

Invitation to tender

Attachment 2 – How to bid

**RM6283 Front Office Counter Services 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 goods and/or services if your bid is successful.
  2. Your bid must be **entered into the eSourcing suite.** We can only accept bids that we receive through the eSourcing suite.

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 1.8.2.

If you are bidding as a single entity and as a Consortium, 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 1.8 Group or Consortium Details.

* 1. Upload ONLY those attachments we have asked for. Do not upload any attachments we haven’t asked for.
  2. Make sure you answer every question.
  3. You must submit your bid before the bid submission deadline, in paragraph 5 “Timelines for the competition” in Attachment 1 - About the framework.
  4. 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.
  5. 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.
  6. 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.

1. **Selection stage** 
   1. At the selection stage, we evaluate bidders’ technical, professional and financial capabilities. We will ask a range of questions appropriate to the procurement. It is important that you answer these questions accurately.
   2. If you are relying on any key subcontractors to provide the answers to the technical and professional ability or you are relying on a guarantor to pass the economic and financial assessment, they must complete Parts 2 and 3 for themselves.
   3. In addition, if you are the lead member of a consortium, you must get each of the other members to answer the questions in Parts 2 and 3 for themselves.
   4. We are providing the ‘Information and declaration’ workbook (Attachment 4) to enable you to collect and submit this data to us, whether from organisations on whom you are relying (for example a key subcontractor or a guarantor) or from other members of a consortium.
2. **Selection process**
   1. After the bid submission deadline, we will check all bids to make sure we have received everything we have asked for.
   2. We may ask you to clarify information you provide, if that is necessary. Don’t forget to check for messages in the eSourcing suite throughout the competition. You must log on to the eSourcing suite and access your message inbox for this competition to check for messages.
   3. If your bid is not compliant we will reject your bid and you will be excluded from the competition. We will tell you why your bid is not compliant.
   4. Not all selection questions need guidance as the questions are self-evident. However other questions such as the financial question, require a process to be undertaken before we can assess your response. In those instances, we have told you what we will do in the **evaluation guidance**.

1. **Selection criteria**
   1. We may exclude you from the competition at the selection stage if:
      * you receive a ‘fail’ for any of the evaluated selection questions.
      * any of the information you have provided proves to be false or misleading.
      * you have broken any of the competition rules in section 9 of Attachment 1 About the framework, or not followed the instructions given in this ITT pack.
   2. If we exclude you from the competition we will tell you and explain why.
2. **Selection questionnaire**

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

1. **Award stage**

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

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

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

When completing your bid you must:

* Read through the entire ITT pack specifically Framework Schedule 1 (Specification)carefully, and read more than once
* Read each question, the response guidance, marking scheme and evaluation criteria
* Read the contract terms.
* If you are unsure, ask questions before the clarification questions deadline See paragraph 4 ‘Timelines for the competition’ and paragraph 4 ‘When and how to ask questions’ in Attachment 1 - About the framework document
* Allow plenty of time to complete your responses; it always takes longer than you think to submit
* Your prices should be in line with the service level you offer, in response to the award quality questions.

1. **Award criteria**

The Award Stage consists of a quality evaluation (see paragraph x of this document) and a price evaluation (see paragraph 10 of this document).

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

The weighting for the quality evaluation is 50%, Social Value is 10% and the price evaluation is worth 40%.

1. **Award process**
   1. What YOU need to do

* answer the quality questions section A section B and section C the quality questionnaire in the eSourcing suite in the technical envelope.
* Complete the price matrix Attachment 3 Price matrix
* Upload your completed price matrix into the eSourcing suite in the commercial envelope to question PQ1.

8.2 What **WE** will do at the award stage

| 1. | **Compliance Check**  First, we will do a check to make sure that you completed the pricing matrix in line with our instructions. |
| --- | --- |
| 2. | **Quality Evaluation**  We will give your responses to our evaluation panel. Each evaluator will independently assess your responses to the quality questions using the response guidance and the evaluation criteria. Each evaluator will give a mark and a reason for their mark for each question they are assessing. Each evaluator will enter their marks and reasons into the eSourcing suite. |
| 3. | **Consensus**  Once the evaluators have independently assessed your answers to the questions we will arrange for the evaluators to meet and we will facilitate the discussion. At this consensus meeting, the evaluators will discuss the quality of your answers and discuss their marks and reasons for that mark. The discussion will continue until they reach a consensus regarding the mark, and a reason for that mark, for each question. These final marks will be used to calculate your quality score for each lot you have bid for. |
| 4. | **Quality Threshold**  If you have received a zero for any of the quality questions (AQB1-4 and AQC1), 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 paragraph 9.7 for an example of how your **quality score** will be calculated. |
| 5. | **Evaluate Pricing**  We will then give your pricing to the price evaluation panel, who are different evaluators from those who assessed your quality responses.  They will calculate your price score using the evaluation criteria in Part D – Price Evaluation. |
| 6. | **Final Score**  Your quality score will be added to your price score, to create your final score as illustrated in Part E Final decision to award. |
| 7. | **Award**  Awards will be made to the successful bidders following the standstill period, subject to contract. |

1. **Quality Evaluation**

9.1 Question AQA1 is a mandatory question and will be evaluated PASS / FAIL. If you answer no to this question, we will reject your bid and you will be excluded from the competition. We will tell you that your bid has been excluded and why.

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 quality questions, in section B and section C 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 question's weighting to calculate your weighted mark for that question.

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

9.6 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.

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

Table A - Quality Part 1 questions

| **Question** | | **Question Weighting** | **Maximum mark available** | **Your final mark** | **Your weighted mark** |
| --- | --- | --- | --- | --- | --- |
| AQB1 | Accessibility and Training | 25% | 100 | 100 | 25.00 |
| AQB2 | Document Checking Service | 25% | 100 | 100 | 25.00 |
| AQB3 | Identity Checks | 25% | 100 | 100 | 25.00 |
| AQB4 | Issuing Service | 25% | 100 | 100 | 25.00 |
| **Quality score** | | | | | **50.00** |

Table B - Quality Part 2 Social Value questions

| **Ques**  **tion** | | **Question Weighting** | **Maximum mark available** | **Your final mark** | **Your weighted mark** |
| --- | --- | --- | --- | --- | --- |
| AQC1 | Social Value | 10% | 100 | 100 | 100.00 |
| **Quality score** | | | | | **10.00** |

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

* Section A – Mandatory questions
* Section B – Quality Part 1 questions
* Section C – Quality Part 2 Social Value question
  1. A summary of all the questions in the quality questionnaire, along with the marking scheme, and weightings for each question is set out below:

| **Section A – Mandatory questions** | | |
| --- | --- | --- |
| **Question** | **Marking scheme** | **Weighting %** |
|
| **2.1 Compliance with Framework Schedule 1 (Specification)** | Pass/Fail | N/A |

| **Section B – Quality Part 1 questions** | | | | |
| --- | --- | --- | --- | --- |
| **Question** | | **Min Quality score** | **Marking scheme** | **Weighting %** |
|
| AQB1 | Accessibility and Training | 33 | 100/66/33/0 | 25% |
| AQB2 | Document Checking Service | 33 | 100/66/33/0 | 25% |
| AQB3 | Identity Checks | 33 | 100/66/33/0 | 25% |
| AQB4 | Issuing Service | 33 | 100/66/33/0 | 25% |

| **Section C – Quality Part 2 Social Value questions** | | | | |
| --- | --- | --- | --- | --- |
| **Question** | | **Min Quality score** | **Marking scheme** | **Weighting %** |
|
| AQC1 | Social Value | 33 | 100/66/33/0 | 10% |

| **Section A – Mandatory service requirements** | |
| --- | --- |
| **2.1 Compliance with Framework Schedule 1 (Specification)** | |
| If you are awarded a framework contract, will you unreservedly deliver in full, all the mandatory service requirements as set out in Framework Schedule 1 (Specification).  Please answer ‘Yes’ or ‘No’  **Yes -** You will unreservedly deliver in full all the mandatory service requirements as set out in Framework Schedule 1 (Specification).ing  No **-** You will not, or cannot, deliver in full all the mandatory service requirements as set out in Framework Schedule 1 (Specification). | |
| **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 will unreservedly deliver in full all the mandatory service requirements as set out in Framework Schedule 1 (Specification).  If you select ‘No’ (or do not answer the question) to indicate that you will not, or cannot, deliver in full all the mandatory service requirements as set out in Framework Schedule 1 (Specification) you will be excluded from further participation in this competition. | |
| **Marking scheme** | **Evaluation guidance** |
| Pass | You have selected option ‘Yes’ confirming that you will unreservedly deliver in full all the mandatory service requirements as set out in Framework Schedule 1 (Specification). |
| Fail | You have selected ‘No’ confirming that you will not, or cannot, deliver in full all the mandatory service requirements as set out in Framework Schedule 1 (Specification). |

| **Section B – Quality Part 1 questions** |
| --- |
| **AQB1 Accessibility and Training** |
| **AQB1 Requirement:**  CCS requires the Supplier to have access to a UK-wide network of accessible outlets to support the delivery of over the counter services. The Supplier is required to have a consistently trained workforce, either directly or subcontracted to deliver the services under the Agreement. |
| **AQB1 Response guidance**  **All bidders must answer this question.**  **You must insert your response into the text fields in the eSourcing suite.**  Your response should satisfy the requirement by addressing each of the component parts of the response guidance below:   1. Demonstrate how you will ensure you meet the minimum requirement to maintain a UK wide Network of Outlets, including coverage in both rural and urban areas, which, at a minimum, ensures that on average 95% of the UK population are within 10 miles of an Outlet as set out in 2.1 of Attachment 1a - Framework Schedule 1 (Specification) for the duration of the agreement. 2. Explain how you will ensure that any outlets utilised in the delivery of services via this agreement will meet the requirements set out in 2.6 of Attachment 1a – Framework Schedule 1 (Specification), with particular focus on delivering an accessible service for the core demographic likely to use the services listed in 1.1 of Attachment 1a – Framework Schedule 1 (Specification). 3. Based on your organisational structure, explain how you will ensure training is delivered consistently across your organisation to enable an effective and quality service to be delivered on behalf of the Buyer, in accordance with 6.1 and 6.2 of section 6 in 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 boxes AQB1 each box has a character count of 2,000 characters. |

| **AQB2 Document Checking Service** |
| --- |
| **AQB2 Requirement:**  CCS requires the Supplier to have the capability to deliver consistent, compliant, and high quality Paper-Based and Digital Document Checking Services as set out in Appendix 1 of Attachment 1a - Framework Schedule 1 (Specification). |
| **AQB2 Response guidance**  **All bidders must answer this question.**  **You must insert your response into the text fields in the eSourcing suite.**  Your response should satisfy the requirement by addressing each of the component parts of the response guidance below:   1. Explain how you will implement and deliver a Paper-Based Document Checking service, as per 1.4 of Appendix 1 of attachment 1a – Framework Schedule 1 (Specification), with specific reference to how you will effectively mitigate the risk of sending incomplete or incorrect forms to the Buyer. 2. Explain how you will implement and deliver a Digital Document Checking service, as per 1.15 of Appendix 1 of attachment 1a – Framework Schedule 1 (Specification), with specific reference to how you will effectively mitigate the risk of submitting incomplete or incorrect forms to the Buyer. 3. Explain how you will continuously improve your Paper-Based and Digital Document Checking service to deliver an efficient and cost-effective solution, whilst providing the best possible experience for the Citizen, throughout the duration of the Agreement in accordance with 3.3 of Section 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 boxes AQB2 each box has a character count of 2,000 characters. |

| **AQB3 Identity Checks** |
| --- |
| **AQB3 Requirement:**  CCS requires the Supplier to have the capability to deliver a consistent, compliant and high quality Identity Checking Service as set out in Appendix 1 of Attachment 1a - Framework Schedule 1 (Specification). |
| **AQB3 Response guidance**  **All bidders must answer this question. You must insert your response into the text fields in the eSourcing suite.**  Your response should satisfy the requirement by addressing each of the component parts of the response guidance below:   1. Demonstrate how you will effectively implement and deliver an Identity Checking Service, as set out in 1.22 of Appendix 1 of Attachment 1a – Framework Schedule 1 (Specification), with particular reference to how you will ensure checks are compliant with GPG45, as per 1.23 of Appendix 1 of Attachment 1a – Framework Schedule 1 (Specification). 2. With particular focus on innovation and technological advances, demonstrate how you will ensure that the identity checking service continues to deliver value for money for the Buyer and the best service possible for the Citizen, in accordance with 3.3 of Section 3 of attachment 1a - Framework Schedule 1 - Specification. 3. Demonstrate how you will work with the Buyer to respond to new versions of documents used as evidence within an identity check, as per 1.25 of Appendix 1 of Framework Schedule 1 (Specification), including how you will implement training to upskill staff in accordance with 6.4 of section 6 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 boxes AQB3 each box has a character count of 2,000 characters. |

| **AQB4 Issuing Service** |
| --- |
| **AQB4 Requirement:**  **Requirement:**  CCS requires the Supplier to have the capability to deliver a consistent, compliant, and high quality Issuing Service as set out in Appendix 1 of Attachment 1a - Framework Schedule 1 (Specification). |
| **AQB4 Response guidance**  **All bidders must answer this question.**  **You must insert your response into the text fields in the eSourcing suite.**  Your response should satisfy the requirement by addressing each of the component parts of the response guidance below:   1. Demonstrate how you will effectively implement and deliver an Issuing Service and provide appropriate information about the Service to Citizens as per 1.28 of Appendix 1 of attachment 1a - Framework Schedule 1 (Specification). 2. Demonstrate how you will continuously improve your Issuing service to deliver the most efficient and cost-effective solution available, whilst providing the best possible experience for the Citizen, throughout the duration of the Agreement, in accordance with 3.3 of Section 3 of attachment 1a - Framework Schedule 1 - Specification. 3. Demonstrate how you will effectively manage the secure receipt and storage of goods sent by the Buyer and ensure that the record of these goods is kept up-to-date and accurate across all Outlets in the network delivering an Issuing Service, as per 1.30 and 1.31 of Appendix 1 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 boxes AQB4 each box has a character count of 2,000 characters. |

| **Marking scheme 100/66/33/0 this applies to question AQB1-AQB4** | |
| --- | --- |
| **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. |

| **Section C – Quality Part 2 questions** | |
| --- | --- |
| **AQC1 Social Value** | |
| **AQC1 Requirement:**  CCS requires the Supplier to describe the commitment that their organisation will make to ensure that opportunities under the Framework deliver the Policy Outcome: Tackle Workforce Inequality and Model Award Criteria (MAC) 6.1, in accordance with Section 13 of attachment 1a - Framework Schedule 1 (Specification) and [Procurement Policy Note 06/20](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/921437/PPN-06_20-Taking-Account-of-Social-Value-in-the-Award-of-Central-Government-Contracts.pdf). | |
| **AQC1 Response guidance**  **All bidders must answer this question. You must insert your response into the text fields in the eSourcing suite.**  Your response should satisfy the requirement by addressing each of the component parts of the response guidance below:   1. Provide an effective ‘Method Statement’, demonstrating how you will contribute towards tackling inequality in the contract workforce, specifically in relation to the Ethnicity Pay Gap, and how your commitment meets MAC 6.1 in accordance with the Social Value Model. 2. Demonstrate how you will implement your ‘Method Statement’ providing timed milestones, including how you will monitor, measure and report on your commitments and the impact of your proposals, in accordance with 13.4 and 13.5 of Section 13 of attachment 1a - Framework Schedule 1 (Specification). 3. Demonstrate how you will influence and communicate with staff and suppliers through the delivery of the Framework Agreement to support implementation of your method statement.   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 boxes AQC1 each box has a character count of 2,000 characters. | |
| **Marking scheme 100/66/33/0 this applies to question AQC1** | |
| **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. |

1. **Price evaluation**

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

* 1. How to complete your pricing matrix:

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

Your prices should compare with the quality of your offer.

Your prices must be sustainable and include 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.

Where the Buyer is paying for the Deliverables: 1% of all the Charges for the Deliverables provided to the Buyer under all Call-Off Contracts.

Where the Citizen is paying the Supplier directly for the Services: 1% of the income (fees received from the Citizen from accessing the Services) minus any amount which is reimbursed to the Buyer by the Supplier directly from the income received from the Citizen at the time of providing the Deliverables (amounts not connected to the delivery of the Services provided by the Supplier).

You should have read and understood the information on TUPE in paragraph 6 of Attachment 1 – About the framework. You are reminded that it is your responsibility to take your own advice and consider whether TUPE is likely to apply and to act accordingly. You are encouraged to carry out your own due diligence exercise on the application of TUPE when completing your pricing matrix.

Your prices submitted must:

* + exclude VAT.
  + be in British pounds sterling, up to two decimal places

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

The prices submitted will be the maximum payable under this Framework, if a Call Off Contract is awarded via Direct Award **without** Dialogue as per framework schedule 7 call off award procedure. Prices may be amended at the call-off stage if awarded via Direct Award **with** Dialogue. Refer to Framework Schedule 3 (Framework Prices).

You must download and complete the pricing matrix Attachment 3 Price matrix.

Provide a price, where one has been requested, in the cells highlighted in Green.

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

Do not alter, amend or change the format or layout of Attachment 3 Price matrix

* 1. Price evaluation process

This is how we will evaluate your pricing:

We will check if you have completed all the Green cells.

Failure to insert an applicable price into any of the mandatory green cells may result in your bid being deemed non-compliant and may be rejected from this competition. Remember negative prices will not be accepted.

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

The bidder with the lowest overall weighted cost, highlighted in yellow in cell F17 within the summary tab of Attachment 3 - Pricing Matrix, will be awarded the maximum mark available (a price score of 40).

All other bidders will get a price score relative to the lowest overall weighted cost.

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

| Price Score |  | Lowest overall weighted cost (Cell F17) |  | 40 (maximum mark available) |
| --- | --- | --- | --- | --- |
| = |  | x |
|  | Bidders overall weighted cost (Cell F17) |  |

Example:

| Bidder A |  | Bidder B |  | Bidder C |
| --- | --- | --- | --- | --- |
| Overall Weighted Cost |  | Overall Weighted Cost |  | Overall Weighted Cost |
| £275.00 |  | £400.00 |  | £500.00 |
| 40.00 |  | 27.50 |  | 22.00 |

1. Bidder A has the lowest overall weighted cost of £275.00. Bidder A is awarded the maximum mark available for price, which is 40.00;
2. Bidder B submits a total basket price of £400.00. Bidder B is awarded a price score of 27.50;
3. Bidder C submits a total basket price of £500.00 and is awarded a price score of 22.00.
   1. Abnormally low tenders

Where we consider any of the total basket price 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 PCR Regulation 69).

If your explanation is not acceptable, we will reject your bid and exclude you from this competition, we will inform you if your bid has been excluded and why.

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

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

Example:

| Bidder | Quality score | Price score | Final score |
| --- | --- | --- | --- |
| (Maximum score available 60) | (Maximum score available 40) | (Maximum score available 100) |
| Bidder A | 60.00 | 40.00 | 100.00 |
| Bidder B | 50.00 | 27.50 | 77.50 |
| Bidder C | 40.00 | 22.00 | 62.00 |

* 1. We will then rank all final scores from highest to lowest, only the top ranking Supplier will be awarded a place on the framework.
  2. Intention to award

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

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

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

* 1. Framework contract

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

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

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.

This means

| **Insurances** | |
| --- | --- |
| **Title** | **Value** |
| Employer’s (Compulsory) Liability Insurance\* | £5,000,000 |
| Public Liability Insurance | £5,000,000 |
| Professional Indemnity Insurance | £5,000,000 |

| **Certification** | |
| --- | --- |
| **Title** | **Evidence** |
| Cyber Basic certificate | Award Stage |
| ISO 27001 Information Security Management | 12 months post  award. |
| ISO 9001 Quality management | 12 months post  award. |

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.