

Invitation to Tender

Attachment 2 – How to Bid

RM6325 Payment Acceptance 2

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# **How to Make your Bid**

* 1. Your bid must be made by the organisation that will be responsible for providing the services if your bid is successful.
  2. You may bid for one or more of the Lots, ensure you read section 3.1 of attachment 1.
  3. Your bid must be entered into the eSourcing Suite. We can only accept bids that we receive through the eSourcing Suite.
  4. If you are bidding as a consortium, please submit your bid in the name of the lead member and follow the instructions when completing the Qualification Envelope, including providing the name of the consortium in Section 1.12.2.
  5. If you are bidding as a single entity on a Lot and as a consortium on another Lot, you will need to set up an additional account in the eSourcing Suite. Please submit your bids as follows:
* For your bid as a single entity, please submit your bid in the eSourcing Suite in the name of your organisation.
* For your bid as a consortium, please create an additional account in the eSourcing Suite in the name of your consortium

In both cases, when submitting your bid(s) please continue to follow the instructions when completing the Qualification Envelope section 1.12 Group or Consortium Details.

* 1. If you are bidding as a consortium, each consortium member (other than the consortium member responding to the electronic Selection Questionnaire within the eSourcing Suite) will be required to complete an Attachment 4a – Information & declarations\_Consortium. In this attachment, consortium members will respond to part 1 and 2 Selection Questionnaire declarations and some part 3 selection questions in their own right. It is clearly indicated within the electronic Selection Questionnaire (a copy of which can be found at Attachment 2a Selection Questionnaire) when the consortium member completing the electronic Selection Questionnaire should respond on behalf of ALL consortium members for part 3 selection questions.
  2. Upload ONLY those attachments we have asked for. Do not upload any attachments we haven’t asked for.
  3. Make sure you answer every question.
  4. You must submit your bid before the bid submission deadline, in section 5 “Timelines for the competition” in attachment 1 - About the Framework.
  5. 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.
  6. 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 section 6 “When and how to ask questions” in Attachment 1 - About the Framework.
  7. 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.

# **Selection Stage**

* 1. At the selection stage, we evaluate Bidders’ technical, professional and financial capabilities. We will ask a range of questions appropriate to the procurement. It is important that you answer these questions accurately.
  2. When responding to part 1 and part 2 Selection Questionnaire declarations, you must respond on behalf of all relevant persons in your organisation as per PCR 2015, regulation 57(2), i.e., members of the administrative, management or supervisory body of your organisation including those with powers of representation, decision or control.
  3. If you are relying on any Key Subcontractors to meet the selection criteria within Part 3 of the Selection Questionnaire, you must tell us. If a Key Subcontractor is being relied on to meet Part 3 selection criteria, you must clearly tell us within Attachment 7 – Key Subcontractor Details which criteria you are relying on them for and you must ensure that each of these applicable Key Subcontractors completes Attachment 4b – Information and Declarations\_Key Subcontractor\_Guarantor and this is submitted via the applicable question within the electronic Selection Questionnaire.
  4. If, following financial assessment, we require you to nominate a guarantor, we will contact you and tell you. You are not permitted to nominate a guarantor for Part 3 – Financial Risk Viability Assessment (FVRA) at the point of tender submission. You must undergo the financial assessment within your own right initially. Should we deem it appropriate to offer you the opportunity to nominate a guarantor post-tender submission, we will also require the nominated guarantor to complete Attachment 4b – Information and Declarations Key Subcontractor\_Guarantor.
  5. You must ensure you read the instructions for the Attachment 2b (applicable to each lot) carefully and ensure that you allow plenty of time to send to your Contract Customer, for them to sign this attachment.
  6. It is essential that you clearly and unambiguously fall within the scope of the requirement for each lot you are bidding for, as set out in Framework Schedule 1 (Specification) and Framework Schedule 1 (Specification Appendix A) Lots 1 & 2 Technical Requirements and fully comply with the instructions contained within the applicable Attachment 2b Certificate of Technical & Professional Capability (COTPA)**.**
  7. Remember CCS may contact the Contract Customer to verify the information provided in your Attachment 2b(s), if the Contract Customer cannot or will not verify the information or fails to respond to a verification request from CCS, your bid may be rejected and you may be excluded from the competition. We will tell you why your bid has been excluded.

# **Selection Process**

* 1. After the bid submission deadline, we will check all bids to make sure we have received everything we have asked for.
  2. We may ask you to clarify information you provide, if that is necessary. Don’t forget to check for messages in the eSourcing Suite throughout the competition on a daily basis. You must log on to the eSourcing Suite and access your message inbox for this competition to check for messages.
  3. If your bid is not compliant we will reject your bid and you will be excluded from the competition. We will tell you why your bid is not compliant.
  4. Not all selection questions need guidance as the questions are self-evident. However other questions such as the financial question, require a process to be undertaken before we can assess your response. In those instances, we have told you what we will do in the **evaluation guidance**.

# **Selection Criteria**

* 1. We may exclude you from the competition at the selection stage if:
* You, or a member of your consortium, receive a ‘fail’ for any of the evaluated selection questions.
* you, or a member of your consortium, do not pass the economic and financial standing assessment to the satisfaction of CCS.
* your bid is deemed non-compliant.
* any of the information you have provided proves to be false or misleading.
* you have broken any of the competition rules in Attachment 1 About the Framework, or not followed the instructions given in this ITT pack.
  1. If we exclude you from the competition we will tell you and explain why.

# **Selection Questionnaire**

* 1. Please refer to Attachment 2a Selection Questionnaire. Remember you must complete the questionnaire online in the eSourcing Suite (Qualification Envelope).

# **Award Stage**

* 1. If you have successfully passed the selection stage, you will proceed to the award stage.
  2. We have tried to make our award stage as simple as possible, whilst achieving the best possible commercial outcomes.
  3. Your bid must deliver what our Buyers need, at the best possible price you can give.
  4. When completing your bid you must:
* Read through the entire ITT pack, including Attachment 1a - Framework Schedule 1 (Specification)carefully, and read more than once.
* Read each question, the response guidance, marking scheme, evaluation criteria, and the instructions on response parameters and required format.
* Read the contract terms set out at Attachment 9 - Framework Contract Documents.
* If you are unsure, ask questions before the clarification questions deadline See section 5 ‘Timelines for the competition’ and section 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 bid via the eSourcing Suite and to ensure any completion errors are rectified before the bid submission deadline.
* Your prices should be in line with the service level you offer in response to the award quality questions.

# **Award Criteria**

* 1. The Award Stage consists of a quality evaluation (see section 9 and 10 of this document) and a price evaluation (see section 11 of this document).
  2. The award of this framework will be on the basis of the ‘Most Economically Advantageous Tender’ (MEAT).
  3. In this competition, the weighting for the quality evaluation is 60 marks (including Social Value); and, the weighting for the price evaluation is worth 40 marks across all lots.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Quality weighting per Lot** | **Social Value – All Lots** | **Lot 1** | **Lot 2** | **Lot 3** |
| 10% | 50% | 50% | 50% |
| **Price weighting per Lot** | N/a | 40% | 40% | 40% |

# **Award Process**

* 1. What YOU need to do
* answer all of the questions within sections A, B and C of the quality questionnaire in the eSourcing Suite and Technical Envelope for the Lots you are bidding for.
* Complete Attachment 3 – Price Matrix for the Lot(s) for which you are bidding.
* Upload your completed price matrix into the eSourcing Suite in the Commercial Envelope to the relevant question in the below table.

|  |  |  |
| --- | --- | --- |
| Lot | Pricing Attachments to be completed | Upload completed pricing matrix to following questions |
| Lot 1 | Attachment 3a - Pricing Matrix Lot 1 | PQ1 |
| Lot 2 | Attachment 3b - Pricing Matrix Lot 2 | PQ2 |
| Lot 3 | Attachment 3c - Pricing Matrix Lot 3 | PQ3 |

* 1. What **WE** will do at the award stage

|  |  |
| --- | --- |
| 1. | **Compliance Check**  First, we will do a check to make sure that you completed the questionnaires and pricing matrix in line with our instructions. |
| 2. | **Quality Evaluation**  We will give your responses to our evaluation panel. Each evaluator will independently assess your responses to the quality questions using the response guidance and the evaluation criteria. Each evaluator will give a mark and a reason for their mark for each question they are assessing. Each evaluator will enter their marks and reasons into the eSourcing Suite. |
| 3. | **Consensus**  Once the evaluators have independently assessed your answers to the questions we will arrange for the evaluators to meet and we will facilitate the discussion. At this consensus meeting, the evaluators will discuss the quality of your answers and discuss their marks and reasons for that mark. The discussion will continue until they reach a consensus regarding the mark, and a reason for that mark, for each question. These final marks will be used to calculate your Quality Score for each Lot you have bid for. |
| 4. | **Moderation**  ​Once the consensus meetings have taken place, the consensus manager(s) will review the consensus marks and reasons for the marks agreed with evaluators for any errors or discrepancies. If any errors or discrepancies are identified, marks may be changed as a result of this moderation exercise. The reasons for revisiting the marks and the outcome of revisiting the marks will be fully recorded. |
| 5. | **Quality Threshold**  If you receive a mark of 0 (zero) for the quality questions 2.5, 2.6 and 2.8 to 2.14, we will reject your bid and you will be excluded from the competition. We will tell you that your bid has been excluded from the competition and why.  Refer to tables at section 9 for an example of how your **Quality Score** for each Lot will be calculated. |
| 6. | **Evaluate Pricing**  We will give your pricing to the price evaluation panel, who are different evaluators from those who assess your quality responses.  They will calculate your Price Score using the evaluation criteria in Part 11 – Price Evaluation. |
| 7. | **Final Score**  Your Quality Score will be added to your Price Score, to create your Final Score as illustrated in section 12 Final decision to award. |
| 8. | **Award**  Awards will be made to the successful Bidders following the standstill period, subject to contract. |

# **Quality Evaluation**

* 1. Question(s) 2.1 to 2.3 are mandatory questions and will be evaluated PASS / FAIL. If you answer no to one or more of these questions 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.
  2. Question 2.4 is for information only and should only be answered if bidding for Lot 1 and/or Lot 2. This question will not be evaluated.
  3. Each question must be answered in its own right. You must not answer any of the questions by cross referencing other questions or other materials for example reports or information located on your website.
  4. Each of the quality questions, in section C of the quality questionnaire will be independently assessed by our evaluation panel.
  5. When the consensus meeting has taken place and the final mark for each question has been agreed by the evaluators, your final mark for each question will be multiplied by that question's weighting to calculate your weighted mark for that question.
  6. Each weighted mark for each question for each Lot you have submitted a bid for will then be added together to calculate your Quality Score.
  7. Please see tables A, B and C below for an example of how your Quality Score will be calculated.

Table A – Lot 1

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Award Questions** | | **Question Weighting** | **Maximum mark available** | **Your mark** | **Your weighted mark** |
| 2.6 | Social Value | 10% | 100 | 100 | 10.00 |
| 2.7 | Added Value and Continuous Improvement | 8% | 100 | 50 | 4.00 |
| 2.8 | Online Management Tool | 9% | 100 | 100 | 9.00 |
| 2.9 | Fraud and Risk Management | 9% | 100 | 75 | 6.75 |
| 2.10 | Payment Gateway Services, Web-based interfaces and Browser Support – Lot 1 | 12% | 100 | 100 | 12.00 |
| 2.11 | Merchant Acquiring Set-up and Implementation | 12% | 100 | 100 | 12.00 |
| **Weighted Quality Score** *(max 60)* | | | | | **53.75** |

Table B – Lot 2

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| --- | --- | --- | --- | --- | --- |
| **Award Questions** | | **Question Weighting** | **Maximum mark available** | **Your mark** | **Your weighted mark** |
| 2.6 | Social Value | 10% | 100 | 100 | 10.00 |
| 2.8 | Online Management Tool | 15% | 100 | 100 | 15.00 |
| 2.9 | Fraud and Risk Management | 15% | 100 | 75 | 11.25 |
| 2.11 | Merchant Acquiring Set-up and Implementation | 20% | 100 | 66 | 13.20 |
| **Weighted Quality Score** *(max 60)* | | | | | **49.45** |

Table B – Lot 3

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| --- | --- | --- | --- | --- | --- |
| **Award Questions** | | **Question Weighting** | **Maximum mark available** | **Your mark** | **Your weighted mark** |
| 2.6 | Social Value | 10% | 100 | 100 | 10.00 |
| 2.12 | Strategic Advice | 16% | 100 | 66 | 10.56 |
| 2.13 | Project Team | 18% | 100 | 100 | 18.00 |
| 2.14 | Project Management | 16% | 100 | 66 | 10.56 |
| **Weighted Quality Score** *(max 60)* | | | | | **49.12** |

# **Award Quality Questionnaire**

* 1. The quality questionnaire is split into 3 sections:
* Section A – Mandatory Service Requirements
* Section B – Information only questions
* Section C – Social Value and Lot specific Questions
  1. A summary of all the questions in the quality questionnaire, along with the marking scheme, and weightings for each question is set out below:

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| --- | --- | --- | --- | --- | --- |
| **Question** | | **Marking scheme** | **Weighting %** | | |
| **Lot 1** | **Lot 2** | **Lot 3** |
| 2.1 | Accept Competition Rules | Pass/Fail | N/A | N/A | N/A |
| 2.2 | Accept Contract Terms | Pass/Fail | N/A | N/A | N/A |
| 2.3 | Compliance with Framework Schedule 1 (Specification) | Pass/Fail | N/A | N/A | N/A |
| 2.4 | Secure Customer Authentication (SCA) | Information Only | N/A | N/A | N/A |
| 2.5 | Lot 1 Payment Acceptance Services to provided | Information Only | N/A | N/A | N/A |
| 2.6 | Social Value | 100/66/33/0 | 10% | 10% | 10% |
| 2.7 | Added Value and Continuous Improvement | 100/50/0 | 8% |  |  |
| 2.8 | Online Management Tool | 100/66/33/0 | 9% | 15% |  |
| 2.9 | Fraud and Risk Management | 100/75/50/25/0 | 9% | 15% |  |
| 2.10 | Payment Gateway Services, Web-based Interfaces and Browser Support | 100/75/50/25/0 | 12% |  |  |
| 2.11 | Merchant Acquiring Set-up and Implementation | 100/66/33/0 | 12% | 20% |  |
| 2.12 | Strategic Advice | 100/66/33/0 |  |  | 16% |
| 2.13 | Project Team | 100/66/33/0 |  |  | 18% |
| 2.14 | Project Management | 100/66/33/0 |  |  | 16% |

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| **Section A – Mandatory Service Requirements (All Lots)** | |
| **2.1 Accept Competition Rules** | |
| Do you accept the competition rules, as described in the ITT pack Attachment 1 - About the framework, paragraph 9 Competition rules?  Please answer ‘Yes’ or ‘No’  **Yes -** You accept the competition rules, as described in the ITT pack Attachment 1 - About the framework, paragraph 9 Competition rules.  **No** **-** You do not, accept the competition rules, as described in the ITT pack Attachment 1 - About the framework, paragraph 9 Competition rules. | |
| **2.1 Response Guidance**  This is a Pass/Fail question.  If you cannot or are unwilling to select ‘Yes’ to this question, you will be disqualified from further participation in this competition.  You are required to select either option YES or NO from the drop-down list.  Providing a ‘Yes’ response means you accept the competition rules, as described in the ITT pack Attachment 1 - About the framework, paragraph 9 Competition rules.    If you select ‘No’ to indicate that you do not accept the competition rules, as described in the ITT pack Attachment 1 - About the framework, paragraph 9 Competition rules, you will be excluded from further participation in this competition. | |
| **Marking Scheme** | **Evaluation Guidance** |
| Pass | You have selected option ‘Yes’ confirming that you accept the competition rules, as described in the ITT pack Attachment 1 - About the framework, paragraph 9 Competition rules. |
| Fail | You have selected ‘No’ confirming that you do not accept the competition rules, as described in the ITT pack Attachment 1 - About the framework, paragraph 9 Competition rules. |

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| **2.2 Accept Contract Terms (All Lots)** | |
| Do you accept the contract terms as incorporated in the Framework Award Form?  Please answer ‘Yes’ or ‘No’  **Yes -** You accept the contract terms as incorporated in the Framework Award Form.  **No** **-** You do not, accept the contract terms as incorporated in the Framework Award Form. | |
| **2.2 Response Guidance**  This is a Pass/Fail question.  If you cannot or are unwilling to select ‘Yes’ to this question, you will be disqualified from further participation in this competition.  You are required to select either option YES or NO from the drop-down list.  Providing a ‘Yes’ response means you accept the contract terms as incorporated in the Framework Award Form.    If you select ‘No’ to indicate that you do not accept the contract terms as incorporated in the Framework Award Form, you will be excluded from further participation in this competition. | |
| **Marking Scheme** | **Evaluation Guidance** |
| Pass | You have selected option ‘Yes’ confirming that you accept the contract terms as incorporated in the Framework Award Form. |
| Fail | You have selected ‘No’ confirming that you do not accept the contract terms as incorporated in the Framework Award Form. |

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| **2.3 Compliance with Framework Schedule 1 (Specification) – (All Lots)** | |
| If you are awarded a Framework Contract, will you unreservedly deliver in full, all of the mandatory service requirements as set out in Framework Schedule 1 (Specification).  Please answer ‘Yes’ or ‘No’  **Yes -** You will unreservedly deliver in full all the mandatory service requirements applicable to the Lot(s) you are bidding for, as set out in Attachment 1a Framework Schedule 1 (Specification).  **No -** You will not, or cannot, deliver in full all the mandatory service requirements applicable to the Lot you are bidding for, as set out in Framework Schedule 1 (Specification). | |
| **2.3 Response Guidance**  This is a Pass/Fail question.  If you cannot or are unwilling to select ‘Yes’ to this question, you will be disqualified from further participation in this competition.  You are required to select either option YES, NO from the drop-down list.  Providing a ‘Yes’ response means you will unreservedly deliver in full all the mandatory service requirements applicable to the lot you are bidding for, as set out in Framework Schedule 1 (Specification).  If you select ‘No’ (or do not answer the question) to indicate that you will not, or cannot, deliver in full all the mandatory service requirements applicable to the Lot you are bidding for, as set out in Framework Schedule 1 (Specification). you will be excluded from further participation in this competition. | |
| **Marking Scheme** | **Evaluation Guidance** |
| Pass | You have selected option ‘Yes’ confirming that you will unreservedly deliver in full all the mandatory service requirements applicable to the Lot you are bidding for, as set out in Framework Schedule 1 (Specification). |
| Fail | You have selected ‘No’ confirming that you will not, or cannot, deliver in full all the mandatory service requirements applicable to the Lot you are bidding for, as set out in Framework Schedule 1 (Specification).  OR  You have not selected either ‘Yes’ or ‘No’ |

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| **Section B – Information only questions** |
| **2.4 Secure Customer Authentication (SCA) – (Lot 1 and Lot 2 Information Only)** |
| **Requirement**  CCS requires the Supplier to specify how they will apply and take advantage of SCA exemptions allowed under PSD2 as set out in paragraph 5.12 of Attachment 1b - Framework Schedule 1 (Specification Appendix A) Lots 1 and 2 Technical Requirements v1.0. |
| **2.4 Response Guidance**  All Bidders bidding for either Lot 1 and Lot 2 must answer this question.  This question is for information purposes only and will not be evaluated. However, in the event that you are awarded a Framework Contract, the details provided in response to this question will be inserted into your Framework Contract.  **Maximum character count – 2,000 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. |

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| **Section B – Information only questions** | |
| **2.5 – Lot 1 Payment Acceptance Services to provided (Lot 1)** | |
| **2.5 Requirement:**  CCS requires Bidders to confirm which of the following Lot 1 services they will supply as a combination via the Framework agreement as per Attachment 1b - Framework Schedule 1 (Specification Appendix A) Lots 1 & 2 Technical Requirements. | |
| **2.5 Response Guidance**  All Bidders bidding for Lot 1 must answer this question.  This question is for information purposes only and will not be evaluated. However, in the event that you are awarded a Framework Contract, the details provided in response to this question will be inserted into your Framework Contract.  Please indicate from the option list below which combination of services below you will supply.  **Please note this question is for information purposes only and will not be evaluated.** | |
| 1. Merchant Card Acquiring, Payment Gateway and APM Services and Merchant Card Acquiring Equipment | Please select which services you are able to provide via the Framework Agreement |
| 1. Merchant Card Acquiring, and Payment Gateway and APM Services |

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| **2.6 Section C – Social Value (All Lots)** | |
| **2.6 Requirement:**  CCS requires the supplier to deliver additional environmental benefits in the performance of the contract as set out in section 3.9 of Attachment 1a - Framework Schedule 1 (Specification).  Please set out and demonstrate how you will meet the requirement by fully addressing component parts (a) to (c) of the response guidance below. | |
| **2.6 Response Guidance**  **All Bidders must answer this question.**  **You must insert your response into the text fields in the eSourcing Suite.**  In order to satisfy the requirement, and the question associated with the requirement, your response must demonstrate:   1. how you will deliver additional environmental benefits through this framework agreement, to support the achievement of Carbon Net Zero by 2050. Areas of focus within your own organisation may include, but is not limited to, the use and development of energy efficient technology, energy use and management and waste management; 2. how you will influence and support your own staff and also buyers to contribute towards environmental sustainability initiatives whilst delivering this framework agreement. This may include, but is not limited to, buyer focussed activities, the education of staff in terms of their own personal capacity to contribute to net zero initiatives, community activities and working with your supply chains to reduce carbon production; 3. how you will work with communities to support environmental protection and improvement whilst delivering against this framework agreement. This may include, but is not limited to, engaging with local authorities and the voluntary sector in projects focusing on regreening the environment, litter picking, waterways maintenance and encouraging local population involvement.     Your response should be limited to, and focused on, each of the component parts of the question posed (a to c). You should refrain from making generalised statements, use acronyms which are not defined, and providing information not relevant to the topic.  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 100/66/33/0** | |
| **Marking Scheme** | **Evaluation Criteria** |
| **100** | The Bidder’s response fully addresses all 3 of the component parts (a to c) of the response guidance above. |
| **66** | The Bidder’s response fully addresses 2 of the 3 component parts (a to c) of the response guidance above. |
| **33** | The Bidder’s response fully 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. |

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| **2.7 Section C – Added Value and Continuous Improvement – (Lot 1)** | |
| **2.7 Requirement:**  Buyers shall only Call Off Lot 1 for combined Merchant Card Acquiring, and/or Payment Gateway and APM Services and/or Merchant Card Acquiring Equipment (i.e. a Buyer MUST procure a minimum of two of those three services to utilise Lot 1). CCS requires suppliers to demonstrate they will be able to provide added value to the Buyer demonstrating the combination of services they can provide in accordance with Attachment 1b - Framework Schedule 1 (Specification Appendix A) Lots 1 & 2 Technical Requirements.  Please set out and demonstrate how you will meet the requirement by fully addressing component parts (a) to (b) of the response guidance below. | |
| **2.7 Response Guidance**  **All Bidders must answer this question.**  **You must insert your response into the text fields in the eSourcing Suite.**  In order to satisfy the requirement, and the question associated with the requirement, your response must:   1. explain what added value you can provide Buyers Calling Off on the Framework to exceed providing 2 of the 3 services (i.e. such as supplying Merchant Card Acquiring Equipment) and the processes and steps you will have in place to ensure you are able to provide the services described at 1.5 Attachment 1b - Framework Schedule 1 (Specification Appendix A) Lots 1 & 2 Technical Requirements for the lifetime of the framework. 2. demonstrate how you will highlight continuous improvements to the Buyer and the CCS in line with Call – Off Schedule 3 explain how you will work and communicate this with both the Buyer and CCS during the lifetime of the Framework.     Your response should be limited to, and focused on, each of the component parts of the question posed (a to b). You should refrain from making generalised statements, use acronyms which are not defined, and providing information not relevant to the topic.  Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to.  **Maximum character count – 4,000 characters including spaces and punctuation.**  You must not exceed the character count within the e-Sourcing Suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.  You are required to insert your response to this question in the technical envelope in the applicable text boxes provided each box has a character count of 2,000 characters. | |
| **Marking Scheme 100/66/33/0** | |
| **Marking Scheme** | **Evaluation Criteria** |
| **100** | The Bidder’s response fully addresses all 2 of the component parts (a to b) of the response guidance above. |
| **50** | The Bidder’s response fully addresses 1 of the 2 component parts (a to b) of the response guidance above. |
| **0** | The Bidder’s response has not fully addressed any of the 2 component parts (a to b) of the response guidance above.  OR  A response has not been provided to this question. |

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| **2.8 Section C – Online Management Tool – (Lot 1 and Lot 2)** | |
| **2.8 Requirement:**  CCS requires Suppliers to provide an Online Management Tool to support Buyers and which complies with the online management tool standards, as set out in Section 8 of Attachment 1ba - Framework Schedule 1 (Specification Appendix A) Lots 1 – 2 Technical Requirements and Section 3.2 of Attachment 1a - Framework Schedule 1 (Specification) v1.0.  Please set out and demonstrate how you will meet the requirement by fully addressing component parts (a) to (c) of the response guidance below. | |
| **2.8 Response Guidance**  All Bidders must answer this question if bidding for Lot 1 and Lot 2.  **You must insert your response into the text fields in the eSourcing suite.**  In order to satisfy the requirement and the question associated with the requirement, your response must demonstrate:   1. how you will ensure you provide Buyers with an Online Management Tool that delivers the mandatory requirements as set out at section 3.2 Attachment 1a - Framework Schedule 1 (Specification); 2. how you will ensure your Online Management tool will have the functionality to allow Buyers to create bespoke reports including transactional data; 3. in the event of failover, how you will ensure that you recover, and maintain the integrity of all Buyer data within the Online Management Tool.   Your response should be limited to, and focused on, each of the component parts of the question posed (a to c). You should refrain from making generalised statements, use acronyms which are not defined, and providing information not relevant to the topic.  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 100/66/33/0** | |
| **Marking Scheme** | **Evaluation Criteria** |
| **100** | The Bidder’s response fully addresses all 3 of the component parts (a to c) of the response guidance above. |
| **66** | The Bidder’s response fully addresses 2 of the 3 component parts (a to c) of the response guidance above. |
| **33** | The Bidder’s response fully 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. |

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| **2.9 Section C – Fraud and Risk Management – (Lot 1 and Lot 2)** | |
| **2.9 Requirement:**  CCS requires the Supplier to manage risk in order to minimise and mitigate risk, and eliminate instances of fraud on transactions as set out in Section 5 of Attachment 1b - Framework Schedule 1 (Specification Appendix A) Lots 1 & 2 Technical Requirements.  Please set out and demonstrate how you will meet the requirement by fully addressing component parts (a) to (d) of the response guidance below. | |
| **2.9 Response Guidance**  All Bidders must answer this question if bidding for Lot 1 and Lot 2.  **You must insert your response into the text fields in the eSourcing suite.**  In order to satisfy the requirement and the question associated with the requirement, your response must demonstrate:   1. what risk management strategies you will have in place to prevent fraud, demonstrating how these strategies will detect and reduce fraud on transactions; 2. the reporting processes you will have in place to ensure the Buyer is notified of potentially fraudulent transactions, Watch/Block Lists and shared fraud data updates; 3. how you will enable Buyers to highlight a transaction as fraudulent and ensuring any further processing of the transaction in question is halted; 4. how you will identify unusual patterns of activity in transactions and ensure that Buyers are alerted to such activity immediately.   Your response should be limited to, and focused on, each of the component parts of the question posed (a to d). You should refrain from making generalised statements, use acronyms which are not defined, and providing information not relevant to the topic.  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 100/75/50/25/0** | |
| **Marking Scheme** | **Evaluation Criteria** |
| **100** | The Bidder’s response fully addresses all 4 of the component parts (a to d) of the response guidance above. |
| **75** | The Bidder’s response fully addresses only 3 of the 4 component parts (a to d) of the response guidance above. |
| **50** | The Bidder’s response fully addresses only 2 of the 4 component parts (a to d) of the response guidance above. |
| **25** | The Bidder’s response fully addresses only 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. |

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| **2.10 Section C – Payment Gateway Services, Web-based Interfaces and Browser Support – (Lot 1 Only)** | |
| **2.10 Requirement:**  CCS requires the Supplier to provide Buyers with: Payment Gateway Services that will reliably process each transaction within 1 second; web-based interfaces that meet Level AA of the Web Content Accessibility Guidelines (WCAG) 2.1; and the equivalent level of web browser support as GOV.UK, as set out in Section 3 of Attachment 1b - Framework Schedule 1 (Specification Appendix A) Lots 1 & 2 Technical Requirements.  Please set out and demonstrate how you will meet the requirement by fully addressing component parts (a) to (d) of the response guidance below. | |
| **2.10 Response Guidance**  All Bidders must answer this question if bidding for Lot 1.  **You must insert your response into the text fields in the eSourcing suite.**  In order to satisfy the requirement and the question associated with the requirement, your response must demonstrate:   1. how the Payment Gateway Services you will provide will ensure Buyers are not required to invest in a bespoke network or new infrastructure to facilitate the Buyer’s Merchant Card Acquiring Service; 2. how you will ensure that your Payment Gateway Services connectivity to Buyer’s Merchant Card Acquiring Service and any additional Merchant Card Acquiring service shall be secure with high capacity and are able to process each transaction within 250 msec; 3. how you will ensure that all web-based interfaces provided to Buyers will be tested against and as a minimum comply with, Level AA of the Web Content Accessibility Guidelines (WCAG) 2.1 and UK Equality Act (2010) legislation as updated from time to time; 4. how you will ensure the browser support you provide will be tested against and as a minimum comply with the equivalent level of browser support as GOV.UK, documented at:   <https://www.gov.uk/service-manual/user-centred-design/browsers-and-devices>  Your response should be limited to, and focused on, each of the component parts of the question posed (a to d). You should refrain from making generalised statements, use acronyms which are not defined, and providing information not relevant to the topic.  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 100/75/50/25/0** | |
| **Marking Scheme** | **Evaluation Criteria** |
| **100** | The Bidder’s response fully addresses all 4 of the component parts (a to d) of the response guidance above. |
| **75** | The Bidder’s response fully addresses only 3 of the 4 component parts (a to d) of the response guidance above. |
| **50** | The Bidder’s response fully addresses only 2 of the 4 component parts (a to d) of the response guidance above. |
| **25** | The Bidder’s response fully addresses only 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. |

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| **2.11 Section C – Merchant Acquiring Set-up and Implementation – (Lot 1 and Lot 2)** | |
| **2.11 Requirement**  CCS requires the Supplier to set-up and assign merchant IDs (MIDs), terminal IDs (TIDs), and their groups, to Buyers, and link them to specific Buyer bank accounts to facilitate separation by lines of business, different teams and work streams, as set out in Attachment 1b - Framework Schedule 1 (Specification Appendix A) Lots 1 & 2 Technical Requirements v1.0  Please set out and demonstrate how you will meet the requirement by fully addressing component parts (a) to (c) of the response guidance below. | |
| **2.11 Response Guidance**  All Bidders must answer this question if bidding for Lot 1 and Lot 2.  **You must insert your response into the text fields in the eSourcing Suite.**  In order to satisfy the requirement, and the question associated with the requirement, you must:   1. Demonstrate how you will engage and work with Buyers in order to set-up and assign MIDs, TIDs, and their groups and demonstrate how you will link to specific Buyer bank accounts; 2. Demonstrate how you will link Buyer’s MIDs, TIDs, and their groups to specific Buyer bank accounts and how you will facilitate separation by lines of business, teams and work streams; 3. Demonstrate how you will ensure the accuracy of the set-up of Buyer’s MIDs and TIDs, and all of the required separation, and demonstrate how this will establish that the implementation has been completed correctly.   Your response should be limited to, and focused on, each of the component parts of the question posed (a to c). You should refrain from making generalised statements, use acronyms which are not defined, and providing information not relevant to the topic.  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 100/66/33/0** | |
| **Marking Scheme** | **Evaluation Criteria** |
| **100** | The Bidder’s response fully addresses all 3 of the component parts (a to c) of the response guidance above. |
| **66** | The Bidder’s response fully addresses 2 of the 3 component parts (a to c) of the response guidance above. |
| **33** | The Bidder’s response fully 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. |

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| **2.12 Section C – Strategic Advice – Lot 3 only** | |
| **2.12 Requirement**  CCS requires Suppliers to demonstrate how they will be able to provide relevant, market leading strategic payment advice which will contribute to the customer’s payment strategy to senior stakeholders in accordance with section 6.2 to 6.19 of Attachment 1a - Framework Schedule 1 (Specification).  Please set out and demonstrate how you will meet the Requirement by fully addressing component parts (a) to (c) of the Response Guidance below. | |
| **2.12 Response Guidance**  All Bidders must answer this question if bidding for Lot 3  **You must insert your response into the text fields in the eSourcing Suite.**  In order to satisfy the requirement, and the question associated with the requirement, you must:   1. Demonstrate how you will stay informed with internal and external developments in market leading payment strategies and how this will ensure the advice you provide the Buyer is up to date; 2. Demonstrate how you will communicate and support the Buyer to ensure the strategic payment advice you provide will be relevant and will influence the customer’s direction, policies and business goals; 3. Explain how you will continuously support the Buyer throughout the lifetime of the Call Off Contract, to ensure the strategic payment advice that you have provided will in practice deliver the Buyer’s direction, policies and business goals.   Your response should be limited to, and focused on, each of the component parts of the question posed (a to c). You should refrain from making generalised statements, use acronyms which are not defined, and providing information not relevant to the topic.  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 100/66/33/0** | |
| **Marking Scheme** | **Evaluation Criteria** |
| **100** | The Bidder’s response fully addresses all 3 of the component parts (a to c) of the response guidance above. |
| **66** | The Bidder’s response fully addresses 2 of the 3 component parts (a to c) of the response guidance above. |
| **33** | The Bidder’s response fully 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. |

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| **2.13 Section C – Project Team – Lot 3 only** | |
| **2.13 Requirement**  You are required to ensure that project team members have suitable experience and skills to meet the Buyer requirements in accordance with section 6.2 to 6.19 of Attachment 1a - Framework Schedule 1 (Specification).  Please set out and demonstrate how you will meet the Requirement by fully addressing component parts (a) to (c) of the Response Guidance below. | |
| **2.13 Response Guidance**  All Bidders must answer this question if bidding for Lot 3  **You must insert your response into the text fields in the eSourcing Suite.**  In order to satisfy the requirement, and the question associated with the requirement, you must:   1. Demonstrate how you will identify and deploy appropriately experienced individuals with the suitable skills and qualifications for a project, and how you will ensure they integrate seamlessly with the Buyer in order to create a beneficial customer / supplier relationship ensuring successful project delivery; 2. Demonstrate how your organisation will ensure the knowledge and expertise within your team is transferred to the customer, both throughout the engagement and at the end of a project; 3. Demonstrate how you will work collaboratively on projects with other suppliers, Buyer personnel at Call Off Contract level, to ensure greater value for money and results for the Buyer.   Your response should be limited to, and focused on, each of the component parts of the question posed (a to c). You should refrain from making generalised statements, use acronyms which are not defined, and providing information not relevant to the topic.  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 100/66/33/0** | |
| **Marking Scheme** | **Evaluation Criteria** |
| **100** | The Bidder’s response fully addresses all 3 of the component parts (a to c) of the response guidance above. |
| **66** | The Bidder’s response fully addresses 2 of the 3 component parts (a to c) of the response guidance above. |
| **33** | The Bidder’s response fully 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. |

|  |  |
| --- | --- |
| **2.14 Section C – Project Management – Lot 3 only** | |
| **2.14 Requirement**  You are required to provide project management methodology, tools and techniques to effectively manage the project in accordance with Attachment 1a - Framework Schedule 1 (Specification).  Please set out and demonstrate how you will meet the Requirement by fully addressing component parts (a) to (c) of the Response Guidance below. | |
| **2.14 Response Guidance**  All Bidders must answer this question if bidding for Lot 3  **You must insert your response into the text fields in the eSourcing Suite.**  In order to satisfy the requirement, and the question associated with the requirement, you must:   1. Describe the methodologies you will follow to measure and report project deliverables and control costs, and how this will be measured against outputs and milestones, in the Project Plan; 2. Describe the process you will have in place to ensure risks to the project and timelines are identified, recorded, tracked, and explaining the mitigations and escalation routes through to resolution; 3. Describe the methodologies, tools and processes you have in place to ensure a seamless handover to the buyer at the end of the project including any lessons learned.   Your response should be limited to, and focused on, each of the component parts of the question posed (a to c). You should refrain from making generalised statements, use acronyms which are not defined, and providing information not relevant to the topic.  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 100/66/33/0** | |
| **Marking Scheme** | **Evaluation Criteria** |
| **100** | The Bidder’s response fully addresses all 3 of the component parts (a to c) of the response guidance above. |
| **66** | The Bidder’s response fully addresses 2 of the 3 component parts (a to c) of the response guidance above. |
| **33** | The Bidder’s response fully 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. |

# **Price Evaluation**

This section 11 contains information on how to complete the pricing matrixes (attachment 3’s) and the price evaluation process.

* 1. How to complete your pricing matrix:

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

Your prices should compare with the quality of your offer.

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

You should also take into account our management charge of 1.5% which shall be paid by you to us, as set out in the Framework Award form and Framework Schedule 5 (Management Charges and Information).

You should have read and understood the information on TUPE in section 8 of attachment 1 – About the Framework. You are reminded that it is your responsibility to take your own advice and consider whether TUPE is likely to apply and to act accordingly. You are encouraged to carry out your own due diligence exercise on the application of TUPE when completing your Attachment 3 - Price Matrix.

Your prices submitted must:

* + exclude VAT.
  + be exclusive of expenses/travel and subsistence
  + be in British pounds sterling
  + be up to the number of decimal places stipulated in message that comes up on the cell you have clicked on

Zero and negative bids will not be allowed on any tab, with the exception ‘Card Acquiring Equipment tab’ which permits zero bids. We will investigate where we consider your bid to be abnormally low.

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

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

You must provide a price where one has been requested, in the cells highlighted yellow and green within the Pricing Matrix, applicable to the Lot(s) you are bidding for.

The values we have asked for in the cells highlighted in green will not be evaluated or form part of the Price Evaluation. However, the values submitted in the green cells will be inserted into your Framework Contract if you are successful in this competition.

You must input prices into the cells highlighted in yellow, in accordance with the instructions provided for each Lot. The prices submitted in the yellow cells will be used in the Price Evaluation and as such, failure to insert an applicable price may result in your Bid being rejected from this competition. Prices entered into the yellow cells will be incorporated into Framework Schedule 3 – Framework prices.

When you have completed your Pricing Matrix, you must upload this into the eSourcing suite at the question relevant to the lot in the commercial envelope. Please refer to the table at section 8 of this document for details of which question you should upload the Pricing Matrix to. If you do not upload your Pricing Matrix your bid may be rejected from this competition.

Do not alter, amend or change the format or layout of Attachment 3 – Price Matrix. You must not insert or attach any notes or comments into any of the worksheets, any additional information will be disregarded by CCS.

* 1. Price evaluation process

This is how we will evaluate your pricing:

We will check you have completed all the yellow cells for each Lot you are bidding for.

Failure to insert an applicable price may result in your bid being deemed non-compliant and may be rejected from this competition. Remember zero and negative prices will not be accepted on any tab, with the exception ‘Card Acquiring Equipment tab’ which permits zero bids only.

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

* 1. Price evaluation for Lots 1 and 2

The maximum mark available for the price evaluation is 40.

The pricing will be evaluated on the basis of a “price score” which will consist of marks awarded for each grade as below:

This table is applicable to Lot 1 and Lot 2

|  |  |
| --- | --- |
| **Band** | **Maximum Mark Available** |
| A | 20.00 |
| B | 4.00 |
| C | 12.00 |
| D | 4.00 |

The bidder with the lowest price in each band will be awarded the maximum mark available for that grade.

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

The calculation we will use to evaluate your mark for each band is as follows:

|  |  |  |  |
| --- | --- | --- | --- |
| Price Score = | Lowest band price | x | Maximum mark available for that band price. |
| Bidder’s band price |

The illustrated example below is applicable for all bands in lots 1 and 2:

Lot 1 Band A Price example

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Bidder A |  | Bidder B |  | Bidder C |
| Band A price |  | Band A price |  | Band A price |
| £ 50.00 |  | £ 60.00 |  | £ 100.00 |

1. Bidder A has the lowest band price of £50.00. Bidder A is awarded the maximum mark available for band A which is 20.00.
2. Bidder B submits a band price of £60.00. Bidder B is awarded the mark for band A of 16.66.
3. Bidder C submits a band price of £100.00. Bidder C is awarded the mark for band A of 10.00

Each bidders mark for all bands for that Lot will then be added together to calculate the price score.

See example below applicable to Lot 1 and Lot 2:

|  |  |  |  |
| --- | --- | --- | --- |
| **Band** | **Bidder A** | **Bidder B** | **Bidder C** |
| A | 20.00 | 10.00 | 5.00 |
| B | 4.00 | 2.00 | 1.50 |
| C | 12.00 | 6.00 | 2.50 |
| D | 4.00 | 2.00 | 1.00 |
| **Price Score** | **40.00** | **20.00** | **10.00** |

* 1. Price evaluation for Lot 3

The Bidder with the lowest total basket price will be awarded the maximum mark available a Price Score of 40.

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

The calculation we will use to evaluate your total basket price, for lot 3 is as follows:

|  |  |  |  |
| --- | --- | --- | --- |
| Price Score = | Lowest band price | x | Maximum mark available for that band price. |
| Bidder’s band price |

Example applicable for Lot 3

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Bidder A total basket price |  | Bidder B total basket price |  | Bidder C total basket price |
| £ 500.00 |  | £ 750.00 |  | £ 1000.00 |

1. Bidder A has the lowest band price of £500.00. Bidder A is awarded the maximum mark which is 40.00.
2. Bidder B submits a grade price of £750.00. Bidder B is awarded the mark for of 26.66.
3. Bidder C submits a grade price of £1000.00. Bidder C is awarded the mark for band of 20.00
   1. Abnormally Low Tenders

Where we consider any of the total basket 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.

# **Final Decision to Award**

* 1. How we will calculate your Final Score

We will add your Quality Score to your Price Score to calculate your Final Score.

Example:

|  |  |  |  |
| --- | --- | --- | --- |
| **Bidder** | **Quality score** | **Price score** | **Final score** |
| (Maximum score available 60) | (Maximum score available 40) | (Maximum score available 100) |
| Bidder A | 60.00 | 40.00 | 100.00 |
| Bidder B | 50.00 | 20.00 | 70.00 |
| Bidder C | 40.00 | 16.00 | 56.00 |

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 section 3 of Attachment 1 – About the Framework.

The maximum number of Bidders for Lot 1 of this framework may increase where two (2) or more Bidders have tied scores in last position only.

* 1. Reserved Rights

We also reserve the right to award a Framework Contract to any Bidders whose Final Score is within 1% of the last position, the last position for Lot 1 is 10th position.

**Example:**

If the Bidder in 10th place, last position has a Final Score of 60.00

The calculation we will use is:

Lot 1 - 10th place Bidder’s Final Score is 60.00

1% of 60.00 = 0.60

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

60.00 - 0.60 = 59.40

So, any Bidder whose Final Score is 59.40 or above will be awarded a Lot 1 place on the framework.

* 1. Intention to Award

We will tell you if you have been successful or unsuccessful via the eSourcing Suite. We will send Intention to Award letters to all Bidders who are still in the competition i.e. who have not been excluded.

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

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.

* 1. Framework Contract

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

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

If you have bid as a consortium, the conclusion of a Framework Contract is subject to the provision of due ‘certificates, statements and other means of proof’ from EACH member of the consortium.

* Employer’s (Compulsory) Liability Insurance = £5,000,000
* Public Liability Insurance = £1,000,000
* Professional Indemnity Insurance = £2,000,000
* valid Cyber Essentials Basic scheme certificate
* ISO/IEC 27001

You are required to send the documentary evidence of the above to no later than the date provided in the Intention to Award letter. Failure to do so may mean that we will withdraw our offer of a framework contract.