

Invitation to tender

Attachment 2 – How to bid

RM6158 – Flexible Resource Pool – Staff Bank

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

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

You have the option of responding to Part 2 and Part 3 by attaching Parts II and III of your European Single Procurement Document (ESPD).

If you are submitting an EU ESPD you must still complete Parts 2A, 2B, 4, 5, 6, 7, 8, 9, 10, 11 and the declaration.

1. Award stage

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

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

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

When completing your bid you must:

* Read through the entire ITT pack specifically Framework Schedule 1 (Specification)carefully, and read more than once
* Read each question, the response guidance, marking scheme and evaluation criteria
* Read the contract terms.
* If you are unsure, ask questions before the clarification questions deadline See paragraph 5 ‘Timelines for the competition’ and paragraph 6 ‘When and how to ask questions’ in attachment 1 - About the framework document
* Allow plenty of time to complete your responses; it always takes longer than you think to submit
* Your prices should be in line with the service level you offer, in response to the award quality questions.

1. Award criteria

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

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

The weighting for the quality evaluation is 90 marks; and, the price evaluation is worth 10 marks.

1. Award process
   1. What YOU need to do

* answer the quality questions section A and section B of the quality questionnaire in the eSourcing suite in the technical envelope.
* Complete the price matrix attachment 3
* Upload your completed price matrix into the eSourcing suite in the commercial envelope to question [PQ1].
  1. What **WE** will do at the award stage

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| 1. | **Compliance Check**  First, we will do a check to make sure that you completed the pricing matrix in line with our instructions. |
| 2. | **Quality Evaluation**  We will give your responses to our evaluation panel. Each evaluator will independently assess your responses to the quality questions using the response guidance and the evaluation criteria. Each evaluator will give a mark and a reason for their mark for each question they are assessing. Each evaluator will enter their marks and reasons into the eSourcing suite. |
| 3. | **Consensus**  Once the evaluators have independently assessed your answers to the questions we will arrange for the evaluators to meet and we will facilitate the discussion. At this consensus meeting, the evaluators will discuss the quality of your answers and discuss their marks and reasons for that mark. The discussion will continue until they reach a consensus regarding the mark, and a reason for that mark, for each question. These final marks will be used to calculate your quality score for each lot you have bid for. |
| 4. | **Quality Threshold**  If you have received a zero for any of the quality questions we will reject your bid and you will be excluded from the competition. We will tell you that your bid has been excluded from the competition and why.  Refer to table at paragraph 10.2 for an example of how your **quality score** will be calculated. |
| 5. | **Evaluate Pricing**  We will then give your pricing to the price evaluation panel, who are different evaluators from those who assessed your quality responses.  They will calculate your price score using the evaluation criteria in Price Evaluation. |
| 6. | **Final Score**  Your quality score will be added to your price score, to create your final score as illustrated in Final decision to award. |
| 7. | **Award**  Awards will be made to the successful bidders following the standstill period, subject to contract. |

1. Quality Evaluation

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.

Each question must be answered in its own right. You must not answer any of the questions by cross referencing other questions or other materials for example reports or information located on your website.

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

When the consensus meeting has taken place and the final mark for each question has been agreed by the evaluators, your final mark for each question will be multiplied by that questions weighting to calculate your weighted mark for that question.

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

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

Please be advised section C of the quality questionnaire is for information only and will not be evaluated.

Table A

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Question** | | **Question Weighting** | **Maximum mark available** | **Your final mark** | **Your weighted mark** |
| B1 | RECRUITMENT, ATTRACTION AND TRANSFER OF WORKERS TO FLEXIBLE RESOURCE POOL | 25% | 100 | 100 | 25.00 |
| B2 | BOOKING MANAGEMENT AND SYSTEM INTEGRATION | 25% | 100 | 100 | 25.00 |
| B3 | CONTRACT MANAGEMENT AND CUSTOMER SERVICE | 25% | 100 | 100 | 25.00 |
| B4 | MANAGEMENT CONTINGENT LABOUR | 25% | 100 | 100 | 25.00 |
| **Score** | | | | | **100.00** |
| **Quality Score** | | | | | **90** (100x90%) |

1. Award quality questionnaire
   1. The quality questionnaire is split into three sections:

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

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| --- | --- | --- | --- |
| **Question** | | **Marking scheme** | **Weighting %** |
| **Lot 1** |
| A1 | A1 COMPLIANCE WITH MANDATORY SERVICE REQUIREMENTS FRAMEWORK SCHEDULE 1 (SPECIFICATION) | PASS/FAIL | N/A |
| B1 | RECRUITMENT, ATTRACTION AND TRANSFER OF WORKERS TO FLEXIBLE RESOURCE POOL | 100/75/50/25/0 | 25 |
| B2 | BOOKING MANAGEMENT AND SYSTEM INTEGRATION | 100/75/50/25/0 | 25 |
| B3 | CONTRACT MANAGEMENT AND CUSTOMER SERVICE | 100/75/50/25/0 | 25 |
| B4 | MANAGEMENT CONTINGENT LABOUR | 100/75/50/25/0 | 25 |
| C1 | TECHNOLOGY AND INNOVATION | INFORMATION ONLY | N/A |

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|  | | | **Marking scheme** |
| **Section A – Mandatory service requirements** | | | |
| A1 | Compliance with Mandatory Service Requirements Framework Schedule 1 (Specification) only. | | Pass / Fail |
|  | | | |
|  | | **Marking scheme** | **Weighting (%)** |
| **Section B – Scored Questions** | | | |
| B1 | RECRUITMENT, ATTRACTION AND TRANSFER OF WORKERS TO FLEXIBLE RESOURCE POOL | 100/75/50/25/0 | 25 |
| B2 | BOOKING MANAGEMENT AND SYSTEM INTEGRATION | 100/75/50/25/0 | 25 |
| B3 | CONTRACT MANAGEMENT AND CUSTOMER SERVICE | 100/75/50/25/0 | 25 |
| B4 | MANAGEMENT CONTINGENT LABOUR | 100/75/50/25/0 | 25 |

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| --- | --- | --- | --- |
|  | | **Marking scheme** | **Weighting (%)** |
| **Section C – Information Only Questions** | | | |
| C1 | TECHNOLOGY AND INNOVATION | INFORMATION ONLY | N/A |

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

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| **Section B – Scored Questions** | |
| **B1 - RECRUITMENT, ATTRACTION AND TRANSFER OF WORKERS TO FLEXIBLE RESOURCE POOL** | |
| **REQUIREMENT**  The Contracting Authority requires the Bidder to manage the transfer of existing Flexible Workers and continuously recruit and onboard candidates to the Flexible Resourcing Pool as described in Framework Schedule 1 (Specification) paragraphs 3 and 5.  Please set out and demonstrate how you will meet the Services by fully addressing component parts a) to c) of the Response Guidance below. | |
| **B1 Response Guidance**  **All Bidders must answer this question.**  **You must insert your response into the text fields in the eSourcing suite.**  In order to satisfy the Services and the question associated with the requirement, you must:   1. Demonstrate how you will ensure the effective transfer of existing Flexible Workers from an incumbent Supplier or Contracting Authority during contract Mobilisation whilst maintaining the Services described in Framework Schedule 1 (Specification) paragraph 3 2. Demonstrate how you will develop a clear and proactive approach to attract suitably qualified Flexible Workers, to the Flexible Resource Pool. This should include how you will ensure that numbers of Flexible Workers are sufficient to meet the Contracting Authority’s required fill rates as described in Framework Schedule 1 (Specification) paragraph 3.3 and 5.1.12 3. Demonstrate how you will keep candidates fully informed during the process to recruit and onboard successful candidates (Flexible Workers), including training, into the Flexible Resource Pool as described in Framework Schedule 1 (Specification) paragraph 3.7   **Maximum character count – 8000 characters including spaces and punctuation. You must not exceed the character count within the eSourcing 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 must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.**  **You are required to insert your response to this question in the technical envelope in boxes B1(i), B1(ii), B1(iii) and B1(iv) each box has a character count of 2,000 characters.** | |
| **Mark** | **Evaluation Guidance** |
| **100** | **A VERY GOOD ANSWER**  The response is relevant to the question and satisfies all the requirements in the question, response guidance and evaluation guidance.  The response is comprehensive, unambiguous, and demonstrates an exceptional understanding of the requirements and provides outstanding and substantial evidence of how the requirement will be met in full.  The response provides a high level of confidence that the proposal will meet the requirements. |
| **75** | **A GOOD ANSWER**  The response is relevant to the question and satisfies all the requirements in the question, response guidance and evaluation guidance.  The response is sufficiently detailed to demonstrate a good understanding of the requirements and provides good evidence on how the requirement will be met.  The response provides a good level of confidence that the proposal will meet the requirements. |
| **50** | **A SATISFACTORY ANSWER**  The response is relevant to the question and satisfies all of the requirements in the question, response guidance and evaluation guidance.  While the response addresses all requirements of the question, response guidance and evaluation guidance, it is not sufficiently detailed and/or does not include sufficient explanation in some elements of the response to demonstrate a satisfactory understanding of the requirements. However, the lack of detail and/or lack of explanation and/or ambiguity in the response only constitutes minor concerns.  The response provides an adequate level of confidence that the proposal has the potential to meet the requirements. |
| **25** | **A BELOW STANDARD ANSWER**  The response either:  1. a) addresses all requirements of the question, response guidance and evaluation guidance, but with a significant lack of detail and/or does not include sufficient explanation in many elements of the response to demonstrate a satisfactory understanding of the requirements  This lack of detail and/or lack of explanation and/or ambiguity in the response constitutes major concerns.  The response provides a low level of confidence that the proposal will meet the requirements.  or  2. b) Addresses some of the requirements of the question, response guidance and evaluation guidance, but not all. As not all requirements are addressed, the response does not demonstrate a full understanding of the requirements.  As some requirements have not been addressed this constitutes major concerns.  The response provides a low level of confidence that the proposal will meet the requirements |
| **0** | **A POOR ANSWER**  The response is not relevant to the question, response guidance and evaluation guidance, and/or the response has not answered the question that was asked or none of the question requirements.  The response provides no confidence that the proposal will meet the requirements.  or  No response provided |

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| **B2 - BOOKING MANAGEMENT AND SYSTEM INTEGRATION** | |
| **REQUIREMENT**  The Contracting Authority requires the Bidder to provide and fully integrate a Flexible Worker booking management system as described in Framework Schedule 1 (Specification) paragraph 5  Please set out and demonstrate how you will meet the Services by fully addressing component parts a) to d) of the Response Guidance below. | |
| **B2 Response Guidance**  **All Bidders must answer this question.**  **You must insert your response into the text fields in the eSourcing suite.**  In order to satisfy the Services and the question associated with the requirement, you must:   1. Demonstrate how you will undertake the full end to end process in relation to identifying, allocating and filling roles based on experience and capability, including the process involved for urgent requests (<24 hours’ notice) as described in Framework Schedule 1 (Specification) paragraph 5.1. 2. Demonstrate how you will ensure that Flexible Workers shifts and hours worked via the Flexible Resource Pool are accurately authorised and recorded, and how this information will be effectively maintained for use by the Contracting Authority as described in Framework Schedule 1 (Specification) paragraph 5.1. 3. Demonstrate how you will ensure your IT systems are able to interface in real time with Contracting Authority’s IT systems, ensuring they are capable of supporting all licensed users, across multiple sites, including remote access and your proposed approach to resolving any systems fault as described in Framework Schedule 1 (Specification) paragraph 5.2. 4. Demonstrate how you will ensure a provision of a 24 hours/day, 365 days/year booking management system including how you will proactively mitigate the impacts of any planned downtime and contingency for unplanned downtime, as described in Framework Schedule 1 (Specification) paragraph 5.1.   **Maximum character count – 8000 characters including spaces and punctuation. You must not exceed the character count within the eSourcing 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 must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.**  **You are required to insert your response to this question in the technical envelope in boxes B2(i), B2(ii), B2(iii) and B2(iv) each box has a character count of 2,000 characters.** | |
| **Mark** | **Evaluation Guidance** |
| **100** | **A VERY GOOD ANSWER**  The response is relevant to the question and satisfies all the requirements in the question, response guidance and evaluation guidance.  The response is comprehensive, unambiguous, and demonstrates an exceptional understanding of the requirements and provides outstanding and substantial evidence of how the requirement will be met in full.  The response provides a high level of confidence that the proposal will meet the requirements. |
| **75** | **A GOOD ANSWER**  The response is relevant to the question and satisfies all the requirements in the question, response guidance and evaluation guidance.  The response is sufficiently detailed to demonstrate a good understanding of the requirements and provides good evidence on how the requirement will be met.  The response provides a good level of confidence that the proposal will meet the requirements. |
| **50** | **A SATISFACTORY ANSWER**  The response is relevant to the question and satisfies all of the requirements in the question, response guidance and evaluation guidance.  While the response addresses all requirements of the question, response guidance and evaluation guidance, it is not sufficiently detailed and/or does not include sufficient explanation in some elements of the response to demonstrate a satisfactory understanding of the requirements. However, the lack of detail and/or lack of explanation and/or ambiguity in the response only constitutes minor concerns.  The response provides an adequate level of confidence that the proposal has the potential to meet the requirements. |
| **25** | **A BELOW STANDARD ANSWER**  The response either:  1. a) addresses all requirements of the question, response guidance and evaluation guidance, but with a significant lack of detail and/or does not include sufficient explanation in many elements of the response to demonstrate a satisfactory understanding of the requirements  This lack of detail and/or lack of explanation and/or ambiguity in the response constitutes major concerns.  The response provides a low level of confidence that the proposal will meet the requirements.  or  2. b) Addresses some of the requirements of the question, response guidance and evaluation guidance, but not all. As not all requirements are addressed, the response does not demonstrate a full understanding of the requirements.  As some requirements have not been addressed this constitutes major concerns.  The response provides a low level of confidence that the proposal will meet the requirements |
| **0** | **A POOR ANSWER**  The response is not relevant to the question, response guidance and evaluation guidance, and/or the response has not answered the question that was asked or none of the question requirements.  The response provides no confidence that the proposal will meet the requirements.  or  No response provided |

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| **B3 - CONTRACT MANAGEMENT AND CUSTOMER SERVICE** | |
| **REQUIREMENT**  The Contracting Authority requires the Bidder to provide effective contract management of the Services to enable effective Customer Service, meeting Service Levels, identification of opportunities for collaboration as described in Framework Schedule 1 (Specification) paragraphs 2 and 5  Please set out and demonstrate how you will meet the Services by fully addressing component parts a) to d) of the Response Guidance below. | |
| **B3 Response Guidance**  **All Bidders must answer this question.**  **You must insert your response into the text fields in the eSourcing suite.**  In order to satisfy the Services and the question associated with the requirement, you must:   1. Demonstrate how you will ensure robust contract management of the Call Offs and how you will accurately measure against targets, including an explanation of how this will ensure effective and regular reporting against Service Levels as described in Framework Schedule 1 (Specification) paragraph 5.3. 2. Demonstrate how you will monitor your own performance against Service Levels, driving your own delivery to achieve, maintain and improve performance, and how you will identify and proactively address any Bidder underperformance as described in Framework Schedule 1 (Specification) paragraph 5.3. 3. Demonstrate how you will ensure any staff which you have assigned to deliver a Call Off shall be fully qualified, understand the Contracting Authority vision and objectives in order to provide the required Customer Service as described in Framework Schedule 1 (Specification) paragraph 5.4. 4. Demonstrate how you will offer through Contract Management, innovative solutions to support the Contracting Authority in the effective and flexible use of resources. To include facilitating collaboration between Contracting Authorities across different organisations in terms of Flexible Resource Pools as described in Framework Schedule 1 (Specification) paragraph 2.1.   **Maximum character count – 8000 characters including spaces and punctuation. You must not exceed the character count within the eSourcing 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 must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.**  **You are required to insert your response to this question in the technical envelope in boxes B3(i), B3(ii), B3(iii) and B3(iv) each box has a character count of 2,000 characters.** | |
| **Mark** | **Evaluation Guidance** |
| **100** | **A VERY GOOD ANSWER**  The response is relevant to the question and satisfies all the requirements in the question, response guidance and evaluation guidance.  The response is comprehensive, unambiguous, and demonstrates an exceptional understanding of the requirements and provides outstanding and substantial evidence of how the requirement will be met in full.  The response provides a high level of confidence that the proposal will meet the requirements. |
| **75** | **A GOOD ANSWER**  The response is relevant to the question and satisfies all the requirements in the question, response guidance and evaluation guidance.  The response is sufficiently detailed to demonstrate a good understanding of the requirements and provides good evidence on how the requirement will be met.  The response provides a good level of confidence that the proposal will meet the requirements. |
| **50** | **A SATISFACTORY ANSWER**  The response is relevant to the question and satisfies all of the requirements in the question, response guidance and evaluation guidance.  While the response addresses all requirements of the question, response guidance and evaluation guidance, it is not sufficiently detailed and/or does not include sufficient explanation in some elements of the response to demonstrate a satisfactory understanding of the requirements. However, the lack of detail and/or lack of explanation and/or ambiguity in the response only constitutes minor concerns.  The response provides an adequate level of confidence that the proposal has the potential to meet the requirements. |
| **25** | **A BELOW STANDARD ANSWER**  The response either:  1. a) addresses all requirements of the question, response guidance and evaluation guidance, but with a significant lack of detail and/or does not include sufficient explanation in many elements of the response to demonstrate a satisfactory understanding of the requirements  This lack of detail and/or lack of explanation and/or ambiguity in the response constitutes major concerns.  The response provides a low level of confidence that the proposal will meet the requirements.  or  2. b) Addresses some of the requirements of the question, response guidance and evaluation guidance, but not all. As not all requirements are addressed, the response does not demonstrate a full understanding of the requirements.  As some requirements have not been addressed this constitutes major concerns.  The response provides a low level of confidence that the proposal will meet the requirements |
| **0** | **A POOR ANSWER**  The response is not relevant to the question, response guidance and evaluation guidance, and/or the response has not answered the question that was asked or none of the question requirements.  The response provides no confidence that the proposal will meet the requirements.  or  No response provided |

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| **B4 – MANAGEMENT CONTINGENT LABOUR** | |
| **REQUIREMENT**  The Contracting Authority requires the Bidder to ensure that the Services provided through the management of Contingent Labour (the provision of Temporary Workers via Agencies) deliver value, throughout the period of any Call Off contract, as described in Framework Schedule 1 (Specification) paragraphs 2 and 9  Please set out and demonstrate how you will meet the Services by fully addressing component parts a) to d) of the Response Guidance below. | |
| **B4 Response Guidance**  **All Bidders must answer this question.**  **You must insert your response into the text fields in the eSourcing suite.**  In order to satisfy the Services and the question associated with the requirement, you must:   1. Demonstrate how you will build and manage a supply chain of employment businesses for the cascade of roles to Contingent Labour that satisfies the demands of the Contracting Authority as described in Framework Schedule 1 (Specification) paragraph 9. 2. Demonstrate how you will manage employment businesses to mitigate the occurrence of late cancellations from Temporary Workers, ‘did not attends’, and non-completion of roles as described in Framework Schedule 1 (Specification) paragraph 9. 3. Demonstrate how you will apply the Conduct of Employment Agencies Regulations and Employment Business Regulations 2016 to mitigate the occurrence of transfer fees to the Contracting Authority as a result of a previously supplied Temporary Worker wishing to join the Flexible Resource Pool as described in Framework Schedule 1 (Specification) paragraph 9. 4. Demonstrate how you will manage Contingent Labour to drive performance and manage cost, including identifying opportunities for continuous improvement and improvement in Workforce Planning as described in Framework Schedule 1 (Specification) paragraph 2 and paragraph 9.   **Maximum character count – 8000 characters including spaces and punctuation. You must not exceed the character count within the eSourcing 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 must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.**  **You are required to insert your response to this question in the technical envelope in boxes B4(i), B4(ii), B4(iii) and B4(iv) each box has a character count of 2,000 characters.** | |
| **Mark** | **Evaluation Guidance** |
| **100** | **A VERY GOOD ANSWER**  The response is relevant to the question and satisfies all the requirements in the question, response guidance and evaluation guidance.  The response is comprehensive, unambiguous, and demonstrates an exceptional understanding of the requirements and provides outstanding and substantial evidence of how the requirement will be met in full.  The response provides a high level of confidence that the proposal will meet the requirements. |
| **75** | **A GOOD ANSWER**  The response is relevant to the question and satisfies all the requirements in the question, response guidance and evaluation guidance.  The response is sufficiently detailed to demonstrate a good understanding of the requirements and provides good evidence on how the requirement will be met.  The response provides a good level of confidence that the proposal will meet the requirements. |
| **50** | **A SATISFACTORY ANSWER**  The response is relevant to the question and satisfies all of the requirements in the question, response guidance and evaluation guidance.  While the response addresses all requirements of the question, response guidance and evaluation guidance, it is not sufficiently detailed and/or does not include sufficient explanation in some elements of the response to demonstrate a satisfactory understanding of the requirements. However, the lack of detail and/or lack of explanation and/or ambiguity in the response only constitutes minor concerns.  The response provides an adequate level of confidence that the proposal has the potential to meet the requirements. |
| **25** | **A BELOW STANDARD ANSWER**  The response either:  1. a) addresses all requirements of the question, response guidance and evaluation guidance, but with a significant lack of detail and/or does not include sufficient explanation in many elements of the response to demonstrate a satisfactory understanding of the requirements  This lack of detail and/or lack of explanation and/or ambiguity in the response constitutes major concerns.  The response provides a low level of confidence that the proposal will meet the requirements.  or  2. b) Addresses some of the requirements of the question, response guidance and evaluation guidance, but not all. As not all requirements are addressed, the response does not demonstrate a full understanding of the requirements.  As some requirements have not been addressed this constitutes major concerns.  The response provides a low level of confidence that the proposal will meet the requirements |
| **0** | **A POOR ANSWER**  The response is not relevant to the question, response guidance and evaluation guidance, and/or the response has not answered the question that was asked or none of the question requirements.  The response provides no confidence that the proposal will meet the requirements.  or  No response provided |

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| **Section C – Information Only Question** |
| **C1 Systems and Innovation** |
| ~~The Contracting Authority would like you to provide information on opportunity on innovation that you are award of in the Flexible Resource Pool Market with relation to systems which could improve efficiency and Contracting Authority’s experience~~  ~~Please provide, for information purposes only, examples of (but not limited to) systems you have used to allow for the self-fill of shifts, completion of timesheets, and other online tools used build worker communities, and proposed innovations that may be made available to customers going forward.~~  The Contracting Authority would like you to provide information on opportunities for innovation that you are aware of in the Flexible Resource Pool Market, with relation to systems which could improve efficiency and Contracting Authority’s experience  Please provide, for information purposes only, examples of (but not limited to) systems you have used to allow for the self-fill of shifts, completion of timesheets, and other online tools used to build worker communities, and proposed innovations that may be made available to Contracting Authorities going forward |
| **C1 Response Guidance**  **All Bidders must answer this question.**  **Maximum character count – 8000 characters including spaces and punctuation. You must not exceed the character count within the eSourcing 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 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) C1(iii) and C1(iv) each box has a character count of 2,000 characters.** |

1. Price evaluation

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

* 1. How to complete your pricing matrix:

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

Your prices should compare with the quality of your offer.

You should also take into account our management charge of 4.5% (charge on all tendered pricing for the avoidance of doubt this does not include Worker Pay) which shall be paid by you to us, as set out in the Framework Award form.

Your prices must be sustainable and include your operating overhead costs and profit for the services being bid for.

You should have read and understood the information on TUPE in paragraph 8 of attachment 1 – About the framework. You are reminded that it is your responsibility to take your own advice and consider whether TUPE is likely to apply and to act accordingly. You are encouraged to carry out your own due diligence exercise on the application of TUPE when completing your pricing matrix.

Your prices submitted must :

* + exclude VAT.
  + be exclusive of expenses/travel and subsistence
  + be in british pounds sterling, up to two decimal places
  + submitted up to two decimal places

Your prices must be sustainable and include your operating overhead costs and profit for the services being bid for.  
All prices entered must be greater than zero '0'. Bids of '0' or less will not be permitted, and may result in your bid being rejected from this competition.

The Evaluation

Only Yellow cells will be considered in the Price Evaluation. Other entries are requested for information only.

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

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

You must download and complete the pricing matrix attachment 3

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

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

* 1. Price evaluation process

This is how we will evaluate your pricing:

* + Your score for each evaluated line will be compared with all other Bidders;
  + Each pricing component/yellow cell entry that is evaluated, will be evaluated in isolation;
  + Weightings for each evaluated cell entry are as  described in the appropriate tab;
  + The Bidder with the lowest tendered price for each component of pricing will receive the maximum available marks for this pricing component;
  + Other Bidders will receive a score that is proportionately less than the maximum available marks, based on how much higher their tendered price is, for this pricing component. The calculation that will be utilised is:
* (Lowest Price Submitted per Pricing Element / Bidders Submitted Price) x Maximum Score available for this Pricing Element
* Your marks for all pricing components will be added up to give your Price Score, out of a maximum 450 marks;
* Your Price score will be divided by 45, to express the score in terms of the maximum 10% available for Price Evaluation.
  + Your Price Score will account for 10% of your Final Score.
* Your Final Score will be rounded to 2 decimal points, this is the only time rounding to two decimal points will be applied when your pricing submission is evaluated.

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

The price evaluation will be undertaken separately to the quality evaluation

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.

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

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

Example:

|  |  |  |  |
| --- | --- | --- | --- |
| Bidder | Quality score | Price score | Final score |
| (Maximum score available 90) | (Maximum score available 10) | (Maximum score available 100) |
| Bidder A | 90.00 | 10.00 | 100.00 |
| Bidder B | 75.00 | 8.00 | 83.00 |
| Bidder C | 50.00 | 7.00 | 57.00 |

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 3.1 of attachment 1 – about the framework.

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

* 1. Reserved rights

We also reserve the right to award a framework to any bidders whose final score is within 1% of the last position, the last position for lot 1 is 15th position.

**Example:**

If the bidder in 15th place, last position has a final score of 60.00

The calculation we will use is:

Lot 1 - 15th place bidders final score is 60.00

1% of 60.00 = 0.60

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

60.00 - 0.06 = 59.40

So any bidder whose final score is 59.40 or above will be awarded a lot 1 place on the framework.

* 1. 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.

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

* 1. Framework contract

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

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

This means Cyber Essentials Certificate, ISO27001 Certificate and Insurance Certificates (including where your organisation proposes to use key subcontractor).