

APPENDIX D
RESPONSE GUIDANCE

1. INTRODUCTION

- 1.1 This Appendix D sets out the questions that will be evaluated as part of this Procurement.
- 1.2 The following information has been provided in relation to each question (where applicable):
 - 1.2.1 Weighting – highlights the relative importance of the question
 - 1.2.2 Guidance – sets out information for the Potential Provider to consider when preparing a response
 - 1.2.3 Marking Scheme – details the marks available to evaluators during evaluation

2. DOCUMENT COMPLETION

- 2.1 You **must** provide a response to every question. Please provide your response via the e-sourcing portal as a separate document at each question. All responses must be provided as either Word or PDF documents using Arial font, no less than size 11.
- 2.2 You **must not** submit any additional information with your Tender other than that specifically requested in this document or Appendix B – Statement of Requirements and Appendix D – Response Guidance.

3. RESPONSE GUIDANCE

[1] COMPANY INFORMATION	
[1.1]	Please state your full company name.
[1.2]	Please state your registered office address.
[1.3]	Please state your company or charity registration number.
[1.4]	Please state whether your company is a SME.
[1.5]	Please state whether your company is a voluntary, community or social enterprise organisation.
[1.6]	Please state the name of your immediate parent company.

[2] TENDER CONTACT	
[2.1]	Please state the contact's name.
[2.2]	Please state the contact's address, Postcode and Country.
[2.3]	Please state the contact's telephone number.



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[2.4]	Please state the contact's mobile number.
[2.5]	Please state the contact's e-mail address.

[3] MANDATORY REQUIREMENTS		Pass/Fail
<p>Please Note: The following question is a Pass / Fail question, therefore if a Potential Provider cannot or is unwilling to answer 'Yes', their Tender will be deemed non-compliant and they will be unable to be considered for this requirement. The Potential Provider should confirm by selecting the appropriate answer.</p>		
[3.1]	Do you agree, without caveats or limitations, that in the event you are successful in this Procurement, you will unreservedly sign the Terms and Conditions of Contract as set out at Appendix C upon award of the Contract?	
[3.2]	Please confirm that all equipment described in Appendix B, 4.4.2 will be serviced to the manufacturer's guidelines.	
[3.3]	Please confirm that you hold ISO9001 and ISO14001 accreditations and attach the relevant certificates as evidence.	

[4] CONFLICT OF INTEREST		Pass/Fail
<p>Please Note: Question 4.1 is a Yes/No question and will dictate whether or not the following question needs to be answered. This question is for information purposes only.</p> <p>Question 4.2 is a Pass / Fail question. Where a yes response is provided to the previous question, Potential Providers are required to provide details of how the identified conflict will be mitigated. The Contracting Authority will review the mitigation in line with the perceived conflict of interest, to determine what level of risk this poses to them. Where the contracting authority deems the mitigation unsatisfactory against the conflict outlined representing risk to the contracting authority, their response will be deemed a fail and the tender will not be considered further.</p> <p>If a Potential Provider cannot or is unwilling to suitably demonstrate that they have suitable safeguards to mitigate any risk, then their Tender will be deemed non-compliant and they will be unable to be considered for this requirement</p>		
[4.1]	Please confirm whether you have any potential, actual or perceived conflicts of interest that may be relevant to this requirement. If so, you are required to detail what they are.	
[4.2]	We require that any potential, actual or perceived conflicts of interest in respect of this mandate are identified in writing and that companies outline what safeguards would be put in place to mitigate the risk of actual or perceived conflicts arising during the delivery of these services.	



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[5] EXPERIENCE		Weighting 30%	
Guidance:			
<ul style="list-style-type: none">Potential providers should attach one document at the questionnaire level that forms their response to the set questions below.Potential providers should clearly label the response against each of the questions within the attachment and the document must not exceed a 3000 word limit and be submitted in word/PDF format.The maximum score available for this questionnaire is 100.Bidders must score a minimum of 50 in all questions, to be considered further.			
Question: Please detail fully how you would plan to cover all of the servicing and call off maintenance for this equipment covering the below points:			
		Max Score	Weighting %
[5.1]	Please describe the qualifications and necessary skills potential engineers hold to be able to carry out the maintenance and any repairs for the equipment identified in the Appendix B.	100	40%
[5.2]	Please provide evidence of a previous contract/account held where you have carried out services and adhered to service levels as described in Appendix B. Please provide references to uphold your evidence.	100	60%
Marking Scheme:			
The following marking scheme will be used to assess the response provided to this question:			
0	Failed to meet any aspect of the requirements. An unacceptable response with serious reservations.		
25	A Poor response with reservations. The response lacks convincing detail with risk that the proposal will not be successful in meeting all the requirements.		
50	Meets the requirements – the response generally meets the requirements, but lacks sufficient detail to warrant a higher mark.		
75	A Good response that meets the requirements with good supporting evidence. Demonstrates good understanding.		
100	An Excellent comprehensive response that meets the requirements. Indicates an excellent response with detailed supporting evidence and no weaknesses resulting in a high level of confidence.		

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[6] SERVICE DELIVERY & APPROACH		Weighting 40%	
Guidance:			
<ul style="list-style-type: none">Provide a detailed proposal / methodology statement that describes how you would deliver the services detailed in Appendix B – Statement of Requirements.Potential providers should attach one document at the questionnaire level that forms their response to the set questions below.Potential providers should clearly label the response against each of the questions within the attachment and the document must not exceed a 3000 word limit and be submitted in word/PDF format.The Maximum score available for this questionnaire is 100.Bidders must score a minimum of 50 in all questions, to be considered further.			
Question: Please detail fully how you would plan to cover all of the servicing and call off maintenance for this equipment covering the below points:			
		Max Score	Weighting %
[6.1]	Please outline your approach to meeting the pre-planned maintenance visits detailed in Appendix B. Please include detail on what activities would be carried out, by who including a contact name and telephone number, and full arrangements for booking services.	100	30%
[6.2]	Please outline how you will ensure that the SLA's stated within Appendix B are adhered to. Please reference how you will ensure that service reports are completed and provided to CAST within 5 working days. Please also detail what the service report would include. Example reports would be welcomed for illustrative purposes.	100	20%
[6.3]	Please describe your approach to call outs in lines with Appendix B, providing clarity on who would provide this service and how it would be accessed. Please reference adherence to the 48 hours response time, as well as detail on the diagnostic reports required, being submitted within 5 working days.	100	15%
[6.4]	Please detail fully the ordering process for providing parts and consumables for CAST's machines, including lead times and detail on where parts are sourced.	100	10%
[6.5]	Please describe fully your approach to contract management, referencing how activity on accounts is monitored, recorded and reported on, with the use of a register as detailed in 4.11 of Appendix B. Please also include a complaints procedure – giving contact names and full details for logging of any initial complaints and escalation procedures.	100	20%
[6.6]	Please outline the indicative timings relating to complex service issues providing the time taken to resolve issues as well as general complaints.	100	5%



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Marking Scheme:

The following marking scheme will be used to assess the response provided to this question:

0	Failed to meet any aspect of the requirements. An unacceptable response with serious reservations.
25	A Poor response with reservations. The response lacks convincing detail with risk that the proposal will not be successful in meeting all the requirements.
50	Meets the requirements – the response generally meets the requirements, but lacks sufficient detail to warrant a higher mark.
75	A Good response that meets the requirements with good supporting evidence. Demonstrates good understanding.
100	An Excellent comprehensive response that meets the requirements. Indicates an excellent response with detailed supporting evidence and no weaknesses resulting in a high level of confidence.

[7]

PRICE

Weighting 30%

Guidance:

The Authority requires the potential provider to provide a total firm price to deliver the requirements set out in Appendix B – Statement of Requirements.

Potential providers should submit a total price within the question below as well as completing the relevant bid fields.

Prices should be submitted in Pound Sterling inclusive of expenses but exclusive of VAT.

Question:

Please populate the bid field entitled price to provide the total firm price to deliver the requirements set out in Appendix B – Service Description. Potential bidders are required to attach one document at the questionnaire entitled price which provides a transparent breakdown of costs.

Marking Scheme:

The maximum mark available for Price will be 100. This mark will be awarded to the lowest priced Potential Provider. Remaining Potential Providers will receive a mark out of this maximum mark on a pro rata basis dependent on how far they deviate from the lowest price.

The calculation that will be used to determine marks is as follows:

$$\text{Score} = \frac{\text{Lowest Tender Price}}{\text{Tender Price}} \times 100 \text{ (maximum mark available)}$$