



Crown  
Commercial  
Service

**TENDER 1 GUIDANCE**

**EVENT 3**

**TECHNOLOGY EXPENSE MANAGEMENT**

**REFERENCE NUMBER**

**RM 3802**

**ATTACHMENT 1c**

## **1. INTRODUCTION**

- 1.1 The purpose of this Attachment 1c event 3 Tender 1 Guidance is to provide information and instructions about the scoring and evaluation process to Potential Providers who have been invited to participate in event 3 Tender 1 of this Procurement.
- 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 3 Tender 1 Guidance.
- 1.3 The defined terms referred to within this event 3 Tender 1 Guidance have the meaning given to them in the Glossary, as set out in paragraph 14 of the Invitation to Tender (Attachment 1a).
- 1.4 For the purposes of this event 3 Tender 1 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 3 Tender 1 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 1 SUBMISSION**

- 2.1 Following on from the face to face feedback meetings with the Authority (as part of the Initial Tender) and to continue to participate in this Procurement; you are required to submit your amended response to the following within the eSourcing Suite (event 3):
  - 2.1.1. Award Questionnaire (Attachment 3); and
  - 2.1.2. Pricing sheet (Attachment 3a)
- 2.2 Your submitted Tender 1 should incorporate any required amendments following on from the face to face feedback meetings (Initial Tender). You will be required to copy and paste your previous response and any additions / amendments into your organisation's event 3 version of the Procurement prior to your bespoke Tender deadline. You cannot, even if you are not making any changes, rely on the response you tendered for your Initial Tender (event 2).
- 2.3 If you are not making any amendments to your Initial Tender, please confirm this in line with the required deadlines via a message within the eSourcing Suite.
- 2.4 You must adhere to the following instructions in order to submit a fully compliant event 3 Tender 1 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 3 Tender 1 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 eSourcing Suite.
  - 2.5.3. The Authority is utilising an eSourcing 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 3 Tender 1 submission) will be conducted via the eSourcing Suite. You must ensure that the details of the point of contact you nominate in the eSourcing Suite is 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 3 Tender 1.

### **3. COMPLETION OF EVENT 3 AWARD QUESTIONNAIRE**

- 3.1 You must submit your event 3 Tender 1 Award Questionnaire in the eSourcing Suite.
- 3.2 It is your responsibility to ensure that you are eligible to participate in this Procurement and have submitted a fully compliant event 3 Tender 1 Award Questionnaire.
- 3.3 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.
- 3.4 Any incomplete or incorrect event 3 Tender 1 Award Questionnaire submitted responses may be deemed non-compliant and as a result you may be excluded from this Procurement.
- 3.5 You are advised to allow sufficient time for the entering of responses in the eSourcing Suite. It is advised that this activity commences as soon as possible and is not left until the day of the event 3 Tender 1 Award Questionnaire Submission Deadline.
- 3.6 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).
- 3.7 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, see paragraph 2.5.5.
- 3.8 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.
- 3.9 Your event 3 Tender 1 Award Questionnaire must be submitted in the English (UK) language.
- 3.10 You must answer all questions accurately and as fully as possible, within the character limits specified.
- 3.11 Where options are offered as a response to a question, you must select the relevant option from the drop down list.
- 3.12 You must respond to each question individually, you must not cross reference answers across questions or to other materials (e.g. annual company reports located on a web site). Each question answered must be complete in its own right. Any instances of cross-referencing may be scored 0.

#### **3.13 Uploading and Submitting an event 3 Tender 1 Submission**

- 3.13.1. You are responsible for ensuring that your event 3 Tender 1 submission has been successfully completed in the eSourcing Suite and that your completed event 3 pricing (Attachment 3b and/or Attachment 3c) has been uploaded as an Attachment to question AQD1 prior to your specific event 3 Tender 1 Submission Deadline as detailed in paragraph 4 Procurement Timetable of the Invitation to Tender (Attachment 1a).
- 3.13.2. Your event 3 Tender 1 submission must be submitted to the Authority using the eSourcing Suite. Event 3 Tender 1 submissions submitted by any other means will not be accepted.

#### **4. DEADLINE FOR THE SUBMISSION OF EVENT 3 TENDER 1**

- 4.1 Event 3 Tender 1 will have a staggered Tender submission deadline. Following each face to face feedback meetings. Potential Providers will all have the same number of (calendar) days to return their Tender 1 (updated from their Initial Tender if required) in the eSourcing Suite.
- 4.2 As each Tender deadline will be different for each Potential Provider (dependent upon the day they had the face to face feedback meetings), Potential Providers 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 3 Tender 1 Submission Deadline is. You will be required to confirm receipt of this message within twenty four (24) hours of it being issued by the Authority.
- 4.4 Your event 3 Tender 1 submission must be received by the Authority before your allocated event 3 Tender 1 Submission Deadline. Your specific event 3 Tender 1 Submission deadline will be during the event 3 Tender 1 Submission deadline period as detailed in paragraph 4 Procurement Timetable of the Invitation to Tender (Attachment 1a).

##### **4.5 Late Submissions**

- 4.6.1. Any event 3 Tender 1 Submissions received after the individual Potential Providers event 3 Tender 1 Submission Deadlines may be excluded by the Authority having regard to the principles of proportionality, transparency and equal treatment.

#### **5. EVENT 3 COMPLIANCE / VALIDATION**

- 5.1 Prior to commencing the formal evaluation process, your event 3 Tender 1 submission will be checked to ensure compliance with the requirements of the Invitation to Tender. Any non-compliant event 3 Tender 1 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.
- 5.2 Potential Providers who are excluded on grounds of non-compliance will be notified accordingly.

#### **6. OVERVIEW OF EVENT 3 AWARD EVALUATION PROCESS**

- 6.1 The same Evaluation Process will be completed for the evaluations of Tender 1 as previously used for the Initial Tender (event 2). The Evaluation Process is detailed again below for your reference.
- 6.2 The event 3 Award evaluation will comprise of:
  - 6.2.1. an evaluation of Potential Providers responses to event 3 Tender 1 Award Questions ("Quality Evaluation") as detailed in paragraph 6.6; and
  - 6.2.2. an evaluation of the values tendered in the pricing ("Price Evaluation") as detailed in paragraph 6.7.
- 6.3 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)
- 6.4 The Quality Evaluation is weighted at 45%. The Price Evaluation is weighted at 55%.

##### **6.5 Event 3 Consensus Marking Procedure**

- 6.5.1. Event 3 Tender 1 Award Questionnaire questions AQA1 – AQB7 are scored and require evaluation, these will be evaluated in accordance with the Consensus Marking Procedure as set out in this paragraph.
- 6.5.2. The Consensus Marking Procedure is a two-step process, comprising of:
  - a) Independent evaluation; and
  - b) Group consensus marking.
- 6.5.3. 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 3 Tender 1 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 eSourcing Suite.
- 6.5.4. 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 3 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 eSourcing Suite.
  - e) The process above will be repeated until all applicable answers in event 3 Award Questionnaire have been consensus marked by evaluators.
- 6.5.5. When the Consensus Marking Procedure has been completed, the eSourcing Suite will be secured by the consensus marker to ensure no further modifications are made to the consensus marks and justifications.

## **6.6 Event 3 Tender 1 Quality Evaluation**

- 6.6.1. The information submitted in your event 3 Tender 1 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.
- 6.6.2. The quality questions for event 3 Tender 1, along with the Marking Scheme and maximum score available (where applicable) for each question remains the same as in is set out in event 2 Initial Tender and is set out in Attachment 3 Award Questionnaire. The questions are set out in three (3) sections: Section A, Section B and Section C.
  - 6.6.2.1 Section C is for information purposes only and will not be scored.

- 6.6.3. The evaluation of each of the scored questions in event 3 Tender 1 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 6.5.
- 6.6.4. When the Marks for each question have been determined they will be added together to determine an overall score for the event 3 Tender 1 Quality Evaluation ("**Event 3 Quality Score**").
- 6.6.5. Please note if the event 3 Tender 1 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).

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

Question		Scoring Scheme	Maximum Weighted Score (%)	Maximum Weighted Quality Score (%)
<b>Section A – Scored Questions</b>				
AQA1	The Solution	100-0*	45	20.25
AQA2	Supporting Services	100-0*	7	3.15
<b>Total achievable scores for Section A</b>			<b>52</b>	<b>23.4</b>
<b>Section B – Scored Questions</b>				
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
<b>Total achievable scores for Section B</b>			<b>48</b>	<b>21.6</b>
<b>Total achievable scores for Section A &amp; B combined with Quality weighting applied.</b>			<b>100</b>	<b>45</b>
*Indicates a combined score taking into account the scores given for the component part score.				

## 6.8 Event 3 Price Evaluation Process

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

### Example Scoring Below

Primary Service/ Services	Calculation
Primary Service 1 - Mobile TEM	<p><b><u>Pricing model 1 - Fixed Unit Model (FUM)</u></b></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> $100 \times \frac{1.00}{1.50} = 66.67 \text{ (Potential Provider FUM score)}$ <p>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:</p> $\frac{\text{Potential Provider FUM score} \times 50}{100 \text{ (Max FUM score)}} = 33.34 \text{ (PP weighted FUM score)}$ <p><b><u>Pricing model 2 - Gainshare Model (GM)</u></b></p> <p>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</p>



	<p>50% of the score applicable to pricing for the Gainshare Model (pricing model 2).</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> $100 \times \frac{1.00}{1.50} = 66.67 \text{ (Potential Provider GM score)}$ <p>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:</p> $\frac{\text{Potential Provider GM score}}{100 \text{ (Max GM score)}} \times 25 = 16.67 \text{ (Potential Providers weighted GM score)}$ <p><b><u>Gainshare percentage (GP)</u></b></p> <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> $100 \times \frac{1.00}{1.50} = 66.67 \text{ (Potential Provider GP score)}$
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	<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><b><u>Potential Provider GP score</u> x 25 = 16.67</b> (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><b><u>66.68</u></b> (PP Mobile TEM score) x 25 = 16.67(PP weighted Mobile TEM score)</p> <p>100.00 (Max total score for Mobile TEM)</p>
<b>Primary Service 1 - Fixed Line TEM</b>	<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><b><u>Fixed Unit Model (FUM)</u></b></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> <p>100 x <u>1.00</u> = 66.67 (Potential Provider FUM score)</p> <p>1.50</p>

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)**

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.

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><math>100 \times \frac{1.00}{1.50} = 66.67</math> (Potential Provider GP score)</p> <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> <p><math>\frac{\text{Potential Provider GP score}}{100 (\text{Max GP score})} \times 25 = 16.67</math> (PP weighted GP score)</p> <p>All three weighted scores above are added together. The maximum score for Fixed Line TEM is 100.</p> <p><math>33.34(\text{FMU}) + 16.67 (\text{GM}) + 16.67 (\text{GP}) = 66.68</math> PP Fixed Line TEM score</p> <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> <p><math>66.68 \times 37.5 = 25.01</math> (PP weighted Fixed Line TEM score)</p> <p>100.00 (Max Fixed Line TEM score)</p>
<b>Primary Service 1 - Data Circuit TEM</b>	<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><b><u>Fixed Unit Model (FUM)</u></b></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 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> $\frac{\text{Potential Provider GP score}}{100 \text{ (Max GP score)}} \times 25 = 16.67 \text{ (PP weighted GP score)}$ <p>All three weighted scores above are added together. The maximum score for 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><b>Primary Service 1 - Weighted Score</b></p> <p><i>Weighting 60%</i></p>	<p><b><u>Weighted score for Primary Service 1</u></b></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><b><u>PP technology score</u> x 60 = weighted score for Primary Service 1</b></p> <p><b>100</b></p> <p><b>(max technology score)</b></p> <p>E.g.</p> <p><b><u>66.69</u> x 60 = 40.01 (PP weighted score for Primary Service 1)</b></p> <p><b>100</b></p>
<p><b>Service 2 - Contact Services</b></p> <p><i>Weighting 10%</i></p>	<p><b><u>Fixed Unit Model (FUM)</u></b></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><math>100 \times \frac{1.00}{1.50} = 66.67</math> (Potential Provider FUM score)</p> <p><b><u>Weighted score for Service 2</u></b></p> <p>To work out the weighted score for Service 2 we apply the following:</p> <p><b><u>Potential Providers FUM score</u> x 10 = weighted score for Service 2</b></p> <p><b>100</b></p> <p><b>(max FUM score)</b></p>

	<p>E.g.</p> $\frac{66.67}{100} \times 10 = 6.67 \text{ (Potential Providers weighted score for Service 2)}$
<p><b>Service 3 - Personal use Management</b></p> <p><i>Weighting 5%</i></p>	<p><b><u>Fixed Unit Model (FUM)</u></b></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><b><u>Weighted score for Service 3</u></b></p> <p>To work out the weighted score for Service 3 we apply the following:</p> $\frac{\text{Potential Providers FUM score}}{100} \times 5 = \text{weighted score for Service 3}$ <p>(max FUM score)</p> <p>E.g.</p> $\frac{66.67}{100} \times 5 = 3.33 \text{ (Potential Providers weighted score for Service 3)}$
<p><b>Service 4 - Tactical Provisioning/Ordering</b></p>	<p><b><u>Fixed Unit Model (FUM)</u></b></p>



<p><i>Weighting 5%</i></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><b><u>Weighted score for Service 4</u></b></p> <p>To work out the weighted score for Service 4 we apply the following:</p> <p><b><u>Potential Providers FUM score</u> x 5 = weighted score for Service 4</b></p> $100$ <p>(max FUM score)</p> <p>E.g.</p> $\frac{66.67}{100} \times 5 = 3.33 \text{ (Potential Providers weighted score for Service 4)}$
<p><b>Service 5 - Historic billing audit</b></p> <p><i>Weighting 10%</i></p>	<p><b><u>Gainshare model for historic billing audit.</u></b></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> $100 \times \frac{1.00}{1.50} = 66.67 \text{ (Potential Provider GM score)}$

	<p><b><u>Weighted score for Service 5</u></b></p> <p>To work out the weighted score for Service 5 we apply the following:</p> <p><b><u>Potential Providers GM score</u> x 10 = weighted score for Service 5</b></p> <p style="text-align: center;">100 (max GM score)</p> <p>E.g.</p> <p><b><u>66.67</u> x 10 = 6.67 (Potential Providers weighted score for Service 5)</b></p> <p style="text-align: center;">100</p>
<p><b>Service 6 - Physical Audit</b></p> <p><i>Weighting 5%</i></p>	<p><b><u>Day Rate Model (DR)</u></b></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><math>100 \times \frac{1.00}{1.50} = 66.67</math> (Potential Provider DR score)</p> <p><b><u>Weighted score for Service 6</u></b></p> <p>To work out the weighted score for Service 6 we apply the following:</p> <p><b><u>Potential Providers DR score</u> x 5 = weighted score for Service 6</b></p> <p style="text-align: center;">100 (max DR score)</p>

	<p>E.g.</p> <p><b><u>66.67</u> x 5 = 3.33 (Potential Providers weighted score for Service 6)</b></p> <p><b>100</b></p>
<p><b>Service 7 - Snapshot</b></p> <p><i>Weighting 5%</i></p>	<p><b><u>Day Rate Model (DR)</u></b></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><math>100 \times \frac{1.00}{1.50} = 66.67</math> (Potential Provider DR score)</p> <p><b><u>Weighted score for Service 7</u></b></p> <p>To work out the weighted score for Service 7 we apply the following:</p> <p><b><u>Potential Providers DR score</u> x 5 = weighted score for Service 7</b></p> <p><b>100</b></p> <p><b>(max DR score)</b></p> <p>E.g.</p> <p><b><u>66.67</u> x 5 = 3.33 (Potential Providers weighted score for Service 7)</b></p> <p><b>100</b></p>
<b>Potential Providers Total TEM Score</b>	<p>All seven (7) weighted scores for the Service (Primary Service/Services 1, 2, 3, 4, 5, 6 &amp; 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: <b>66.67</b></p>
<b>Potential Providers Final Pricing Score</b>	<p>The formula to work out a Potential Providers Final Pricing score is as follows.</p>

	<p><b><u>PP total TEM score</u> x 55 = Potential Providers Final Pricing score</b></p> <p><b>100</b></p> <p><b>(Max total TEM score)</b></p> <p><b>E.g.</b></p> <p><b><u>66.67</u> x 55 = 36.6</b></p> <p><b>100</b></p>
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## 6.9 Event 3 Price Evaluation methodology

- 6.9.1 The Price Evaluation process will be undertaken by different evaluators to those individuals involved with the Quality Evaluation process.
- 6.9.2 The Price Evaluation process (along with the marks awarded) will be independently checked and verified.
- 6.9.3 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) request in writing an explanation of the abnormally low pricing item, which may be required to 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 price being abnormally low.
- 6.9.4 When the score has been determined it will become the overall score for the Price Evaluation ("Price Score"), event 3 Tender 1.

## 7 EVENT 3 FINAL SCORE

- 7.1 The Quality Score awarded for event 3 Tender 1 will be added to the event 3 Tender 1 Price Score for event 3 Tender 1 to determine the final score for each Potential Provider ("Event 3 Tender 1 Final Score"). Please see worked example in the table below:

Potential Provider	Event 3 Tender 1 Quality Score (Maximum Score 45)	Event 3 Tender 1 Price Score (Maximum Score 55 )	Event 3 Final Score (Maximum Score 100)
POTENTIAL PROVIDER A	15.70	25.25	30.95
POTENTIAL PROVIDER B	30.25	30.00	60.25

## 8 TENDER 1 EVALUATION RESULTS

- 8.1 Following evaluation of Potential Provider's event 3 Tender 1 responses, in accordance with the evaluation process set out in this ITT, a maximum of four (4) top scoring Potential Providers from event 3 Tender 1, in both Lot 1 Central Government

and Lot 2 Wider Public Sector will proceed to the next stage of the procurement, to complete the demonstration and negotiations.

- 8.2 The Authority will inform you, along with all other Potential Providers via the eSourcing Suite; its intention to either invite you to the next stage of the Procurement, to participate in the demonstration and negotiations or if you have been unsuccessful and not continuing any further in this Procurement.
- 8.3 Following a period of three (3) calendar days and subject to there being no substantive challenge to that intention, the demonstrations and negotiations will commence as described at paragraphs 8, 9 and 10 of this Attachment 1c event 3 Invitation to Tender document below.

## **9 EVENT 3 – DEMONSTRATION AND NEGOTIATIONS**

- 9.1 Potential Providers who have been successful at event 3 Tender 1 will be invited to provide a demonstration and participate in the negotiation of their proposed approach to meet the TEM2 requirements as highlighted in the Statement of Needs Annex 1 of Attachment 1 ITT and as detailed in Schedule 2 of Attachment 4 Framework Agreement.
- 9.2 Each demonstration and negotiation meeting will have a maximum duration of four (4) hours per Potential Provider. The four (4) hours will be split as detailed in Attachment 1a Annex 3 Demonstration Negotiation Stage Guidance.

### **9.3 Participants of Demonstration and Negotiation.**

- 9.3.1 Ensure that individuals acting on behalf of an organisation have sufficient resources to participate within the timeframes of the demonstration and negotiations.
- 9.3.2 The attendees should consist of up to a maximum of five (5) appropriate representatives from the Potential Provider. (In exceptional circumstances the Authority may grant permission for more attendees, the Authority would need to know why you require more attendees, the names of the attendees and their role prior to attendance).
- 9.3.3 Examples of roles the Authority would expect to attend the demonstration and negotiation meeting would include systems specialist, contract manager, finance officer, security specialist, senior decision maker. Legal representation should not attend, and the Authority will not bring legal representation.
- 9.3.6 A list of Potential Provider representatives who will be attending the demonstration and negotiation meetings including their role in the organisation must be provided prior to these events being held by responding to a message sent by the Authority via the eSourcing Suite confirming that you have been successful in passing the Tender 1 evaluation.
- 9.3.7 The Authority will have a maximum of six (6) people at the meetings. This will enable verification of your bid and recording of the sessions including:
- Facilitator / Lead
  - Evaluators
  - Compliance Officer
- 9.3.8 A record will be taken for all demonstrations and negotiations for audit purposes; this may be in the form of minutes or digital recording. The note taker will be an independent person, directed by the chair, to record the outcome of the meeting.

## **10 EVENT 3 - DEMONSTRATION**

- 10.1 Please refer to Attachment 1a Annex 3 Demonstration Negotiation Stage Guidance for more information on how the demonstration and negotiation meeting will take place.

## **11 EVENT 3 – NEGOTIATIONS**

### **11.1 Purpose of the Negotiation**

- 11.1.1. The purpose of the negotiation is to improve the content of the Tender Submission (event 2 – Initial Tender and Subsequent event 3 Tender) - to meet the Authority's needs and objectives as set out in Framework Schedule 2. The negotiation will be an opportunity for open discussion of all aspects of the Authority's requirements, except the minimum requirements and award criteria.
- 11.1.2. Please refer to Attachment 1a Annex 3 Demonstration Negotiation Stage Guidance for more information on how the demonstration and negotiation meeting will take place.

## **11.2 Timelines**

- 11.2.1. An invitation will be issued to Potential Providers who are successful at event 3 Tender 1, to participate in the demonstration and negotiations. The invitation shall confirm the demonstration and negotiation meeting date, time, and location. Photographic identification for each attendee will be required.
- 11.2.3. Late attendees may be deemed as non-compliant and the Potential Provider may be excluded from further participation in this Procurement process.

## **11.3 Duration of the Negotiation**

- 11.4.1. The Potential Providers will have ten (10) minutes between the completion of the demonstration and beginning the negotiations to prepare any requirements and to ensure the technology works, if needed.
- 11.4.2. The Negotiations should take no more than two (2) hours. The Authority will notify Potential Providers when there is five (5) minutes remaining of the allotted time period and when time limit expires so that timings are adhered to and not exceeded.

## **12 SUBMISSION OF EVENT 4 TENDER 2**

- 12.1 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 calendar 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 continue to using a bespoke event within the eSourcing Suite.
- 12.2 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 within twenty four (24) hours of it being issued by the Authority.
- 12.3 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 Procurement Timetable of the Invitation to Tender (Attachment 1a).

## **13 EVENT 4 TENDER 2**

- 13.1 On conclusion of the demonstration and negotiation meeting, the Authority will open event 4 which the Potential Providers will be asked to submit a further improved Award Questionnaire (Tender 2) incorporating the clarifications and negotiations from event 3 Tender 1.
- 13.2 Refer to Attachment 1d – RM3802 TEM2 Event 4 Tender 2 Invitation to Tender for further instructions on how to complete this stage of the Procurement.