods. You may, raise questions or seek clarification regarding any aspect of this Procurement at any time during the clarification periods as set out in paragraph 4 Procurement Timetable of the Invitation to Tender (Attachment 1a). Questions must be submitted using the messaging facility provided within the e-Sourcing Suite.
 - 2.5.3 The Authority is utilising an e-Sourcing Suite to manage the submission of the Tender Submissions and to communicate with you.
 - 2.5.4 No hard copy documents will be issued and all communications with the Authority (including the submission of your event 4 Tender 2 Submission) will be conducted via the e-Sourcing Suite. You must ensure that the details of the point of contact

you nominate in the e-Sourcing Suite are accurate at all times as the Authority will not be under any obligation to contact any other point of contact.

- 2.5.5 No additional Attachments are permitted, only the Attachments specifically requested by the Authority. Only information specifically requested by the Authority and uploaded as an Attachment will be taken into account for the purposes of evaluating the event 4 Tender 2.

3. COMPLETION OF EVENT 4 AWARD QUESTIONNAIRE

- 3.1.1 You must submit your event 4 Tender 2 Award Questionnaire in the e-Sourcing Suite.
- 3.1.2 It is your responsibility to ensure that you are eligible to participate in this Procurement and have submitted a fully compliant event 4 Tender 2 Award Questionnaire.
- 3.1.3 You must ensure that you are using the latest versions of this document and all the Invitation to Tender Attachments as the documentation may be updated from time to time.
- 3.1.4 Any incomplete or incorrect event 4 Tender 2 Award Questionnaire submitted responses may be deemed non-compliant and as a result you may be excluded from this Procurement.
- 3.1.5 You are advised to allow sufficient time for the entering of responses in the e-Sourcing Suite. It is advised that this activity commences as soon as possible and is not left until the day of the event 4 Tender 2 Award Questionnaire submission deadline.
- 3.1.6 For technical guidance on how to complete questions and text fields and how to upload any requested Attachments, please download the Supplier Guidance (Attachment 8).
- 3.1.7 All responses must be inserted into the relevant answer fields unless an additional Attachment is permitted. No Attachments are permitted except where specifically requested by the Authority. Only information entered into the relevant answer fields or information specifically requested by the Authority and uploaded as an Attachment will be taken into account for the purposes of evaluating the event 4 Tender 2 Award Questionnaire Submission.
- 3.1.8 The Authority will disregard any part of a response to a question which exceeds the specified character limit; the excess will be disregarded, not the whole response. The stated character limit includes spaces and punctuation.
- 3.1.9 Your event 4 Tender 2 Award Questionnaire must be submitted in the English (UK) language.
- 3.1.10 You must answer all questions accurately and as fully as possible, within the character limits specified.
- 3.1.11 Where options are offered as a response to a question, you must select the relevant option from the drop down list.
- 3.1.12 You must not answer questions by cross referencing to other answers or to other materials (e.g. annual company reports located on a website). Each question answered must be completed in its own right.

3.2 Uploading and Submitting an Event 4 Tender 2 Submission

- 3.2.1 You are responsible for ensuring that your event 4 Tender 2 Submission has been successfully completed in the e-Sourcing Suite and that your completed event 4 Pricing (Attachment 3b and/or Attachment 3c) has been uploaded as an Attachment to question AQD1 prior to your specific event 4 Tender 2 submission

deadline as detailed in paragraph 4 Procurement Timetable of the Invitation to Tender (Attachment 1a).

- 3.2.2 Your event 4 Tender 2 Submission must be submitted to the Authority using the e-Sourcing Suite. Event 4 Tender 2 Submissions submitted by any other means will not be accepted.

4. DEADLINE FOR THE SUBMISSION OF EVENT 4 TENDER 2

- 4.1 Event 4 Tender 2 will have a staggered Tender submission deadline. Following each demonstration and negotiation meeting. Potential Provider's will all have the same number of days to return their Tender 2 (updated from their Tender 1 if required) in the eSourcing Suite.
- 4.2 As each Tender deadline will be different each Potential Provider (dependent upon the day they had the demonstrations and negotiation meeting) will be invited to their own bespoke event within the eSourcing Suite.
- 4.3 The Authority will issue a message to each Potential Provider via the eSourcing Suite to inform you when your event 4 Tender 2 submission deadline is. You will be required to confirm receipt of this message in the eSourcing Suite within twenty four (24) hours of it being issued.
- 4.4 Your event 4 Tender 2 Submission must be received by the Authority before your allocated event 4 Tender 2 Submission Deadline. Your specific event 4 Tender 2 Submission deadline will be during the event 4 Tender 2 Submission deadline period as detailed in paragraph 4 Procurement Timetable of the Invitation to Tender (Attachment 1a).
- 4.5 The Authority will not open any of the Potential Provider responses until the final Potential Provider Tender deadline has been reached. Only then will the Authority will commence compliance checking and evaluation of the responses.

5. LATE SUBMISSIONS

- 5.1 Any event 4 Tender 2 Submissions received after the individual Potential Providers event 4 Tender 2 submission deadlines may be excluded by the Authority having regard to the principles of proportionality, transparency and equal treatment.

6. EVENT 4 COMPLIANCE / VALIDATION

- 6.1 Prior to commencing the formal evaluation process, your event 4 Tender 2 submission will be checked to ensure compliance with the requirements of the Invitation to Tender. Any non-compliant event 4 Tender 2 submissions may, including in the event further questions are asked or clarification is sought by the Authority if Potential Providers fail to produce a satisfactory response, be excluded by the Authority from this Procurement.
- 6.2 Potential Providers who are excluded on grounds of non-compliance will be notified accordingly.

7. OVERVIEW OF EVENT 4 AWARD EVALUATION PROCESS

- 7.1 The same Evaluation Process will be completed for the evaluations of Tender 2 as previously used for the Tender 1 (event 3). The Evaluation Process is detailed again below for your reference:
- 7.2 The event 4 Award evaluation will comprise of:
- 7.2.1 an evaluation of Potential Providers responses to event 4 Tender 2 Award Questions ("**Quality Evaluation**") as detailed in paragraph 5.5; and
- 7.2.2 an evaluation of the values tendered in the Pricing ("**Price Evaluation**") as detailed in paragraph 5.7.

- 7.3 The maximum possible score capable of being achieved by a Potential Provider will be 100% (being the sum of the scores achieved for the Quality Evaluation and Price Evaluation i.e. 45 + 55)
- 7.4 The Quality Evaluation is weighted at 45%. The Price Evaluation is weighted at 55%.

7.5 Event 4 Consensus Marking Procedure

- 7.5.1 Event 4 Tender 2 Award Questionnaire questions AQA1 – AQB7 that are scored and require evaluation will be evaluated in accordance with the Consensus Marking Procedure as set out in this paragraph.
- 7.5.2 The Consensus Marking Procedure is a two-step process, comprising of:
- a) Independent evaluation; and
 - b) Group consensus marking.
- 7.5.3 During the independent evaluation process each evaluator will separately (i.e. without conferring with other evaluators) scrutinise the quality of answers given by you in your event 4 Tender 2 Award Questionnaire. Evaluators will apply the criteria applicable to the question as set out in the evaluation guidance to determine the overall quality of each answer. Each evaluator will then allocate a mark for the answer in accordance with the Marking Scheme applicable to that question. Each evaluator will also provide a justification for the mark they attribute to an answer. All of the evaluators' marks and related justifications will be recorded separately in the e-Sourcing Suite.
- 7.5.4 When the independent evaluation exercise has been completed by all of the evaluators, a group consensus marking exercise will be coordinated by the consensus manager as follows:
- a) The consensus manager will review the marks allocated by the individual evaluators together with their justifications for awarding the marks for each question.
 - b) The consensus manager will arrange for the evaluators to meet and discuss the marks they have allocated to responses provided in the event 4 Award Questionnaire. The consensus manager will facilitate discussion among the evaluators regarding the marks awarded and the related justifications.
 - c) During the meeting each evaluator will discuss the quality of the answers given to a question and review their justification for attributing the marks having regard to the relevant Marking Scheme. The evaluators will continue discussing the answers until the evaluators reach a consensus regarding the mark that should be attributed to each Potential Provider's answer to the question.
 - d) The consensus manager will record the consensus mark and the justification for the consensus mark in the e-Sourcing Suite.
 - e) The process above will be repeated until all applicable answers in event 4 Award Questionnaire have been consensus marked by evaluators.
- 7.5.5 When the Consensus Marking Procedure has been completed, the e-Sourcing Suite will be secured by the consensus manager to ensure no further modifications are made to the consensus marks and justifications.

7.6 Event 4 Tender 2 Quality Evaluation

- 7.6.1 The information submitted in your event 4 Tender 2 Award Questionnaire will enable the Authority to consider your suitability to deliver the Framework Services. If you fail to respond fully and accurately you may be excluded from this Procurement.

- 7.6.2 The quality questions for event 4, along with the Marking Scheme and maximum score available (where applicable) for each question is set out in Attachment 3 Award Questionnaire. The questions are set out in three (3) sections: Section A, Section B and Section C.
- 7.6.2.1 Section C is for information purposes only and will not be scored.
- 7.6.3 The evaluation of each of the scored questions in event 4 Tender 2 Award Questionnaire (i.e. questions AQA1, AQA2, AQB1, AQB2, AQB3, AQB4, AQB5, AQB6, and AQB7) will be conducted and consensus checked in accordance with the Consensus Marking Procedure as set out in paragraph 5.
- 7.6.4 When the Marks for each question have been determined they will be added together to determine an overall score for the event 4 Tender 2 Quality Evaluation (“**Event 4 Quality Score**”).
- 7.6.5 Please note if the event 4 Tender 2 submission is submitted by the Lead Contact of a Group of Economic Operators you must clearly identify in response to any of the following questions, when you are relying on another member of the Group of Economic Operators, the name of the particular member and explain the member’s role capability and experience as the context of the question required, in accordance with the Invitation to Tender (Attachment 1a).

7.7 Overview of Quality Evaluation (quality criteria and Maximum Score Available)

Question		Scoring Scheme	Maximum Weighted Score (%)	Maximum Weighted Quality Score (%)
Section A – Scored Questions				
AQA1	The Solution	100-0*	45	20.25
AQA2	Supporting Services	100-0*	7	3.15
Total achievable scores for Section A			52	23.4
Section B – Scored Questions				
AQB1	Roles and Responsibilities	100/50/0	6	2.7
AQB2	Implementation Plan	100/50/0	7	3.15
AQB3	Customer Marketing and Workflow Management	100/50/0	6	2.7
AQB4	Customer On-Boarding Plan	100/50/0	6	2.7

AQB5	Data Gathering/Retrieval	100-0*	6	2.7
AQB6	Reporting	100/50/0	7	3.15
AQB7	Information Security Management Plan	100/50/0	10	4.5
Total achievable scores for Section B			48	21.6
Total achievable scores for Section A & B combined with Quality weighting applied.			100	45
*Indicates a combined score taking into account the scores given for the component part score.				

7.8 Event 4 Price Evaluation Process

7.8.1 Pricing submitted by you in Attachment 3b and/or Attachment 3c Potential Provider pricing sheet will be recorded and evaluated. The process for this is illustrated with examples in the table below:

Primary Service/ Services	Calculation
Primary Service 1 - Mobile TEM	<p><u>Pricing model 1 - Fixed Unit Model (FUM)</u></p> <p>The Fixed Unit Model (pricing model 1) is worth 50% of the available score applicable to pricing.</p> <p>The lowest price received from all Potential Providers gets a score of 100.00. All other prices are scored against the formula listed in scoring principle 4.</p> <p>E.g. The lowest price of £1.00 scores 100, the next price is £1.50. The formula to determine the score for £1.50 is:</p> $100 \times \frac{1.00}{1.50} = 66.67 \text{ (Potential Provider FUM score)}$

The FUM score is weighted at 50% of the total score for Mobile TEM. To work out the FUM weighted score for Mobile TEM we apply the following:

Potential Provider FUM score x 50 = 33.34 (PP weighted FUM score)

100 (Max FUM score)

Pricing model 2 - Gainshare Model (GM)

The Gainshare Model (pricing model 2) is worth 50% of the available pricing score. The Gainshare Model has two elements. The fixed unit price provided in this pricing model is worth 25% and the gainshare percentage is also worth 25%. These are added together to give the 50% of the score applicable to pricing for the Gainshare Model (pricing model 2).

The lowest price received from all Potential Providers gets a score of 100.00. All other prices are scored against the formula listed in scoring principle 4.

E.g. The lowest price of £1.00 scores 100, the next price is £1.50. The formula to determine the score for £1.50 is:

$$100 \times \frac{1.00}{1.50} = 66.67 \text{ (Potential Provider GM score)}$$

The GM score is weighted at 25% of the total score for Mobile TEM. To work out the GM weighted score for Mobile TEM we apply the following:

Potential Provider GM score x 25 = 16.67 (Potential Providers weighted GM score)

100 (Max GM score)

Gainshare percentage (GP)

The lowest gainshare percentage received from all Potential Providers gets a score of 100.00. All other percentages are scored against formula listed in scoring principle 4.

	<p>E.g. The lowest percentage of 1.00% scores 100, the next percentage is 1.50%. The formula to determine the score for 1.50% is:</p> $100 \times \frac{1.00}{1.50} = 66.67 \text{ (Potential Provider GP score)}$ <p>The GP score is weighted at 25% of the total score for Mobile TEM. To work out the GP weighted score for Mobile TEM we apply the following:</p> <p><u>Potential Provider GP score</u> x 25 = 16.67 (PP weighted GP score)</p> <p>100 (Max GP score)</p> <p>All three weighted scores above are added together to work out the total Mobile TEM score for the Potential Provider. The maximum total score for Mobile TEM is 100.</p> <p>33.34(FMU) + 16.67 (GM) + 16.67 (GP) = 66.68 Potential Providers Mobile TEM score</p> <p>Mobile TEM is worth 25% of the total weighted score for Primary Service 1. To work out Mobile TEMs weighted score for Primary Service 1 we apply the following:</p> <p><u>66.68</u> (PP Mobile TEM score) x 25 = 16.67(PP weighted Mobile TEM score)</p> <p>100.00 (Max total score for Mobile TEM)</p>
<p>Primary Service 1 - Fixed Line TEM</p>	<p>Fixed unit model is worth 50% and gainshare is worth 50%. Gainshare has two elements - gainshare model which is worth 25% and gainshare percentage which is worth 25% these are added together to give the 50% for gainshare.</p> <p><u>Fixed Unit Model (FUM)</u></p> <p>The lowest price received from all Potential Providers gets a score of 100.00. All other prices are scored against the formula listed in scoring principle 4.</p>

E.g. The lowest price of £1.00 scores 100, the next price is £1.50. The formula to determine the score for £1.50 is:

$$100 \times \frac{1.00}{1.50} = 66.67 \text{ (Potential Provider FUM score)}$$

The FUM is weighted at 50% of the total score for Fixed Line TEM. To work out the FUM weighted score for Fixed Line TEM we apply the following:

$$\frac{\text{Potential Provider FUM score}}{100 \text{ (Max FUM score)}} \times 50 = 33.34 \text{ (PP weighted FUM score)}$$

Gainshare Model (GM)

The lowest price received from all Potential Providers gets a score of 100.00. All other prices are scored against the formula listed in scoring principle 4.

E.g. The lowest price of £1.00 scores 100, the next price is £1.50. The formula to determine the score for £1.50 is:

$$100 \times \frac{1.00}{1.50} = 66.67 \text{ (Potential Provider GM score)}$$

The GM is weighted at 25% of the total score for Fixed Line TEM. To work out the GM weighted score for Fixed Line TEM we apply the following:

$$\frac{\text{Potential Provider GM score}}{100 \text{ (Max GM score)}} \times 25 = 16.67 \text{ (PP weighted GM score)}$$

Gainshare Percentage (GP)

	<p>The lowest gainshare percentage received from all Potential Providers gets a score of 100.00. All other percentages are scored against formula listed in scoring principle 4.</p> <p>E.g. The lowest percentage of 1.00% scores 100, the next percentage is 1.50%. The formula to determine the score for 1.50% is:</p> $100 \times \frac{1.00}{1.50} = 66.67 \text{ (Potential Provider GP score)}$ <p>The GP is weighted at 25% of the total score for Fixed Line TEM. To work out the GP weighted score for Fixed Line TEM we apply the following:</p> $\frac{\text{Potential Provider GP score}}{100 \text{ (Max GP score)}} \times 25 = 16.67 \text{ (PP weighted GP score)}$ <p>All three weighted scores above are added together. The maximum score for Fixed Line TEM is 100.</p> $33.34(\text{FMU}) + 16.67 \text{ (GM)} + 16.67 \text{ (GP)} = 66.68 \text{ PP Fixed Line TEM score}$ <p>Fixed Line TEM is worth 37.5% of the total weighting for Primary Service 1. To work out Fixed Line TEMs weighted score for Primary Service 1 we apply the following:</p> $\frac{66.68}{100.00} \times 37.5 = 25.01 \text{ (PP weighted Fixed Line TEM score)}$
Primary Service 1 - Data Circuit TEM	<p>Fixed unit model is worth 50% and gainshare is worth 50%. Gainshare has two elements - gainshare model which is worth 25% and gainshare percentage which is worth 25% these are added together to give the 50% for gainshare.</p> <p><u>Fixed Unit Model (FUM)</u></p> <p>The lowest price received from all Potential Providers gets a score of 100.00. All other prices are scored against the formula listed in scoring principle 4.</p>

E.g. The lowest price of £1.00 scores 100, the next price is £1.50. The formula to determine the score for £1.50 is:

$$100 \times \frac{1.00}{1.50} = 66.67 \text{ (Potential Provider FUM score)}$$

The FUM is weighted at 50% of the total score for Data Circuit TEM. To work out the FUM weighted score for Data Circuit TEM we apply the following:

$$\frac{\text{Potential Provider FUM score}}{100 \text{ (Max FUM score)}} \times 50 = 33.34 \text{ (PP weighted FUM score)}$$

Gainshare Model (GM)

The lowest price received from all Potential Providers gets a score of 100.00. All other prices are scored against the formula listed in scoring principle 4.

E.g. The lowest price of £1.00 scores 100, the next price is £1.50. The formula to determine the score for £1.50 is:

$$100 \times \frac{1.00}{1.50} = 66.67 \text{ (Potential Provider GM score)}$$

The GM is weighted at 25% of the total score for Data Circuit TEM. To work out the GM weighted score for Data Circuit TEM we apply the following:

$$\frac{\text{Potential Provider GM score}}{100 \text{ (Max GM score)}} \times 25 = 16.67 \text{ (PP weighted GM score)}$$

Gainshare Percentage (GP)

	<p>The lowest gainshare percentage received from all Potential Providers gets a score of 100.00. All other percentages are scored against formula listed in scoring principle 4.</p> <p>E.g. The lowest percentage of 1.00% scores 100, the next percentage is 1.50%. The formula to determine the score for 1.50% is:</p> $100 \times \frac{1.00}{1.50} = 66.67 \text{ (Potential Provider GP score)}$ <p>The GP is weighted at 25% of the total score for Data Circuit TEM. To work out the GP weighted score for Data Circuit TEM we apply the following:</p> $\frac{\text{Potential Provider GP score} \times 25}{100 \text{ (Max GP score)}} = 16.67 \text{ (PP weighted GP score)}$ <p>All three weighted scores above are added together. The maximum score for Data Circuit TEM is 100.</p> $33.34(\text{FMU}) + 16.67 \text{ (GM)} + 16.67 \text{ (GP)} = 66.68 \text{ Data Circuit TEM score}$ <p>Data Circuit TEM is worth 37.5% of the total weighting for Primary Service 1. To work out Data Circuit TEMs weighted score for Primary Service 1 we apply the following:</p> $\frac{66.68}{100.00} \times 37.5 = 25.01 \text{ (Potential Providers weighted Data Circuit TEM score)}$
<p>Primary Service 1</p> <p>-</p> <p>Weighted Score</p> <p><i>Weighting 60%</i></p>	<p><u>Weighted score for Primary Service 1</u></p> <p>The total weighted scores for Mobile TEM, Fixed Line TEM and Data Circuit TEM are added together to give a Potential Providers technology score (maximum technology score is 100).</p> <p>E.g. 16.67 (weighted Mobile TEM score) + 25.01 (weighted Fixed Line TEM score) + 25.01 (weighted Data Circuit TEM score) = 66.69 (Technology score)</p>

	<p>To work out the weighted score for Primary Service 1 we apply the following:</p> <p><u>PP technology score</u> x 60 = weighted score for Primary Service 1</p> <p>100</p> <p>(max technology score)</p> <p>E.g.</p> <p><u>66.69</u> x 60 = 40.01 (PP weighted score for Primary Service 1)</p> <p>100</p>
<p>Service 2 - Contact Services</p> <p><i>Weighting 10%</i></p>	<p><u>Fixed Unit Model (FUM)</u></p> <p>The lowest price given receives a score of 100.00. All other prices are scored against the formula listed in scoring principle 4.</p> <p>E.g. The lowest price of £1.00 scores 100, the next price is £1.50. The formula to determine the score for £1.50 is:</p> <p>$100 \times \frac{1.00}{1.50} = 66.67$ (Potential Provider FUM score)</p> <p><u>Weighted score for Service 2</u></p> <p>To work out the weighted score for Service 2 we apply the following:</p> <p><u>Potential Providers FUM score</u> x 10 = weighted score for Service 2</p> <p>100</p> <p>(max FUM score)</p> <p>E.g.</p> <p><u>66.67</u> x 10 = 6.67 (Potential Providers weighted score for Service 2)</p>

	100
Service 3 - Personal use Managem ent <i>Weighting 5%</i>	<p><u>Fixed Unit Model (FUM)</u></p> <p>The lowest price given receives a score of 100.00. All other prices are scored against the formula listed in scoring principle 4.</p> <p>E.g. The lowest price of £1.00 scores 100, the next price is £1.50. The formula to determine the score for £1.50 is:</p> $100 \times \frac{1.00}{1.50} = 66.67 \text{ (Potential Provider FUM score)}$ <p><u>Weighted score for Service 3</u></p> <p>To work out the weighted score for Service 3 we apply the following:</p> <p><u>Potential Providers FUM score</u> x 5 = weighted score for Service 3</p> <p>100 (max FUM score)</p> <p>E.g.</p> <p><u>66.67</u> x 5 = 3.33 (Potential Providers weighted score for Service 3)</p> <p>100</p>
Service 4 - Tactical Provisioni ng/Orderi ng <i>Weighting 5%</i>	<p><u>Fixed Unit Model (FUM)</u></p> <p>The lowest price given receives a score of 100.00. All other prices are scored against the formula listed in scoring principle 4.</p> <p>E.g. The lowest price of £1.00 scores 100, the next price is £1.50. The formula to determine the score for £1.50 is:</p>

	<p>$100 \times \frac{1.00}{1.50} = 66.67$ (Potential Provider FUM score)</p> <p><u>Weighted score for Service 4</u></p> <p>To work out the weighted score for Service 4 we apply the following:</p> <p><u>Potential Providers FUM score</u> x 5 = weighted score for Service 4</p> <p>100 (max FUM score)</p> <p>E.g.</p> <p><u>66.67</u> x 5 = 3.33 (Potential Providers weighted score for Service 4)</p> <p>100</p>
<p>Service 5 - Historic billing audit</p> <p><i>Weighting 10%</i></p>	<p><u>Gainshare model for historic billing audit.</u></p> <p><u>(Please note that for the historic billing audit Service this only requires the entry of a gainshare percentage, there is no fixed unit price included).</u></p> <p>The lowest percentage of spend given receives a score of 100.00. All other prices are scored against the formula listed in scoring principle 4.</p> <p>E.g. The lowest percentage of 1.00% scores 100, the next percentage is 1.50%. The formula to determine the score for 1.50% is:</p> <p>$100 \times \frac{1.00}{1.50} = 66.67$ (Potential Provider GM score)</p> <p><u>Weighted score for Service 5</u></p> <p>To work out the weighted score for Service 5 we apply the following:</p>

	<p><u>Potential Providers GM score</u> x 10 = weighted score for Service 5</p> <p>100</p> <p>(max GM score)</p> <p>E.g.</p> <p><u>66.67</u> x 10 = 6.67 (Potential Providers weighted score for Service 5)</p> <p>100</p>
<p>Service 6 - Physical Audit</p> <p><i>Weighting 5%</i></p>	<p><u>Day Rate Model (DR)</u></p> <p>The lowest price given receives a score of 100.00. All other prices are scored against the formula listed in scoring principle 4.</p> <p>E.g. The lowest price of £1.00 scores 100, the next price is £1.50. The formula to determine the score for £1.50 is:</p> <p>$100 \times \frac{1.00}{1.50} = 66.67$ (Potential Provider DR score)</p> <p><u>Weighted score for Service 6</u></p> <p>To work out the weighted score for Service 6 we apply the following:</p> <p><u>Potential Providers DR score</u> x 5 = weighted score for Service 6</p> <p>100</p> <p>(max DR score)</p> <p>E.g.</p> <p><u>66.67</u> x 5 = 3.33 (Potential Providers weighted score for Service 6)</p> <p>100</p>

<p>Service 7 - Snapshot</p> <p><i>Weighting</i> <i>5%</i></p>	<p><u>Day Rate Model (DR)</u></p> <p>The lowest price given receives a score of 100.00. All other prices are scored against the formula listed in scoring principle 4.</p> <p>E.g. The lowest price of £1.00 scores 100, the next price is £1.50. The formula to determine the score for £1.50 is:</p> $100 \times \frac{1.00}{1.50} = 66.67 \text{ (Potential Provider DR score)}$ <p><u>Weighted score for Service 7</u></p> <p>To work out the weighted score for Service 7 we apply the following:</p> <p><u>Potential Providers DR score</u> x 5 = weighted score for Service 7</p> $\frac{100}{100} \text{ (max DR score)}$ <p>E.g.</p> $\frac{66.67}{100} \times 5 = 3.33 \text{ (Potential Providers weighted score for Service 7)}$
<p>Potential Providers Total TEM Score</p>	<p>All seven (7) weighted scores for the Service (Primary Service/Services 1, 2, 3, 4, 5, 6 & 7) are added together giving the Potential Providers total TEM score. So for the examples provided above the Potential Providers total TEM score would be: 66.67</p>
<p>Potential Providers Final Pricing Score</p>	<p>The formula to work out a Potential Providers Final Pricing score is as follows.</p> <p><u>PP total TEM score</u> x 55 = Potential Providers Final Pricing score</p> $\frac{100}{100} \text{ (Max total TEM score)}$ <p>E.g.</p>

	$\underline{66.67} \times 55 = 36.6$ <p>100</p>
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7.9 Event 4 Price Evaluation methodology

7.9.1 The Price Evaluation process will be undertaken by different evaluators to those individuals involved with the Quality Evaluation process.

7.9.2 The Price Evaluation process and resultant ranking of Potential Providers (along with the marks awarded) will be independently checked and verified.

7.9.3 If a pricing item you have provided is abnormally low the Authority may reject your Tender. In this event the Authority will take the following steps:

- a) to request in writing an explanation of the abnormally low pricing item, which may include explanations of one or more of the following:
 - (i) the economics of the Services provided;
 - (ii) the technical solutions suggested by you or the exceptionally favourable conditions available to you for the provision of Services;
 - (iii) the originality of the Services;
 - (iv) your compliance with the provisions relating to environmental, social, labour laws referred to in Regulation 56 (2);
 - (v) your compliance with the sub-contracting obligations referred to in Regulation 71; and
 - (vi) the possibility of you obtaining state aid;
- b) to take account of the evidence provided by the Potential Provider in response; and
- c) to subsequently verify with them the pricing item being abnormally low.

7.9.4 When the score has been determined it will become the overall score for the Price Evaluation ("Price Score"), event 4 Tender 2.

8. EVENT 4 FINAL SCORE

8.1 The Quality Score awarded for event 4 Tender 2 will be added to the event 4 Tender 2 Price Score for event 4 Tender 2 to determine the final score for each Potential Provider ("**Event 4 Tender 2 Final Score**"). Please see worked example in the table below:

Potential Provider	Event 4 Tender 2 Quality Score (Maximum Score 45)	Event 4 Tender 2 Price Score (Maximum Score 55)	Event 4 Final Score (Maximum Score 100)
POTENTIAL PROVIDER A	15.70	25.25	30.95

POTENTIAL PROVIDER B	30.25	30.00	60.25
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9. SUBMISSION OF EVENT 4 TENDER 2

- 9.1 On conclusion of the demonstration and negotiation meetings held during event 3 Tender 1, the Authority will open event 4 which the Potential Providers will be asked to submit a further improved Award Questionnaire (Tender 2) incorporating any required amendments following on from Tender 1 including the demonstrations and negotiations from event 3 Tender 1.
- 9.2 Event 4 will also have a staggered Tender submission deadline following each individual Potential Provider demonstration and negotiation meeting. Potential Provider's will all have the same number of days to return their Tender 2 (updated from their Tender 1 submission if required) in the eSourcing Suite. As each Tender deadline will be different each Potential Provider (dependent upon the day they had the demonstration and negotiation meetings) will be invited to use their own bespoke event within the eSourcing Suite.
- 9.3 The Authority will issue a message to each Potential Provider via the eSourcing Suite to inform you when your event 4 Tender 2 Submission Deadline is. You will be required to confirm receipt of this message in the eSourcing Suite within twenty four (24) hours of it being issued.
- 9.4 Your event 4 Tender 2 submission must be received by the Authority before your allocated event 4 Tender 2 submission deadline based on when your demonstration and negotiation meeting was held. Your specific event 4 Tender 2 submission deadline will be during the event 4 Tender 2 submission deadline period. as detailed in paragraph 4.2 Procurement Timetable of the Invitation to Tender (Attachment 1a).
- 9.5 The Authority will not open any of the Potential Provider responses until the final Potential Provider submission deadline has been reached. Only then will the Authority commence compliance checking and evaluation of the responses.

10. EVALUATION OF EVENT 4 TENDER 2

- 10.1 The same Evaluation Award Process will be followed for the evaluation of event 4 Tender 2 as completed with the Initial Tender and Tender 1 (as detailed under paragraph 5 of this document).
- 10.2 Following the evaluation of Tender 2, if your submission and other competing submissions have sufficiently and substantially met the requirements of the Tender such that further rounds of negotiations seeking to improve the submission further are deemed redundant, you and any other remaining Potential Providers will be invited to submit their Final Tender for evaluation.
- 10.3 Refer to Attachment 1e – event 5 Final Tender for further instructions on how to complete this stage of the procurement.

11. TENDER 2 EVALUATION RESULTS

- 11.1 Following evaluation of Tender 2 in accordance with the evaluation process set out in this ITT, there are two possible outcomes:
 - 11.1.1 **Option 1** – The Authority believes their minimum requirements have been sufficiently and substantially met and Potential Providers will be invited to submit their Final Tender.
 - 11.1.2 **Option 2** – All Potential Providers will be invited to participate in negotiations, which will follow the defined process in Attachment 1c Invitation to Tender 1, paragraph

10. Following these meetings, there will be a staggered deadline for submission of an updated Tender. All Potential Providers will have the same number of days to update their Tender in the eSourcing Suite. Each Tender deadline will be different for each Potential Provider (dependent upon the day they had the negotiation meetings). You will be invited to use your own bespoke event within the eSourcing Suite. The updated Tender will be evaluated in the same way as the previous Tender. Option 2 will be repeated until such time as the Authority believes their minimum requirements have been sufficiently and substantially met. At this point, all Potential Providers will be invited to submit their Final Tender for evaluation.

- 11.2 The most economically advantageous Tender for a particular Lot will be the Potential Providers scoring the highest ranking Final Score. Lot 1 will be awarded first to the highest scoring Potential Provider, then Lot 2 will be awarded to the highest scoring Potential Provider for that competition. Where a Potential Provider is bidding for both Lots and scores the highest for both Lots the Potential Provider will only be awarded Lot 1; then Lot 2 will be awarded to the second highest scoring Potential Provider who tendered for Lot 2.
- 11.3 The Authority will inform you, along with all other Potential Providers via the e-Sourcing Suite of its intention to award a Framework Agreement.
- 11.4 Should one of the Potential Providers decline to accept a Framework Agreement, then it will be offered to the next ranked Potential Provider, until it has been accepted.
- 11.5 Following a Standstill Period of 10 days and subject to there being no substantive challenge to that intention, a Framework Agreement will be formally awarded, subject to contract, to the successful Potential Provider(s). The term Standstill Period is set out in Regulation 87 (2) and, in summary, is a period of ten calendar days following the sending by the Authority (in this instance by electronic means) of the Authority's notice of decision to conclude the Framework Agreement tendered via the Official Journal of the European Union, during which the Authority must not conclude the Framework Agreement with the successful Supplier(s). It allows unsuccessful bidders the opportunity to raise any questions with the Authority that relate to the decision to award before the Framework Agreement is concluded. The Authority cannot provide advice to unsuccessful Potential Providers of the steps they should take and, if they have not already done so, Potential Providers should always seek independent legal advice, where appropriate.
- 11.6 The conclusion of a Framework Agreement is subject to the parties entering into the published contract (including the satisfaction of any conditions precedent) and subject to provision of due 'certificates, statements and other means of proof' where Potential Providers have to this point relied on self-certification.