



Crown
Commercial
Service

Invitation to tender

Attachment 2 – How to bid

RM6142

Supply of tyres, glass and fast fit solutions

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1. How to make your bid
 - 1.1 Your bid must be made by the organisation that will be responsible for providing the goods and/or services if your bid is successful.
 - 1.2 You may bid for one or more of the lots, ensure you read paragraph 3.2 of attachment 1.
 - 1.3 Your bid must be entered into the eSourcing suite. We can only accept bids that we receive through the eSourcing suite.
 - 1.4 Upload ONLY those attachments we have asked for. Do not upload any attachments we haven't asked for.
 - 1.5 Make sure you answer every question.
 - 1.6 You must submit your bid before the bid submission deadline, in paragraph 5 "Timelines for the competition" in attachment 1 - About the framework.
 - 1.7 It will be our decision whether we will accept bids submitted after the bid submission deadline.
 - 1.8 You must regularly check for messages in the eSourcing suite throughout the competition. You must log on to the eSourcing suite and access your message inbox for this competition to check for messages.
 - 1.9 If anything is unclear, or you are unsure how to complete your bid submission, you can raise a question before the clarification question deadline, via the eSourcing suite. Read paragraph 6 "When and how to ask questions" in attachment 1 - About the framework.
 - 1.10 We may require you to clarify aspects of your bid in writing and/or provide additional information. Failure to respond within the time required, or to provide an adequate response will result in the rejection of your bid and your exclusion from this competition.

2. Selection stage

- 2.1 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.
- 2.2 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.
- 2.3 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.
- 2.4 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).
- 2.5 You must ensure you read the instructions contained within the evidence of contract example certificate for lots 2 and 3 (Attachment 2bi and 2bii) carefully and ensure that you allow plenty of time to send to your customer contact for them to complete and return to you.
- 2.6 Remember we may contact the customer contact to verify the information provided in your Attachment 2b certificates, if the customer contact cannot or will not verify the information provided; or fails to respond to a verification request from us your bid may be rejected and you will be excluded from the competition. We will tell you why your bid has been excluded.
- 2.7 Additionally, if you fail to provide the information we have asked for in the Attachment 2b certificate(s), or if the information provided in the Attachment 2b does not clearly evidence similar requirements to those sought within the scope of each lot, as set out in Framework Schedule 1 (Specification), your bid will be deemed not compliant and you will be excluded from this competition. We will tell you why your bid has been excluded.

3. Selection process

- 3.1 After the bid submission deadline we will check all bids to make sure we have received everything we have asked for.
- 3.2 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.

- 3.3 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.
- 3.4 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

- 4.1 We may exclude you from the competition at the selection stage if:
- your bid is not compliant.
 - you receive a 'fail' for any of the evaluated selection questions.
 - any of the information you have provided proves to be false or misleading.
 - you have broken any of the competition rules in paragraph 9 of attachment 1 About the framework, or not followed the instructions given in this ITT pack.
- 4.2 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).

6. 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.

7. Award criteria

- 7.1 The Award Stage consists of a quality evaluation (see paragraph 10 of this document) and a price evaluation (see paragraph 11 of this document).
- 7.2 The award of this framework will be on the basis of the 'Most Economically Advantageous Tender' (MEAT).
- 7.3 The weighting for the quality evaluation is 60 marks and the price evaluation is worth 40 marks for all lots.

8. Award process

8.1 What YOU need to do

- answer the quality questions section A, section B, section C, section D, section E and section F applicable to lots you are bidding for in the eSourcing suite in the technical envelope.
- Complete the price matrix attachment 3a, 3b, 3c for the lot(s) you are bidding for.
- Upload your completed price matrix into the eSourcing suite in the commercial envelope

Price matrix attachment	Upload to question in commercial envelope	Rename attachment before uploading
Attachment 3a – Lot 1	PQ1	L1price_insertyourcompanyname
Attachment 3b – Lot 2	PQ2	L2price_insertyourcompanyname
Attachment 3c – Lot 3	PQ3	L3price_insertyourcompanyname

8.2 What WE will do at the award stage

1.	<p>Compliance Check</p> <p>First, we will do a check to make sure that you completed the pricing matrix in line with our instructions.</p>
2.	<p>Quality Evaluation</p> <p>We will give your responses to our evaluation panel. Each evaluator will independently assess your responses to the quality questions using the response guidance and the evaluation criteria. Each evaluator will give a mark and a reason for their mark for each question they are assessing. Each evaluator will enter their marks and reasons into the eSourcing suite.</p>
3.	<p>Consensus</p> <p>Once the evaluators have independently assessed your answers to the questions we will arrange for the evaluators to meet and we will facilitate the discussion. At this consensus meeting, the evaluators will discuss the quality of your answers and discuss their marks and reasons for that mark. The discussion will continue until they reach a consensus regarding the mark, and a reason for that mark, for each question. These final marks will be used to calculate your quality score for each lot you have bid for.</p>
4.	<p>Quality Threshold</p> <p>Lot 1 - If you have received a zero for any of the quality questions applicable to lot 1, or if you have not met a minimum quality score of 30.00 for lot 1, we will reject your bid and you will be excluded from the competition. We will tell you that your bid has been excluded from the competition and why.</p> <p>Lot 2 and Lot 3 - If you have received a zero for any of the quality questions applicable to each lot, we will reject your bid and you will be excluded from the competition. We will tell you that your bid has been excluded from the competition and why.</p> <p>Refer to tables at paragraph 9.6 for an example of how your quality score for each lot will be calculated.</p>
5.	<p>Evaluate Pricing</p> <p>We will then give your pricing to the price evaluation panel, who are different evaluators from those who assessed your quality responses. They will calculate your price score using the evaluation criteria in paragraph 11 'price evaluation'.</p>
6.	<p>Final Score</p> <p>Your quality score will be added to your price score, to create your final score as illustrated in paragraph 12 'final decision to award'.</p>
7.	<p>Award</p> <p>Awards will be made to the successful bidders following the standstill period, subject to contract.</p>

9. Quality Evaluation

- 9.1 The questions in section A are mandatory questions applicable to each lot and will be evaluated PASS / FAIL. If you answer no to one or more of the questions applicable to the lots you are bidding for, 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.
- 9.2 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.
- 9.3 Each of the scored quality questions, in section B, section C, section D, and section E of the quality questionnaire will be independently assessed by our evaluation panel.
- 9.4 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.
- 9.5 Each weighted mark for each question for each lot you have submitted a bid for will then be added together to calculate your quality score.
- 9.6 Please see tables A, B and C below for an example of how your quality score will be calculated.

Table A – Lot 1

Question		Question Weighting	Maximum mark available	Your final mark	Your weighted mark
B1	Social Value	10%	100	100	10.00
C1	Provision of Mandatory Goods and Services (Lot 1)	25%	100	100	25.00
C2	Homologation (Lot 1)	15%	100	66	9.90
C3	Account Management (Lot 1)	10%	100	75	7.50
Bidders lot 1 quality score (max 60)					52.40
Lot 1 minimum quality score					30.00

Table B – Lot 2

Question		Question Weighting	Maximum mark available	Your final mark	Your weighted mark
B1	Social Value	10%	100	100	10.00
D1	Provision of Mandatory Goods and Services (Lot 2)	30%	100	75	22.50
D2	Account Management (Lot 2)	20%	100	75	15.00
Bidders lot 2 quality score (max 60)					47.50

Table C – Lot 3

Question		Question Weighting	Maximum mark available	Your final mark	Your weighted mark
B1	Social Value	10%	100	100	10.00
E1	Provision of Mandatory Goods and Services (Lot 3)	30%	100	100	30.00
E2	Account Management (Lot 3)	20%	100	50	10.00
Bidders lot 3 quality score (max 60)					50.00

10. Award quality questionnaire

10.1 The quality questionnaire is split into the following sections:

- Section A – mandatory questions (applicable to each lot)
- Section B – generic scored question (applicable to all lots)
- Section C – scored questions for lot 1 only
- Section D – scored questions for lot 2 only
- Section E – scored questions for lot 3 only
- Section F – information only question (applicable to lots 2 & 3).

- 10.2 A summary of all the questions in the quality questionnaire, along with the marking scheme, and weightings for each question is set out below:

Question		Marking scheme	Weighting %		
			L1	L2	L3
A1	Compliance with Framework Schedule 1 (Specification) for Lot 1	Pass/Fail	X		
A2	Compliance with Framework Schedule 1 (Specification) for Lot 2	Pass/Fail		X	
A3	Compliance with Framework Schedule 1 (Specification) for Lot 3	Pass/Fail			X
B1	Social Value	Pass / Fail	10	10	10
C1	Provision of Mandatory Goods and Services (Lot 1)	100/75/50/25/0	25		
C2	Homologation (Lot 1)	100/66/33/0	15		
C3	Account Management (Lot 1)	100/75/50/25/0	10		
D1	Provision of Mandatory Goods and Services (Lot 2)	100/75/50/25/0		30	
D2	Account Management (Lot 2)	100/75/50/25/0		20	
E1	Provision of Mandatory Goods and Services (Lot 3)	100/75/50/25/0			30
E2	Account Management (Lot 3)	100/75/50/25/0			20
F1	Regional coverage – Lot 2 and Lot 3	Info only	X	X	

10.3 The quality questionnaire is set out below:

Section A – Mandatory Requirements			
A1 Compliance with Framework Schedule 1 (Specification) - Lot 1 only			
<p>If you are awarded a Framework Contract, will you unreservedly deliver in full, all the mandatory goods and service requirements for lot 1 as set out in Attachment 1a - Framework Schedule 1 (Specification).</p> <p>Please answer 'Yes' or 'No' to question A1 and A1a to A1o in the eSourcing suite:-</p> <p>Yes - You will unreservedly deliver in full all the mandatory goods and service requirements applicable to lot 1, as set out in Attachment 1a - Framework Schedule 1 (Specification).</p> <p>No - You will not, or cannot, deliver in full all the mandatory goods and service requirements applicable to lot 1, as set out in Attachment 1a - Framework Schedule 1 (Specification).</p>			
Question	Mandatory requirements paragraph reference in Attachment 1a - Framework Schedule 1 (Specification)		Response required
A1a	3.1	Provision of Tyres and associated products and services	Yes / No
A1b	3.2	Provision of Tyre and Associated Products on a Supply Only basis	Yes / No
A1c	3.3	Provision of Tyres goods and services at Suppliers Depots	Yes / No
A1d	3.4	Mobile Fitting Services	Yes / No
A1e	3.5	Tyre Emergency Call Out Service	Yes / No
A1f	3.6	Homologation	Yes / No
A1g	3.7	Tyre Valves	Yes / No
A1h	3.8	Tyre Hotel Storage Facility	Yes / No
A1i	3.9	Stockholding	Yes / No
A1j	3.10	Tyre Changeover Service for new vehicles	Yes / No
A1k	3.11	Tyre Disposal and Casing Credits	Yes / No
A1l	3.12	Order and supply of Tyres products and services	Yes / No
A1m	3.13	Managing the Buyer's Account	Yes / No
A1n	3.14	Enhanced Security	Yes / No
A1o	3.15	Legislation and Policy	Yes / No
<p>A1 Response guidance</p> <p>This is a Pass / Fail question.</p> <p>If you cannot or are unwilling to select 'Yes' to all the questions in this section you will be excluded from further participation in the competition for lot 1.</p> <p>You are required to select either option 'Yes' or 'No' from the drop down list associated with each question A1a to A1o in the eSourcing suite.</p>			

Providing a 'Yes' response to each of the questions means you will unreservedly deliver in full all the mandatory goods and service requirements for lot 1, as set out in Attachment 1a - Framework Schedule 1 (Specification).

If you select 'No' to one or more of the questions (or do not answer a question) indicating that you will not, or cannot, deliver in full all the mandatory goods and service requirements for lot 1, as set out in Attachment 1a - Framework Schedule 1 (Specification), you will be excluded from further participation in this competition.

Marking scheme	Evaluation guidance
Pass	You have selected option 'Yes' to each of the questions A1a to A1o, confirming that you will unreservedly deliver in full all the mandatory goods and service requirements for lot 1, as set out in Attachment 1a - Framework Schedule 1 (Specification).
Fail	<p>You have selected 'No' to one or more of the questions A1a to A1o, confirming that you will not, or cannot, deliver in full all the mandatory goods and service requirements for lot 1, as set out in Attachment 1a - Framework Schedule 1 (Specification).</p> <p>OR</p> <p>You have not selected either 'Yes' or 'No' for each of the questions A1a to A1o.</p>

Section A – Mandatory Requirements

A2 Compliance with Framework Schedule 1 (Specification) - Lot 2 only

If you are awarded a Framework Contract, will you unreservedly deliver in full, all the mandatory goods and service requirements for lot 2 as set out in Attachment 1a - Framework Schedule 1 (Specification).

Please answer 'Yes' or 'No' to questions A2 and A2a to A2g in the eSourcing suite:-

Yes - You will unreservedly deliver in full all the mandatory goods and service requirements applicable to lot 2, as set out in Attachment 1a - Framework Schedule 1 (Specification).

No - You will not, or cannot, deliver in full all the mandatory goods and service requirements applicable to lot 2, as set out in Attachment 1a - Framework Schedule 1 (Specification).

Question	Mandatory requirements paragraph reference in Attachment 1a - Framework Schedule 1 (Specification)		Response required
A2a	4.1	Provision of Tyres and associated products and services	Yes/No

A2b	4.2	Provision of Tyre and Associate Products on a Supply Only Basis	Yes/No
A2c	4.4	Mobile Fitting Services	Yes/No
A2d	4.5	Tyre Disposal and Casing Credits	Yes/No
A2e	4.6	Order and supply of Tyres products and services	Yes/No
A2f	4.7	Managing the Buyer's Account	Yes/No
A2g	4.8	Legislation and Policy	Yes/No
<p>A2 Response guidance</p> <p>This is a Pass / Fail question.</p> <p>If you cannot or are unwilling to select 'Yes' to the questions in this section you will be excluded from further participation in the competition for lot 2.</p> <p>You are required to select either option 'Yes' or 'No' from the drop down list associated with each question A2a to A2g in the eSourcing suite.</p> <p>Providing a 'Yes' response to each question means you will unreservedly deliver in full all the mandatory goods and service requirements for lot 2, as set out in Attachment 1a - Framework Schedule 1 (Specification).</p> <p>If you select 'No' to one or more of the questions (or do not answer a question) indicating that you will not, or cannot, deliver in full all the mandatory goods and service requirements for lot 2, as set out in Attachment 1a - Framework Schedule 1 (Specification), you will be excluded from further participation in this competition.</p>			
Marking scheme		Evaluation guidance	
Pass		You have selected option 'Yes' to each of the questions A2a to A2g, confirming that you will unreservedly deliver in full all the mandatory goods and service requirements for lot 2, as set out in Attachment 1a - Framework Schedule 1 (Specification).	
Fail		<p>You have selected 'No' to one or more of the questions A2a to A2g, confirming that you will not, or cannot, deliver in full all the mandatory goods and service requirements for lot 2, as set out in Attachment 1a - Framework Schedule 1 (Specification).</p> <p>OR</p> <p>You have not selected either 'Yes' or 'No' for each of the questions A2a to A2g.</p>	

Section A – Mandatory Requirements

A3 Compliance with Framework Schedule 1 (Specification) - Lot 3 only

If you are awarded a Framework Contract, will you unreservedly deliver in full, all the mandatory goods and service requirements for lot 3 as set out in Attachment 1a - Framework Schedule 1 (Specification).

Please answer 'Yes' or 'No' to questions A3 and A3a to A3g in the eSourcing suite:-

Yes - You will unreservedly deliver in full all the mandatory goods and service requirements applicable to lot 3, as set out in Attachment 1a - Framework Schedule 1 (Specification).

No - You will not, or cannot deliver in full all the mandatory goods and service requirements applicable to lot 3, as set out in Attachment 1a - Framework Schedule 1 (Specification).

Question	Mandatory requirements paragraph reference in Attachment 1a - Framework Schedule 1 (Specification)		Response required
A3a	5.1	Provision of Windscreen, Glass and Associated Services	Yes/No
A3b	5.2	Provision of Windscreen and Glass goods and services at Supplier Depots	Yes/No
A3c	5.3	Mobile Fitting Services	Yes/No
A3d	5.4	Windscreen Calibration	Yes/No
A3e	5.5	Order and Supply of Windscreen and Glass Products and Services	Yes/No
A3f	5.6	Managing the Buyer's account	Yes/No
A3g	5.7	Legislation and Policy	Yes/No

A3 Response guidance

This is a Pass / Fail question.

If you cannot or are unwilling to select 'Yes' to the questions in this section you will be excluded from further participation in the competition for lot 3.

You are required to select either option 'Yes' or 'No' from the drop down list associated with each question A3a to A3g in the eSourcing suite.

Providing a 'Yes' response to each question means you will unreservedly deliver in full all the mandatory goods and service requirements for lot 3, as set out in Attachment 1a - Framework Schedule 1 (Specification).

If you select 'No' to one or more of the questions (or do not answer a question) indicating that you will not, or cannot, deliver in full all the mandatory goods and service requirements for lot 3, as set out in Attachment 1a - Framework Schedule 1 (Specification), you will be excluded from further participation in this competition.

Marking scheme	Evaluation guidance
Pass	You have selected option 'Yes' to each of the questions A3a to A3g, confirming that you will unreservedly deliver in full all the mandatory goods and service requirements for lot 3, as set out in Attachment 1a - Framework Schedule 1 (Specification).
Fail	<p>You have selected 'No' to one or more of the questions A3a to A3g, confirming that you will not, or cannot, deliver in full all the mandatory goods and service requirements for lot 3, as set out in Attachment 1a - Framework Schedule 1 (Specification).</p> <p>OR</p> <p>You have not selected either 'Yes' or 'No' for each of the questions A3a to A3g.</p>

Section B – Generic Scored Question (applicable to all lots)
B1 Social Value
<p>Requirement</p> <p>CCS requires all Suppliers to be a member of the Driving for Better Business programme, at the point of the framework going live, as set out in Attachment 1a – Framework Schedule 1 (Specification) at paragraph 3.15.5 for Lot 1; paragraph 4.8.5 for Lot 2 and paragraph 5.7.4 for Lot 3.</p>
<p>B1 Response Guidance</p> <p>All bidders must answer this question.</p> <p>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.</p> <p>Selecting option 'Yes' means that you unreservedly agree to deliver all elements of this requirement in full.</p> <p>In order to satisfy the requirement, you must agree to:</p> <ul style="list-style-type: none"> a) sign up to the Driving for Better Business programme by the point at which the RM6142 framework goes live. b) progress through the programme's 7 steps to better management during the lifetime of the framework; and c) adhere to the Driving for Better Business KPI, as set out in Framework Schedule 4 (Framework Management), and agree to provide updates on the progress made within the programme on a regular basis, as part of CCS's Supplier Management programme.

Marking scheme	Evaluation guidance
Pass	You have selected option 'Yes' confirming that you unreservedly agree to deliver all elements of this requirement in full, including the 3 component parts (a to c) of the response guidance above.
Fail	<p>You have selected option 'No' confirming that you will not, or cannot, unreservedly agree to deliver all elements of this requirement in full including the 3 component parts (a to c) of the response guidance above.</p> <p>OR</p> <p>You have not selected either 'Yes' or 'No'</p>

Section C – Scored questions for Lot 1 only
C1 Provision of Mandatory Goods and Services (Lot 1)
<p>Requirement:</p> <p>CCS requires you to demonstrate how you will ensure the continuous availability of all Tyres (Supply only and Supply and Fit) and Associated Products and Services to Buyers throughout the duration of the Framework and any Call Off Contracts, as set out in Attachment 1a – Framework Schedule 1 (Specification) for Lot. Your response should include but not be limited to, how you will meet all specified timescales, how you will plan, actively manage and monitor stock levels and how you will manage any subcontractors to ensure that the Buyer's requirements are met.</p>
<p>C1 Response Guidance</p> <p>All bidders must answer this question. If not bidding for Lot 1 please insert N/A into the first text box in the eSourcing suite.</p> <p>You must insert your response into the text fields in the e-Sourcing Suite.</p> <p>In order to satisfy the requirement, and the question associated with the requirement, you must:</p> <ol style="list-style-type: none"> demonstrate the processes you will have in place to ensure you are able to fulfil the Supply only of tyres and associated products to Buyers at their own premises or any other identified location as set out in paragraph 3.2 of Attachment 1a – Framework Schedule 1 (Specification). demonstrate the processes you will have in place to ensure you are able to fulfil the Supply and Fit of tyres and associated products and services to Buyers at your network of Depots as set out in paragraph 3.3 of Attachment 1a – Framework Schedule 1 (Specification). demonstrate the processes you will have in place to ensure you are able to fulfil the Supply and Fit of tyres and associated products and services to Buyers

through your network of mobile fitters, as set out in paragraph 3.4 of Attachment 1a – Framework Schedule 1 (Specification).

- d) demonstrate the processes you will have in place to ensure you are able to fulfil the Emergency Call-Out Services to Buyers as set out in paragraph 3.5 of Attachment 1a – Framework Schedule 1 (Specification).

You must not make generalised statements or give irrelevant information.

Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to.

Maximum character count – 8,000 characters including spaces and punctuation.

You must not exceed the character count within the 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 the applicable text boxes provided, each box has a character count of 2,000 characters.

Marking scheme	Evaluation guidance
100	The Bidder's response fully addresses the requirement and all 4 of the component parts (a to d) of the response guidance above
75	The Bidder's response fully addresses 3 of the 4 component parts (a to d) of the response guidance above
50	The Bidder's response fully addresses 2 of the 4 component parts (a to d) of the response guidance above
25	The Bidder's response addresses 1 of the 4 component parts (a to d) of the response guidance above
0	The Bidder's response has not fully addressed any of the 4 component parts (a to d) of the response guidance above. OR A response has not been provided to this question

Section C – Scored questions for Lot 1 only

C2 Homologation (Lot 1)

Requirement:

CCS requires you to demonstrate the processes you will have in place to provide homologated tyres which are fit for purpose for emergency service vehicles and, which are of the same quality and safety standard as the original vehicle manufacturers' equipment.

C2 Response Guidance

All bidders must answer this question. If not bidding for Lot 1 please insert N/A into the first text box in the eSourcing suite.

You must insert your response into the text fields in the e-Sourcing Suite.

In order to satisfy the requirement, and the question associated with the requirement, you must:

- a) Demonstrate the processes you will have in place to provide homologated tyres to the Buyer, which are fit for purpose for emergency service vehicles, including how you will ensure availability and continuity of supply to support the individual Buyer's specific requirements, as set out in paragraph 3.6.1 of Attachment 1a – Framework Schedule 1 (Specification).
- b) Demonstrate how you will engage with the vehicle manufacturers and your supply chain to secure the homologation of tyres for vehicles identified by the Buyer, as set out in paragraph 3.6.2 of Attachment 1a – Framework Schedule 1 (Specification).
- c) Demonstrate the process you will have in place to inform and warrant to the Buyer that the tyre is suitable for fitment and the intended use of a Blue Light operational vehicle, where it has not been homologated, as set out in paragraph 3.6.3 of Attachment 1a – Framework Schedule 1 (Specification).

Your response should be limited to, and focused on, each of the component parts of the question posed (a to c). You must not make generalised statements or give irrelevant information.

Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to.

Maximum character count – 6,000 characters including spaces and punctuation.

You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.

You are required to insert your response to this question in the technical envelope in the applicable text boxes provided, each box has a character count of 2,000 characters.

Marking scheme	Evaluation guidance
100	The Bidder's response addresses all 3 of the component parts (a to c) of the response guidance above
66	The Bidder's response addresses 2 of the 3 component parts (a to c) of the response guidance above
33	The Bidder's response addresses 1 of the 3 component parts (a to c) of the response guidance above
0	The Bidder's response has not fully addressed any of the 3 component parts (a to c) of the response guidance above. OR A response has not been provided to this question

Section C – Scored questions for Lot 1 only
C3 Account Management (Lot 1)
<p>Requirement:</p> <p>CCS requires you to demonstrate how you will develop close working relationships with Buyers through the Account Management function, as set out in paragraph 3.13 of Attachment 1a – Framework Schedule 1 (Specification).</p>
<p>C3 Response Guidance</p> <p>All bidders must answer this question. If not bidding for Lot 1 please insert N/A into the first text box in the eSourcing suite.</p> <p>You must insert your response into the text fields in the e-Sourcing Suite.</p> <p>In order to satisfy the requirement, and the question associated with the requirement, you must:</p> <ul style="list-style-type: none"> a) Demonstrate the approach that you will take to build and maintain a collaborative working relationship with the Buyer to proactively support their requirements. b) Demonstrate how you will review and analyse the Buyer's data and identify and analyse new and emerging market trends and products, including how you will share recommendations to inform the Buyer of any opportunities to help improve and optimise their fleet operational activity, as set out in paragraph 3.13.4 of Attachment 1a – Framework Schedule 1 (Specification). c) Explain how your telephone help desk for dealing with Orders, enquiries, complaints and technical support needs will satisfy the Buyer's service delivery requirements, as set out in paragraph 3.13.1.3 of Attachment 1a – Framework Schedule 1 (Specification).

- d) Demonstrate the processes that you will have in place to resolve a reported issue relating to any goods or services you have provided to the Buyer. Your response should explain how you will acknowledge, record, track and resolve the issue raised and proactively seek to minimise the impact on the Buyer, as set out in paragraph 3.13.1.9 of Attachment 1a – Framework Schedule 1 (Specification).

Your response should be limited to, and focused on, each of the component parts of the question posed (a to d). You must not make generalised statements or give irrelevant information.

Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to.

Maximum character count – 8,000 characters including spaces and punctuation.

You must not exceed the character count within the 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 the applicable text boxes provided, each box has a character count of 2,000 characters.

Marking scheme	Evaluation guidance
100	The Bidder's response addresses all 4 of the component parts (a to d) of the response guidance above
75	The Bidder's response fully addresses 3 of the 4 component parts (a to d) of the response guidance above
50	The Bidder's response fully addresses 2 of the 4 component parts (a to d) of the response guidance above
25	The Bidder's response addresses 1 of the 4 component parts (a to d) of the response guidance above
0	The Bidder's response has not fully addressed any of the 4 component parts (a to d) of the response guidance above. OR A response has not been provided to this question

Section D – Scored questions for Lot 2 only

D1 Provision of Mandatory Goods and Services (Lot 2)

Requirement:

CCS requires you to demonstrate how you will ensure the continuous availability of all Tyres (Supply only and Supply and Fit) and Associated Services to Buyers throughout the duration of the Framework and any Call Off Contracts, as set out in Attachment 1a – Framework Schedule 1 (Specification) for Lot 2.

D1 Response Guidance

All bidders must answer this question. If not bidding for Lot 2 please insert N/A into the first text box in the eSourcing suite.

You must insert your response into the text fields in the e-Sourcing Suite.

In order to satisfy the requirement, and the question associated with the requirement, you must:

- a) Demonstrate the processes you will have in place to ensure you are able to fulfil the Supply only of tyres and associated products to Buyers, at their own premises or any other identified location, as set out in paragraph 4.2 of Attachment 1a – Framework Schedule 1 (Specification).
- b) Demonstrate the processes you will have in place to ensure you are able to fulfil the Supply and Fit of tyres and associated products and services to Buyers at your network of Depots, as set out in paragraph 4.3 of Attachment 1a – Framework Schedule 1 (Specification).
- c) Demonstrate the processes you will have in place to ensure you are able to fulfil the Supply and Fit of tyres and associated products and services to Buyers through your network of mobile fitters, as set out in paragraph 4.4 of Attachment 1a – Framework Schedule 1 (Specification).
- d) Demonstrate the processes you will have in place to plan and actively manage and monitor stock levels and manage any subcontractors to ensure the Buyer's requirements are met.

Your response should be limited to, and focused on, each of the component parts of the question posed (a to d). You must not make generalised statements or give irrelevant information.

Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to.

Maximum character count – 8,000 characters including spaces and punctuation.

You must not exceed the character count within the 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 the applicable text boxes provided, each box has a character count of 2,000 characters.

Marking scheme	Evaluation guidance
100	The Bidder's response addresses all 4 of the component parts (a to d) of the response guidance above
75	The Bidder's response fully addresses 3 of the 4 component parts (a to d) of the response guidance above
50	The Bidder's response fully addresses 2 of the 4 component parts (a to d) of the response guidance above
25	The Bidder's response addresses 1 of the 4 component parts (a to d) of the response guidance above
0	The Bidder's response has not fully addressed any of the 4 component parts (a to d) of the response guidance above. OR A response has not been provided to this question

Section D – Scored questions for Lot 2 only
D2 Account Management (Lot 2)
<p>Requirement:</p> <p>CCS requires you to provide an Account Management function to Buyers throughout the duration of the Framework and any Call Off Contracts, as set out in paragraph 4.7 of Attachment 1a – Framework Schedule 1 (Specification).</p>
<p>D2 Response guidance</p> <p>All bidders must answer this question. If not bidding for Lot 2 please insert N/A into the first text box in the eSourcing suite.</p> <p>You must insert your response into the text fields in the e-Sourcing Suite.</p> <p>In order to satisfy the requirement, and the question associated with the requirement, you must:</p> <ul style="list-style-type: none"> a) Demonstrate the approach that you will take to build and maintain a collaborative working relationship with the Buyer to proactively support their requirements; b) Demonstrate how you will review and analyse the Buyer's data and identify and analyse new and emerging market trends and products, including how you will share recommendations to inform the Buyer of any opportunities to help improve and optimise their fleet operational activity, as set out in paragraph 4.7.3 of Attachment 1a – Framework Schedule 1 (Specification). c) Explain how your telephone helpdesk for dealing with Orders, enquiries, complaints and technical support needs will satisfy the Buyer's service delivery

requirements, as set out in paragraph 4.7.1.2 Framework Schedule 1 - Specification.

- d) Demonstrate the processes that you will have in place to resolve a reported issue relating to any goods or services you have provided to the Buyer. Your response should explain how you will acknowledge, record, track and resolve the issue raised and proactively seek to minimise the impact on the Buyer, as set out in paragraph 4.7.1.4 of Attachment 1a – Framework Schedule 1 (Specification).

Your response should be limited to, and focused on, each of the component parts of the question posed (a to d). You must not make generalised statements or give irrelevant information.

Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to.

Maximum character count – 8,000 characters including spaces and punctuation.

You must not exceed the character count within the 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 the applicable text boxes provided, each box has a character count of 2,000 characters.

Marking scheme	Evaluation guidance
100	The Bidder's response addresses all 4 of the component parts (a to d) of the response guidance above
75	The Bidder's response fully addresses 3 of the 4 component parts (a to d) of the response guidance above
50	The Bidder's response fully addresses 2 of the 4 component parts (a to d) of the response guidance above
25	The Bidder's response addresses 1 of the 4 component parts (a to d) of the response guidance above
0	The Bidder's response has not fully addressed any of the 4 component parts (a to d) of the response guidance above. OR A response has not been provided to this question

Section E – Scored questions for Lot 3 only

E1 Provision of Mandatory Goods and Services (Lot 3)

Requirement:

CCS requires you to demonstrate how you will ensure the continuous availability of all Windscreens and Glass and any Associated Services to Buyers, throughout the duration of the Framework and any Call Off Contracts, as set out in Attachment 1a – Framework Schedule 1 (Specification).

E1 Response Guidance

All bidders must answer this question. If not bidding for Lot 3 please insert N/A into the first text box in the eSourcing suite.

You must insert your response into the text fields in the e-Sourcing Suite.

In order to satisfy the requirement, and the question associated with the requirement, you must:

- a) Demonstrate the processes you will have in place to ensure you are able to fulfil the Supply and Fit of glass and associated products and services to Buyers at your network of Depots, as set out in paragraph 5.2 of Attachment 1a – Framework Schedule 1 (Specification).
- b) Demonstrate the processes you will have in place to ensure you are able to fulfil the Supply and Fit of glass and associated products and services to Buyers through your network of mobile fitters, as set out in paragraph 5.3 of Attachment 1a – Framework Schedule 1 (Specification).
- c) Demonstrate the processes you will have in place to ensure that any vehicles fitted with Adaptive Driver Assistance Systems (ADAS) are recalibrated to the manufacturer's standards following windscreen fitment, as set out in paragraph 5.4 of Attachment 1a – Framework Schedule 1 (Specification).
- d) Demonstrate the processes you will have in place to plan and actively manage and monitor stock levels and manage any subcontractors to ensure the Buyer's requirements are met.

Your response should be limited to, and focused on, each of the component parts of the question posed (a to d). You must not make generalised statements or give irrelevant information.

Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to.

Maximum character count – 8,000 characters including spaces and punctuation.

You must not exceed the character count within the 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 the applicable text boxes provided, each box has a character count of 2,000 characters.

Marking scheme	Evaluation guidance
100	The Bidder's response addresses all 4 of the component parts (a to d) of the response guidance above
75	The Bidder's response fully addresses 3 of the 4 component parts (a to d) of the response guidance above
50	The Bidder's response fully addresses 2 of the 4 component parts (a to d) of the response guidance above
25	The Bidder's response addresses 1 of the 4 component parts (a to d) of the response guidance above
0	The Bidder's response has not fully addressed any of the 4 component parts (a to d) of the response guidance above. OR A response has not been provided to this question

Section E – Scored questions for Lot 3 only
E2 Account Management (Lot 3)
<p>Requirement:</p> <p>CCS requires you to provide an Account Management function to Buyers throughout the duration of the Framework and any Call Off Contracts, as set out in Attachment 1a – Framework Schedule 1 (Specification).</p>
<p>E2 Response guidance</p> <p>All bidders must answer this question. If not bidding for Lot 3 please insert N/A into the first text box in the eSourcing suite.</p> <p>You must insert your response into the text fields in the e-Sourcing Suite.</p> <p>In order to satisfy the requirement, and the question associated with the requirement, you must:</p> <ul style="list-style-type: none"> a) Demonstrate the approach that you will take to build and maintain a collaborative working relationship with the Buyer to proactively support their requirements. b) Demonstrate how you will review and analyse the Buyer's data and identify and analyse new and emerging market trends and products, including how you will share recommendations to inform the Buyer of any opportunities to help improve and optimise their fleet operational activity, as set out in paragraph 5.6.3 of Attachment 1a – Framework Schedule 1 (Specification). c) Explain how your telephone helpdesk for dealing with Orders, enquiries, complaints and technical support needs will satisfy the Buyer's service delivery

requirements as set out in paragraph 5.6.1.2 of Attachment 1a – Framework Schedule 1 (Specification).

- d) Demonstrate the processes you will have in place to resolve a reported issue relating to any goods or services you have provided to the Buyer. Your response should explain how you will acknowledge, record, track and resolve the issue raised and proactively seek to minimise the impact on the Buyer, as set out in paragraph 5.6.1.4 of Attachment 1a – Framework Schedule 1 (Specification).

Your response should be limited to, and focused on, each of the component parts of the question posed (a to d). You must not make generalised statements or give irrelevant information.

Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to.

Maximum character count – 8,000 characters including spaces and punctuation.

You must not exceed the character count within the 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 the applicable text boxes provided, each box has a character count of 2,000 characters.

Marking scheme	Evaluation guidance
100	The Bidder's response addresses all 4 of the component parts (a to d) of the response guidance above
75	The Bidder's response fully addresses 3 of the 4 component parts (a to d) of the response guidance above
50	The Bidder's response fully addresses 2 of the 4 component parts (a to d) of the response guidance above
25	The Bidder's response addresses 1 of the 4 component parts (a to d) of the response guidance above
0	The Bidder's response has not fully addressed any of the 4 component parts (a to d) of the response guidance above. OR A response has not been provided to this question

Section F – Information only questions for Lot 2 and/or Lot 3

F1 – Lot 2 and/or lot 3

Requirement:

Within the scope of this Lot, Buyers can request at the Call-Off stage that Deliverables are to be provided in the following regions set out in Annex 1 of Attachment 1a – Framework Schedule 1 (Specification).

Buyers will confirm their specific requirements at the Call-Off stage in accordance with the Call-Off procedure set out in Framework Schedule 7.

Please complete attachment 12 to indicate by selecting either option 'Yes or No' from the drop-down which regions you will provide Deliverables to, if you are successful in this competition.

F1 Response Guidance

All bidders submitting a bid for lot 2 and/or lot 3 must upload your completed attachment 12 to this question.

Remember to put your organisations name in cell C2.

Please rename the attachment [F1_insertyourcompanyname]

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

11. Price evaluation

This paragraph 11 contains information on how to complete the pricing matrix attachments 3a, 3b and 3c and the price evaluation process for each lot.

11.1 How to complete your pricing matrix:

You should read and understand the instructions in the pricing matrix, and in this paragraph, before submitting your prices.

Your price values must be sustainable in providing all of the mandatory requirements set out in Framework Schedule 1 (Specification) for each applicable lot, and include the following:

- an insurance level sufficient to cover the limit of liability listed in joint schedule 3 (insurance requirements) of the framework contract
- direct labour costs (the basic rate paid by the supplier to its staff including any premium time payment, fringe benefits and bonus payments). Please refer to framework schedule 3 (framework prices)
- payroll burden (all costs of taxes and contributions imposed by law, or regulations e.g. employer's liability insurance, unemployment compensation, old age benefits, pensions and annuities and disability insurance)
- all costs of the supplier's standard employee benefits e.g. retirement funds, health and life assurances and any bonus schemes
- all costs associated with holidays with pay, sickness leave with pay, customary and public holidays
- all costs associated with recruitment, training and security vetting
- your operating overhead costs and profit.

You should also take into account our management charge of 1%, which shall be paid by you to us as set out in the framework award form and framework schedule 5 (management charges and information).

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

When inserting a price, you must enter a figure:

- to two decimal places
- excluding VAT
- in Pounds Sterling (£)

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 at the call-off stage 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.

CCS reserves the right to seek verification of any prices that it deems to be unsustainable in respect of the delivery of the goods and services required.

We will investigate where we consider your bid to be abnormally low.

In the event that you are successful in this competition the values inserted into the pricing matrix, for each applicable lot, will be incorporated into framework schedule 3 (framework prices). Refer to framework schedule 3 (framework prices) and framework schedule 7 (call-off award procedure).

You must download and complete the pricing matrix attachment 3a, attachment 3b, attachment 3c for the lot(s) you are submitting a bid for.

Do not alter, amend or change the format or layout of any of the pricing matrix attachments. You must not insert or attach any notes or comments into any of the worksheets, any additional information will be disregarded by CCS.

You must input prices (£), into the cells shaded YELLOW in each pricing matrix, in accordance with the instructions provided for each lot. The prices submitted in the YELLOW cells will be used in the price evaluation for each applicable lot and as such, failure to insert an applicable price may result in your bid being excluded from this competition.

You must input the prices (£), information or percentages (%) we have asked for in the cells shaded GREEN, in accordance with the instructions provided for each lot. The information submitted in the GREEN cells will not be evaluated or form part of the price evaluation for each applicable lot. However, if you are successful in this competition the values submitted in the YELLOW and GREEN cells will be inserted into your framework contract and will be the maximum rates chargeable under this framework.

When you have completed your pricing matrix for each applicable lot, you must upload the price matrix for each lot you are bidding for into the eSourcing suite (commercial envelope), as in the following table:

Price matrix attachment	Question in commercial envelope	Rename attachment before uploading
Attachment 3a – Lot 1	PQ1	L1price_insertyourcompanyname
Attachment 3b – Lot 2	PQ2	L2price_insertyourcompanyname
Attachment 3c – Lot 3	PQ3	L3price_insertyourcompanyname

If you do not upload your pricing matrix for each applicable lot your bid may be excluded from this competition.

11.2 Price Evaluation process

We will check you have completed all the YELLOW and GREEN cells, applicable to each lot you are bidding for.

Failure to insert an applicable price (£) may result in your bid being deemed not compliant and excluded from this competition.

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

11.3 Lot 1

The instructions in this paragraph should be read in conjunction with the instructions provided in the lot 1 pricing matrix (attachment 3a) and framework schedule 3 (framework prices) in attachment 8 – framework contract documents.

The lot 1 pricing will be evaluated on the basis of a basket of core tyre prices in table a) and associated products and services prices in table b).

11.3.1 Table a) 'tyre bid schedule'

Table a) comprises of a basket of core tyre prices for a variety of tyre specifications.

The weightings which will be applied to each tyre specification are as follows:

Tyre Specification	Weighting (%)	Maximum Mark Available
205/55R16 91V	0.75%	0.75
205/75R16C 110/108R	0.75%	0.75
255/55R18 109V	0.75%	0.75
225/75R16 110R	0.75%	0.75
185/65R15 88H	0.50%	0.50
185/65R15 88T	0.50%	0.50
185/70R14 88T	0.50%	0.50
195/65R15 91H	0.50%	0.50

195/65R15 91V	0.50%	0.50
195/65R15 95H	0.50%	0.50
205/55R16 91W	0.50%	0.50
205/55R16 94V	0.50%	0.50
205/55R17 91W	0.50%	0.50
205/65R16C 107/105T	0.50%	0.50
215/50R17 95W	0.50%	0.50
215/55R16 93V	0.50%	0.50
215/55R16 93W	0.50%	0.50
215/55R16 97W	0.50%	0.50
215/60R16 95V	0.50%	0.50
215/60R16 99V	0.50%	0.50
215/65R15C 104/102T	0.50%	0.50
215/65R16C 109/107T	0.50%	0.50
225/40ZR18 92Y	0.50%	0.50
225/45R17 91Y	0.50%	0.50
225/50R17 98W	0.50%	0.50
225/50R17 98Y	0.50%	0.50
225/55R17 97W	0.50%	0.50
225/55R17 97Y	0.50%	0.50
235/50R17 96W	0.50%	0.50
235/55R17 103V	0.50%	0.50
245/45R18 100V	0.50%	0.50
245/45R18 100Y	0.50%	0.50
255/55R18 109H	0.50%	0.50
255/55R19 111V	0.50%	0.50
255/55R20 110W	0.50%	0.50
285/70R19.5	0.50%	0.50
215/60R16 99W	0.25%	0.25
225/40R18 92Y	0.25%	0.25
225/50R17 94W	0.25%	0.25
235/55R17 99V	0.25%	0.25
Lot 1 table a) total mark	20%	20.00

11.3.2 How we will evaluate your lot 1 table a) pricing

We will evaluate the core tyre prices submitted for each individual tyre specification in table a) by comparing it against all other prices submitted by other bidders for the same tyre specification.

The bidder who submits the lowest price for each tyre specification in table a) will receive 100% of the maximum mark available for the applicable tyre specification, as detailed in the table above.

Where two or more bidders submit an equal core tyre price, which is the lowest, then these bidders will each achieve 100% of the maximum mark available for the applicable tyre specification.

All other bidders will receive a mark relative to the lowest core tyre price submitted for the applicable tyre specification.

The following calculation will be applied to all other submissions for each tyre specification:

$$\frac{\text{Lowest core tyre price}}{\text{Bidder's core tyre price}} \times \text{Weighting (\% for the tyre specification)}$$

The table a) total mark will then be calculated by adding together the weighted mark awarded for each tyre specification in table a) (maximum total mark of 20.00).

11.3.3 Table b) 'associated products and services'

Table b) comprises of a basket of associated products and services.

The weightings which will be applied to each associated product or service are as follows:

Associated Product or Service Type		Weighting (%)	Maximum Mark Available
Tyre Service Charges during normal operating hours			
Passenger Cars / Light to Commercial Vehicles up to 7.5 tonnes	Supplier depot	1.50%	1.50
	Mobile	1.75%	1.75
	Emergency	1.00%	1.00
Heavy Commercial Vehicles 7.5 tonnes or above	Supplier depot	0.30%	0.30
	Mobile	0.30%	0.30
	Emergency	0.30%	0.30
Out of hours Tyre Service Charges			
Passenger Cars / Light to Commercial Vehicles up to 7.5 tonnes	Mobile	1.75%	1.75
	Emergency	1.15%	1.15
Heavy Commercial Vehicles 7.5 tonnes or above	Mobile	0.30%	0.30
	Emergency	0.30%	0.30
Products or Services for Tyres up to and including 20 inches in diameter			
Puncture repair (per tyre)		1.00%	1.00
Standard Valve supply and fit		0.55%	0.55
Standard High Pressure Valve Caps supply and fit		0.55%	0.55
Standard Valve Extensions supply and fit		0.55%	0.55
TPMS Valve Service (per wheel)		0.55%	0.55
TPMS Valve Replacement (per wheel)		0.55%	0.55
Standard Balance		0.55%	0.55
Standard Balance including weights		0.55%	0.55
Adjustment of Tracking		0.55%	0.55
Wheel and Axle Alignment Adjustment		0.55%	0.55
Full Tyre changeover service on delivery of a new vehicle to the Buyer		0.55%	0.55
Delivery Charge per tyre		0.55%	0.55
Disposal Charge per tyre		1.00%	1.00
Tyre Inspection Charges (per vehicle)			

Normal operating hours	Supplier depot	0.55%	0.55
	Mobile	0.55%	0.55
Out of hours	Mobile	0.55%	0.55
Hotel Facility			
Cost per tyre for storage (per week)		0.55%	0.55
Swap-over of tyres (per vehicle, 4 tyres)		0.55%	0.55
Lot 1 table b) total mark		20%	20.00

11.3.4 How we will evaluate your lot 1 table b) pricing

We will evaluate the associated products and services prices submitted for each associated product or service in table b) by comparing it against all other prices submitted by other bidders for the same associated product or service.

The bidder who submits the lowest price for each associated product or service in table b) will receive 100% of the maximum mark available for each applicable associated product or service, as detailed in the table above.

Where two or more bidders submit an equal price, which is the lowest, then these bidders will each achieve 100% of the maximum mark available for the associated product or service.

All other bidders will receive a mark relative to the lowest price submitted for the associated product or service.

The following calculation will be applied to all other submissions for each tyre specification:

$$\frac{\text{Lowest associated product or service price}}{\text{Bidder's associated product or service price}} \times \text{Weighting (\%) for the associated product or service}$$

The table b) total mark will then be calculated by adding together the weighted mark awarded for each associated service in table b) (maximum total mark of 20.00).

11.3.5 How we will determine lot 1 price score

The lot 1 price score will be calculated as illustrated below:

	Weighting (%)	Maximum Mark Available
Table a) total mark	20%	20.00
Table b) total mark	20%	20.00
Lot 1 price score	40%	40.00

11.4 Lot 2

The instructions in this paragraph should be read in conjunction with the instructions provided in the lot 2 pricing matrix (attachment 3b) and framework schedule 3 (framework prices) in attachment 10 – framework contract documents.

The lot 2 pricing will be evaluated on the basis of a basket of core tyre prices in table a) and associated products and services prices in table b).

11.4.1 Table a) 'tyre bid schedule'

Table a) comprises of a basket of core tyre prices for a variety of tyre specifications.

The weightings which will be applied to each tyre specification are as follows:

Tyre Specification	Weighting (%)	Maximum Mark Available
205/75R16 110R	2.00%	2.00
205/75R16 110R	2.00%	2.00
225/75R16 121R	2.00%	2.00
225/75R16 121R	1.40%	1.40
225/75R16 118R	0.90%	0.90
225/75R16 118R	0.90%	0.90
205/75R16 113R	0.90%	0.90
205/55R16 91V	0.90%	0.90
215/55R16 93V	0.90%	0.90
195/55R15 85V	0.90%	0.90
205/60R16 96H	0.90%	0.90
255/55R18 109V	0.90%	0.90
225/75R17.5	0.90%	0.90
315/80R22.5	0.90%	0.90
400/70R20	0.90%	0.90
120/70 R17 58W	0.90%	0.90
285/70 R19.5	0.90%	0.90
315/70R R22.5	0.90%	0.90
Lot 2 table a) total mark	20%	20.00

11.4.2 How we will evaluate your lot 2 table a) pricing

We will evaluate the core tyre prices submitted for each individual tyre specification in table a) by comparing it against all other prices submitted by other bidders for the same tyre specification.

The bidder who submits the lowest price for each tyre specification in table a) will receive 100% of the maximum mark available for the applicable tyre specification, as detailed in the table above.

Where two or more bidders submit an equal core tyre price, which is the lowest, then these bidders will each achieve 100% of the maximum mark available for the tyre specification.

All other bidders will receive a mark relative to the lowest core tyre price submitted for the tyre specification.

The following calculation will be applied to all other submissions for each tyre specification:

$$\frac{\text{Lowest core tyre price}}{\text{Bidder's core tyre price}} \times \text{Weighting (\% for the tyre specification)}$$

The table a) total mark will then be calculated by adding together the weighted mark awarded for each tyre specification in table a) (maximum total mark of 20.00).

11.4.3 Table b) 'associated products and services'

Table b) comprises of a basket of associated products and services.

The weightings which will be applied to each associated product or service are as follows:

Associated Product or Service Type		Weighting (%)	Maximum Mark Available
Tyre Service Charges during normal operating hours			
Passenger Cars / Light to Commercial Vehicles up to 7.5 tonnes	Supplier depot	2.00%	2.00
	Mobile	2.40%	2.40
Heavy Commercial Vehicles 7.5 tonnes or above	Supplier depot	0.60%	0.60
	Mobile	0.60%	0.60
Out of hours Tyre Service Charges			
Passenger Cars / Light to Commercial Vehicles up to 7.5 tonnes	Mobile	2.40%	2.40

Heavy Commercial Vehicles 7.5 tonnes or above	Mobile	0.60%	0.60
Products or Services for Tyres up to and including 20 inches in diameter			
Puncture repair (per tyre)		1.60%	1.60
Standard Valve supply and fit		0.60%	0.60
Standard High Pressure Valve Caps supply and fit		0.60%	0.60
Standard Valve Extensions supply and fit		0.60%	0.60
TPMS Valve Service (per wheel)		0.60%	0.60
TPMS Valve Replacement (per wheel)		0.60%	0.60
Standard Balance		0.60%	0.60
Standard Balance including weights		0.60%	0.60
Adjustment of Tracking		0.60%	0.60
Wheel and Axle Alignment Adjustment		0.60%	0.60
Delivery Charge per tyre		0.60%	0.60
Disposal Charge per tyre		1.40%	1.40
Tyre Inspection Charges (per vehicle)			
Normal operating hours	Supplier depot	0.60%	0.60
	Mobile	0.60%	0.60
Out of hours	Mobile	0.60%	0.60
Lot 2 table b) total mark		20%	20.00

11.4.4 How we will evaluate your lot 2 table b) pricing

We will evaluate the associated products and services prices submitted for each associated product or service in table b) by comparing it against all other prices submitted by other bidders for the same associated product or service.

The bidder who submits the lowest price for each associated product or service in table b) will receive 100% of the maximum mark available for each applicable associated product or service, as detailed in the table above.

Where two or more bidders submit an equal price, which is the lowest, then these bidders will each achieve 100% of the maximum mark available for the associated product or service.

All other bidders will receive a mark relative to the lowest price submitted for the associated product or service.

The following calculation will be applied to all other submissions for each tyre specification:

$$\frac{\text{Lowest associated product or service price}}{\text{Bidder's associated product or service price}} \times \text{Weighting (\%) for the associated product or service}$$

The table b) total mark will then be calculated by adding together the weighted mark awarded for each associated service in table b) (maximum total mark of 20.00).

11.4.5 How we will determine lot 2 price score

The lot 2 price score will be calculated as illustrated below:

	Weighting (%)	Maximum Mark Available
Table a) total mark	20%	20.00
Table b) total mark	20%	20.00
Lot 2 price score	40%	40.00

11.5 Lot 3

The instructions in this paragraph should be read in conjunction with the instructions provided in the lot 3 pricing matrix (attachment 3c) and framework schedule 3 (framework prices) in attachment 10 – framework contract documents.

The lot 3 pricing will be evaluated on the basis of a basket of windscreen services prices in table a) and associated products and services in table b).

11.5.1 Table a) 'windscreen bid schedule'

Table a) comprises of a basket of windscreen prices for a variety of ARGIC codes applicable to each vehicle model.

The weightings which will be applied to each vehicle model are as follows:

Vehicle Model	ARGIC code	Location	Weighting (%)	Maximum Mark Available
Windscreen Supply and Fit Charges during normal operating hours				
BMW X5 5D MUL CAM - 2013/19	2473AGCCMV1P	Supplier depot	1.00%	1.00
		Mobile	1.00%	1.00
Peugeot 308 H/B + EST - 2014/-	6570AGAVZ	Supplier depot	1.00%	1.00
		Mobile	1.00%	1.00
Vauxhall ASTRA 2015/-	6342AGSVZ	Supplier depot	1.00%	1.00
		Mobile	1.00%	1.00
Ford TRANSIT CUSTOM 2012/-	3769AGSVW	Supplier depot	1.00%	1.00
		Mobile	1.00%	1.00
BMW 3 SERIES SAL+EST DIM 2012/19	2465AGSV2P	Supplier depot	1.00%	1.00
		Mobile	1.00%	1.00
BMW 5 SERIES MUL CAM 2017/-	2485AGACMVZ	Supplier depot	1.00%	1.00
		Mobile	1.00%	1.00
SKODA KODIAQ MUL 17/-	7820AGAMVZ1C	Supplier depot	1.00%	1.00
		Mobile	1.00%	1.00
	2465AGSMV2P	Supplier depot	1.00%	1.00

BMW 3 SERIES SAL+EST MUL 2012/19		Mobile	1.00%	1.00
Vauxhall Commercial TRAFIC ACU NOMIR 2014/-	7296AGAV	Supplier depot	1.00%	1.00
		Mobile	1.00%	1.00
SEAT LEON ACU MOD- MUL 16/-	7619AGAMVZ8K	Supplier depot	1.00%	1.00
		Mobile	1.00%	1.00
Out of Hours Windscreen Supply and Fit Charges				
BMW X5 5D MUL CAM - 2013/19	2473AGCCMV1P	Mobile	1.00%	1.00
Peugeot 308 H/B + EST - 2014/-	6570AGAVZ	Mobile	1.00%	1.00
Vauxhall ASTRA 2015/-	6342AGSVZ	Mobile	1.00%	1.00
Ford TRANSIT CUSTOM 2012/-	3769AGSVW	Mobile	1.00%	1.00
BMW 3 SERIES SAL+EST DIM 2012/19	2465AGSV2P	Mobile	1.00%	1.00
BMW 5 SERIES MUL CAM 2017/-	2485AGACMVZ	Mobile	1.00%	1.00
SKODA KODIAQ MUL 17/-	7820AGAMVZ1C	Mobile	1.00%	1.00
BMW 3 SERIES SAL+EST MUL 2012/19	2465AGSMV2P	Mobile	1.00%	1.00
Vauxhall Commercial TRAFIC ACU NOMIR 2014/-	7296AGAV	Mobile	1.00%	1.00
SEAT LEON ACU MOD- MUL 16/-	7619AGAMVZ8K	Mobile	1.00%	1.00
Lot 3 table a) total mark			30%	30.00

11.5.2 How we will evaluate your lot 3 table a) pricing

We will evaluate the windscreen prices submitted for each vehicle model ARGIC code in table a) by comparing it against all other prices submitted by other bidders for the same vehicle model ARGIC code.

The bidder who submits the lowest price for each vehicle model ARGIC code in table a) will receive 100% of the maximum mark available for the applicable vehicle model ARGIC code, as detailed in the table above.

Where two or more bidders submit an equal windscreen price, which is the lowest, then these bidders will each achieve 100% of the maximum mark available for the applicable vehicle model ARGIC code.

All other bidders will receive a mark relative to the lowest windscreen price submitted for the applicable vehicle model ARGIC code.

The following calculation will be applied to all other submissions for each vehicle model ARGIC code:

$$\frac{\text{Lowest windscreen price}}{\text{Bidder's windscreen price}} \times \text{Weighting (\% for the tyre specification)}$$

The table a) total mark will then be calculated by adding together the weighted mark awarded for each vehicle model ARGIC code in table a) (maximum total mark of 30.00).

11.5.3 Table b) 'associated products and services'

Table b) comprises of a basket of associated products and services.

The weightings which will be applied to each associated product or service are as follows:

Associated Product or Service Type		Weighting (%)	Maximum Mark Available
Windscreen Recalibration <i>(following windscreen replacement)</i>			
BMW X5 5D MUL CAM - 2013/19	2473AGCCMV1P	1.00%	1.00
Peugeot 308 Hatchback + EST - 2014/-	6570AGAVZ	1.00%	1.00
Skoda KODIAQ MUL 17/-	7820AGAMVZ1C	1.00%	1.00
Ford TRANSIT CUSTOM 2012/-	3769AGSVW	1.00%	1.00
BMW 3 SERIES SAL+EST DIM 2012/19	2465AGSV2P	1.00%	1.00
BMW 5 SERIES MUL CAM 2017/-	2485AGACMVZ	1.00%	1.00
BMW 3 SERIES SAL+EST MUL 2012/19	2465AGSMV2P	1.00%	1.00
Vauxhall Commercial TRAFIC ACU NOMIR 2014/-	7296AGAV	1.00%	1.00
Chip repair up to and including 1 inch in diameter and outside of the driver's line of sight <i>(Including call-out, assessment of the problem or issue and rectification)</i>			
Normal operating hours	Supplier depot	0.75%	0.75
	Mobile	0.75%	0.75
Out of hours	Mobile	0.50%	0.50
Lot 3 table b) total mark		10%	10.00

11.5.4 How we will evaluate your lot 3 table b) pricing

We will evaluate the associated products and services prices submitted for each associated product or service in table b) by comparing it against all other prices submitted by other bidders for the same associated product or service.

The bidder who submits the lowest price for each associated product or service in table b) will receive 100% of the maximum mark available for each applicable associated product or service, as detailed in the table above.

Where two or more bidders submit an equal price, which is the lowest, then these bidders will each achieve 100% of the maximum mark available for the associated product or service.

All other bidders will receive a mark relative to the lowest price submitted for the associated product or service.

The following calculation will be applied to all other submissions for each tyre specification:

$$\frac{\text{Lowest associated product or service price}}{\text{Bidder's associated product or service price}} \times \text{Weighting (\%) for the associated product or service}$$

The table b) total mark will then be calculated by adding together the weighted mark awarded for each associated service in table b) (maximum total mark of 10.00).

11.5.5 How we will determine lot 3 price score

The lot 3 price score will be calculated as illustrated below:

	Weighting (%)	Maximum Mark Available
Table a) total mark	30%	30.00
Table b) total mark	10%	10.00
Lot 3 price score	40%	40.00

11.6 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 or 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.

12. Final decision to award

12.1 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 60)	(Maximum score available 40)	(Maximum score available 100)
Bidder A	60.00	40.00	100.00
Bidder B	50.00	15.00	65.00
Bidder C	40.00	12.00	52.00

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 3.3 of attachment 1 – about the framework.

The maximum number of bidders for lot 2 and lot 3 of this framework may increase where two (2) or more bidders have tied scores in last position only.

12.2 Lot 1

Where there are two (2) or more bidders who have tied scores and are placed in the first position for lot 1, CCS will apply a tie breaker and the bidder who obtained the highest quality score for question C1 (Provision of Mandatory Goods and Services – lot 1) will be awarded the framework contract for lot 1.

In the event that there are still two (2) or more bidders who have tied scores following the tie break process outlined above, then CCS will use the quality score for question C2 (Homologation). The Bidder who obtained the highest quality score for this question will be awarded the framework contract for lot 1.

12.3 Reserved rights lot 2 and lot 3

We also reserve the right to award a framework to any bidders whose final score is within 5% of the last position, the last position for lot 2 is 30th position, and lot 3 is 5th position.

Example lot 2:

If the bidder in 30th place, last position has a final score of 60.00

The calculation we will use is:

Lot 2 - 30th place bidder's final score is 60.00

5% of 60.00 = 3.00

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

$$60.00 - 3.00 = 57.00$$

So, any bidder whose final score is 57.00 or above will be awarded a place on lot 2 of the framework.

12.4 Intention to award

We will tell you if you have been successful or unsuccessful via the eSourcing suite. We will send intention to award letters to all bidders who are still in the competition i.e. who have not been excluded.

At this stage, a standstill period of ten (10) calendar days will start, the term standstill period is set out in regulation 87(2) of the Regulations. During this time, you can ask questions that relate to our decision to award. We cannot provide advice to unsuccessful bidders on the steps they should take and they should seek independent legal advice, if required.

If during standstill we do receive a substantive challenge to our decision to award and the challenge is for a certain lot, we reserve the right, to conclude a framework contract with successful bidders for the lot(s) that have not been challenged.

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

12.5 Framework contract

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

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

This means:

- Employer's (Compulsory) Liability Insurance = £5,000,000
- Public Liability Insurance = £1,000,000
- Product Liability Insurance = £1,000,000
- Professional Indemnity Insurance = £1,000,000
- Cyber Essentials certificate