

Invitation to tender

Attachment 2 – How to bid

**RM6170 Print Management Services (PMS)**

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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. You may bid for one or more of the Lots, however cannot be awarded both Lots. Within the Selection Questionnaire; you must state your preference to which Lot you would prefer to be awarded should you be successful in both Lots. Please ensure you read section 3 of Attachment 1 - About the Framework.
  3. Your bid must beentered into the eSourcing suite.We can only accept bids that we receive through the eSourcing suite.
  4. Upload ONLY those attachments we have asked for. Do not upload any attachments we haven’t asked for.
  5. Make sure you answer every question.
  6. You must submit your bid before the bid submission deadline, in paragraph 5 “Timelines for the competition” in Attachment 1 - About the framework.
  7. It will be our decision whether we will accept bids submitted after the bid submission deadline.
  8. You must regularly check for messages in the eSourcing suite throughout the competition. You must log on to the eSourcing suite and access your message inbox for this competition to check for messages.
  9. If anything is unclear, or you are unsure how to complete your bid submission, you can raise a question before the clarification question deadline, via the eSourcing suite. Read paragraph 6 “When and how to ask questions” in attachment 1 - About the framework.
  10. We may require you to clarify aspects of your bid in writing and/or provide additional information. Failure to respond within the time required, or to provide an adequate response will result in the rejection of your bid and your exclusion from this competition.

# **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.

# **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 theevaluation guidance.

# **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 paragraph 9 of Attachment 1 About the framework, or not followed the instructions given in this Bid pack.
  1. If we exclude you from the competition we will tell you and explain why.

# **Selection questionnaire**

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

# **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 bid pack specifically Framework Schedule 1 (Specification)carefully, and read more than once
* Read each question, the response guidance, marking scheme and evaluation criteria
* Read the Contract Terms.
* If you are unsure, ask questions before the clarification questions deadline See paragraph 5 ‘Timelines for the competition’ and paragraph 6 ‘When and how to ask questions’ in Attachment 1 - About the framework document
* Allow plenty of time to complete your responses; it always takes longer than you think to submit
* Your prices should be in line with the Service Level you offer, in response to the award quality questions.

# **Award criteria**

The Award Stage consists of a quality evaluation (see paragraph 9 of this document) and a price evaluation (see paragraph 11 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 80 marks and the price evaluation is worth 20 marks.

# **Award process**

* 1. What **YOU** need to do
* Answer the quality questions section A, section B, section C and section D of the quality questionnaire in the eSourcing suite in the technical envelope.
* Complete the price matrix ‘Attachment 3a Lot 1 Price Matrix’ and ‘3b Lot 2 Price Matrix’, for the Lots for which you are bidding.
* Upload your completed price matrix into the eSourcing suite in the commercial envelope to question AQD1 for Lot 1 and/or AQD2 for Lot 2
  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 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 or if you have not met a minimum quality mark of 60 out of the total marks available for quality (80), we will reject your bid and you will be excluded from the competition. The minimum quality mark of 60 applies to Lot 1 and Lot 2. We will tell you that your bid has been excluded from the competition and why.  Refer to tables at paragraph 9 for an example of how your **quality score** for each Lot 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 paragraph 11 – Price Evaluation. |
| 6. | **Final Score**  Your quality score will be added to your price score, to create your final score as illustrated in paragraph 12 Final decision to award. |
| 7. | **Award**  Awards will be made to the successful bidders following the standstill period, subject to contract. |

# **Quality Evaluation**

Question(s) AQA1, AQA2 are (is) a mandatory question(s) and will be evaluated PASS / FAIL. If you answer no to one or more of the question(s), 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.

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.

Each of the quality questions, in section B and section C of the quality questionnaire will be independently assessed by our evaluation panel.

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.

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.

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

Table A – Lot 1

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Question** | | **Question Weighting** | **Maximum mark available** | **Your final mark** | **Your weighted mark** |
| AQB1 | Effectively Managing Supply Chains | 19% | 100 | 100 | 19.00 |
| AQB2 | General Service Delivery | 16% | 100 | 100 | 16.00 |
| AQB3 | Maximising Value | 13% | 100 | 100 | 13.00 |
| AQC1 | Service Delivery and Readiness | 20% | 100 | 100 | 20.00 |
| AQC2 | Strategic value improvement and innovation | 12% | 100 | 100 | 12.00 |
| **Quality score** | | | | | **80.00** |

Table B – Lot 2

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Question** | | **Question Weighting** | **Maximum mark available** | **Your final mark** | **Your weighted mark** |
| AQB1 | Effectively Managing Supply Chains | 24% | 100 | 100 | 24.00 |
| AQB2 | General Service Delivery | 20% | 100 | 100 | 20.00 |
| AQB3 | Maximising Value | 16% | 100 | 100 | 16.00 |
| AQC3 | Service Delivery and Readiness | 20% | 100 | 100 | 20.00 |
| **Quality score** | | | | | **80.00** |

# **Award quality questionnaire**

* 1. The quality questionnaire is split into four sections:
* Section A – Mandatory questions
* Section B – Generic question
* Section C – Lot specific questions
* Section D – Pricing
  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:

|  |  |  |
| --- | --- | --- |
|  | | **Marking scheme** |
|
| **Section A – Compliance with the Deliverables** | | |
| AQA1 | Compliance with Lot 1 Deliverables | Pass/Fail |
| AQA2 | Compliance with Lot 2 Deliverables | Pass/Fail |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Question** | | **Marking scheme** | **Weighting %** | |
| **Lot 1** | **Lot 2** |
| **Section B – Generic Questions Applicable to Lots 1 and 2** | | | | |
| AQB1 | Effectively Managing Supply Chains | 100/75/50/25/0 | 19 | 24 |
| AQB2 | General Service Delivery | 100/75/50/25/0 | 16 | 20 |
| AQB3 | Maximising Value | 100/75/50/25/0 | 13 | 16 |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Question** | | **Marking scheme** | **Weighting %** | |
| **Lot 1** | **Lot 2** |
| **Section C – Lot Specific Questions** | | | | |
| AQC1 | Lot 1 – Service Delivery and Readiness | 100/50/25/0 | 20 | N/A |
| AQC2 | Lot 1 – Strategic value, improvement and innovation | 100/50/25/0 | 12 | N/A |
| AQC3 | Lot 2 – Service Delivery and Readiness | 100/75/50/25/0 | N/A | 20 |

|  |  |  |
| --- | --- | --- |
|  | | **Marking scheme** |
|
| **Section D – Price Matrix** | | |
| AQD1 | Lot 1 Price Matrix – Completed and Attached | Pass/Fail |
| AQD2 | Lot 2 Price Matrix – Completed and Attached | Pass/Fail |

# **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.

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
  + submitted up to two decimal places

Zero or negative bids will not be allowed. 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 Framework Prices.

You must download and complete the Attachment 3 - Pricing Matrix for the Lots you are submitting a bid for. If you have bid for both Lots then, you must submit a completed Attachment 3 Pricing Matrix for each Lot.

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

When you have completed your pricing matrix, you must upload this into the eSourcing suite at question AQD1 Lot 1 and AQD2 Lot 2 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 the Attachment 3 Pricing Matrix. If you alter, amend or change the format or layout of the Attachment 3 Pricing Matrix your bid may be rejected form this competition.

* 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 or negative prices will not be accepted.

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

The tables below contain the weighting that will be applied to each price section for each of the Lots.

Lot 1 Weightings

|  |  |  |
| --- | --- | --- |
| **No** | **Price Section** | **Section Weighting** |
| 1 | Buyer Account Service Management Fee | 30% |
| 2 | Pre-Production Rate Card | 25% |
| 3 | Command and House Services Rate Card | 15% |
| 4 | Storage and Fulfilment Rate Card | 10% |
| 5 | Piper Rate Card | 20% |

Lot 2 Weightings

|  |  |  |
| --- | --- | --- |
| **No** | **Price Section** | **Section Weighting** |
| 1 | Buyer Account Service Management Fee | 30% |
| 2 | Pre-Production Rate Card | 25% |
| 3 | Transactional Print Rate Card | 15% |
| 4 | Storage and Fulfilment Rate Card | 10% |
| 5 | Piper Rate Card | 20% |

The bidder with the lowest basket price in each price section will be awarded the maximum marks available for that section.

All other bidders will get a price score relative to the lowest basket for each price section.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Section Score = | Lowest Basket Price for each price section | X | Maximum marks available | X | Section Weighting |
| Bidders Basket Price for each price section |

The calculation we will use to evaluate each section is as follows:

For Example

Bidder A

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Section** | **Basket Price** | **Selection Score** | **Selection Weighting** | **Allocated Selection Score** |
| 1 | £2,832,000 | 98.87 | 30% | 29.66 |
| 2 | £5,103,000 | 55.50 | 25% | 13.87 |
| 3 | £169,050 | 88.73 | 15% | 13.31 |
| 4 | £1,324,200 | 75.53 | 10% | 7.55 |
| 5 | £1,764,000 | 100.00 | 20% | 20.00 |
|  | **Total Allocated Section Score (out of 100)** | | | **84.39** |
|  | **x 20% Price Weighting** | | | |
|  | **Final Price Weighted Score out of 20%** | | | **16.88** |

Bidder B

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Section** | **Basket Price** | **Selection Score** | **Selection Weighting** | **Allocated Selection Score** |
| 1 | £2,800,000 | 100.00 | 30% | 30.00 |
| 2 | £6,000,000 | 47.20 | 25% | 11.80 |
| 3 | £150,000 | 100.00 | 15% | 15.00 |
| 4 | £1,000,000 | 100.00 | 10% | 10.00 |
| 5 | £1,900,000 | 92.84 | 20% | 18.57 |
|  | **Total Allocated Section Score (out of 100)** | | | **85.37** |
|  | **x 20% Price Weighting** | | | |
|  | **Final Price Weighted Score out of 20%** | | | **17.07** |

Bidder C

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Section** | **Basket Price** | **Selection Score** | **Selection Weighting** | **Allocated Selection Score** |
| 1 | £5,103,900 | 54.86 | 30% | 16.46 |
| 2 | £2,832,000 | 100.00 | 25% | 25.00 |
| 3 | £175,000 | 85.71 | 15% | 12.86 |
| 4 | £1,400,000 | 71.43 | 10% | 7.14 |
| 5 | £2,000,000 | 88.20 | 20% | 17.64 |
|  | **Total Allocated Section Score (out of 100)** | | | **79.10** |
|  | **x 20% Price Weighting** | | | |
|  | **Final Price Weighted Score out of 20%** | | | **15.82** |

Within the tables above; the lowest basket price for each section is highlighted in green. For illustrative purposes these scores will be used as part of the calculation to identify the relevant Section Score.

In the above example Bidder A for example has submitted the lowest basket price for section 5 only (£1,764,000) and is allocated the maximum score for that section (20.00). The remaining allocated scores for Bidder A are scored relative to the lowest basket for each section.

Once each section has a score they will be added together to give the Total Allocated Section Score for the Lot.

Price has an overall weighting of 20%, each bidders Total Allocated Section Score will be weighted at 20% to give the Price Score.

* 1. Abnormally low tenders

Where we consider any of the 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**

# 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 80) | (Maximum score available 20) | (Maximum score available 100) |
| Bidder A | 80.00 | 20.00 | 100.00 |
| Bidder B | 70.00 | 10.00 | 80.00 |
| Bidder C | 60.00 | 12.00 | 72.00 |

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.

## Reserved rights

For Lot 1 in the event that there is a tie for first place (bidders achieve the same final score) we reserve the right to determine the winning bid by awarding to the bidder who achieved the highest mark for question AQC1 (Service Delivery and Readiness).

For Lot 2 we also reserve the right to award a Framework Contract to any bidders within 1% difference of the last position, the last position for Lot 2 is 6th position.

The calculation we will use is:

Percentage difference = N1 – N2 x 100

N1

We will use the larger number as the denominator and

N1 = larger number and N2 = smaller number

For example:

Lot 1 - 6th place bidders final score is 80.00

7th place bidders score = 79.45

We will use the larger number as the denominator.

Percentage difference = 80.00 - 79.45 x 100 = 0.69%

80.00

## Intention to award

You can submit a bid for one or more Lots. If you have submitted a bid for more than one Lot and are successful on more than one Lot, you will only be awarded a place on the Lot you have told us in question 1.11.2 of the Selection Questionnaire your preference. You are not allowed to be awarded a Framework Contract on more than one Lot. 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.

## 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.

The successful bidder (s) will be required to provide the following Certificates prior to Framework Commencement date:

1. Cyber Essentials Plus
2. ISO 9001 Quality Management
3. ISO 22301 Business Continuity
4. ISO 27001 Information Security Management
5. ISO 14001 Environmental Management

For Lot 1, in the event that a successful bidder fails to provide the requested certifications prior to the Framework commencement date then we reserve the right to withdraw our offer of the Framework Contract. In such an instance, the authority may award to the 2nd ranked bidder.