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**How to Bid Including Evaluation Criteria**

Contract Reference: C17079

Coquelles Repatriation Service

Contents

[1. How To Make Your Bid 2](#_Toc535585913)

[2. How The Questionnaires Are Structured: 2](#_Toc535585914)

[3. Award Criteria 10](#_Toc535585915)

[4. Marking Scheme 12](#_Toc535585916)

[5. Technical Evaluation 13](#_Toc535585917)

[6. Commercial Evaluation 14](#_Toc535585918)

[7. Final Decision to Award 16](#_Toc535585919)

[8. Further Information 17](#_Toc535585920)

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# How To Make Your Bid

### Your bid must be made by the organisation that will be responsible for providing the deliverables if your bid is successful.

### Remember to:

### Accept or Decline this Bid Pack. If you Decline please provide a reason for doing so

### Make sure you answer every question

### 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 e.g. reports located on your website.

### Submit your bid in good time and before the bid submission deadline.

### Upload ONLY those attachments we have asked for in line with the requirements specified – any other supporting evidence, certificates for example, will be requested separately by us.

### If we **do not** require attachments and have specified this please only use the Text Boxes provided for your answer.

### Check for messages within the Contracts Finder portal throughout the competition.

### If you are unsure about anything, please ask questions before the Clarification Questions Deadline.

# How The Questionnaires Are Structured:

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

### QUESTIONNAIRE 1 – QUALIFICATION - KEY PARTICIPATION REQUIREMENTS

### QUESTIONNAIRE 2 – QUALIFICATION - CONFLICTS OF INTEREST

### QUESTIONNAIRE 3 – QUALIFICATION - INFORMATION ONLY

### QUESTIONNAIRE 4 - TECHNICAL - INSERT HEADING

### QUESTIONNAIRE 5 - TECHNICAL - INSERT HEADING

### QUESTIONNAIRE 6 - TECHNICAL- INSERT HEADING

### QUESTIONNAIRE 7 - COMMERCIAL EVALUATION

### QUESTIONNIARE 8 – TECHNICAL EVALUATION (STAGE 2) – INSERT HEADING

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| **QUESTIONNAIRE 1 – QUALIFICATION - KEY PARTICIPATION REQUIREMENTS****Response Guidance**The following questions are ‘Pass/Fail’ questions. If Potential Bidders are unwilling or unable to answer “Yes”, their submission will be deemed non-compliant and shall be rejected. Potential Bidders should confirm their answer by selecting the appropriate option from the drop down menu. |
| **Question Number** | **Question** | **Your Response** |
| 1.1 | Do you accept the competition rules as described in Attachment 1 – About the Procurement?  | Yes/No |
| 1.2 | Have you read, understood and accepted the Bid Pack and all associated attachments, specifically Attachment 3 - Statement of Requirement? | Yes/No |
| 1.3 | Do you agree, without caveats or limitations, that in the event that you are successful, standard Terms and Conditions will govern the provision of this contract (Attachment 5 – Short Form Contract)? | Yes/No |
| 1.4 | Do you confirm your Organisation’s information supplied is complete and accurate at the time the bid closed and that any amendments made following acceptance of this event will be notified to the buyer in writing? | Yes/No |

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| **QUESTIONNAIRE 2 – QUALIFICATION - CONFLICTS OF INTEREST****Response Guidance**Question 2.1 is a ‘Yes/No’ question and will dictate whether or not question 2.2 needs to be answered.Question 2.2 is a Pass / Fail question. Potential Bidders 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. Therefore, if Potential Bidders cannot or are unwilling to suitably demonstrate that they have suitable safeguards to mitigate any risk then their Bid will be deemed non-compliant and will be rejected. |
| **Question Number** | **Question** | **Your Response** |
| 2.1 | Please confirm whether you have any potential, actual or perceived conflicts of interest that may by relevant to this requirement. | Yes/No |
| 2.2 | We require that any potential, actual or perceived conflicts of interest in respect of this Bid Pack 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. | Text Box |

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| **QUESTIONNAIRE 3 – QUALIFICATION - INFORMATION ONLY****Response Guidance**The following questions are for information only and do not form part of the evaluation. Information provided in response to these questions may be used in preparation of any Contract Award and any omissions may delay completion of this procurement. |
| **Question Number** | **Question** | **Your Response** |
| 3.1 | Please provide details of where the Award Outcome should be directed. Your response must include their;* Full Name
* Role/Title
* Registered Address
* Email Address
 | Text Box |
| 3.2 | Please provide details of any sub-contractors you propose to use in order to meet your obligations should you be awarded a Contract. Your response must include their;* Trading Name(s)
* Registered Address(ees) and contact details
* Goods/Services to be provided
 | Text Box |
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| **QUESTIONNAIRE 4 - TECHNICAL – SERVICE DELIVERY WEIGHTING 55%****Response Guidance**Potential Bidders MUST answer ALL the following questions. The method of response; page limit on attachments and evaluation criteria is set per question. Unless otherwise specified, you must upload your response as an Attachment.Attachments may be submitted in Microsoft Word, Excel. PDF format and must be in Arial font size 11. Page limits include the use of headers footers and diagrams. Upload ONLY those attachments we have asked for – any other supporting evidence, certificates for example, will be requested separately by us.**No costings should be included in responses to this Questionnaire.** |
| **Question Number** | **Question** | **Your Response** | **Minimum Acceptable Score** | **Maximum Available Score** | **Weighting**  |
| 4.1 | Please provide assurances that you have enough suitable vehicles and qualified drivers to meet the key business requirements by the 1st November 2020 as set out in the Statement of Requirements. |  | 100 | 100 | 25% |
| 4.2 | Please demonstrate how your contingency plans or guarantees that you offer will ensure that you have enough suitable vehicles to maintain the level of service in the event of:1. mechanical breakdown;
2. scheduled maintenance;
3. unexpected delay.
 |  | 100 | 100 | 15% |
| 4.3 | What contingency plans or guarantees can you provide to ensure you have enough security cleared, qualified drivers to maintain the level of service in the event of:1. driver sickness;
2. driver delay/lateness;
3. driver absence;
4. key holiday periods.
 |  | 100 | 100 | 15% |
| 4.4 | Please detail how you will meet call-out timescales to ensure timely service delivery. |  | 66 | 100 | 15% |
| 4.5 | Please detail and provide assurances as to how you will:1. Meet the requirements for a 24/7 helpdesk as set out within the Statement of Requirements
2. Provide Border Force staff with travel updates following a service request to facilitate operational planning.
3. Maintain telephone communications throughout a live service request.
 |  | 66 | 100 | 15% |
| 4.7 | Please provide information as to your complaints procedure and how you will handle, escalate and resolve complaints in relation to the requirements, specifically:1. Transportation;
2. 24/7 Helpdesk Facility;
3. Performance issues of individual staff and drivers.
 |  | 66 | 100 | 5% |
| 4.8 | What policies, safeguards and processes do you have in place to ensure that all drivers will continue to meet the security and safety requirements as set out in Part 16 (16.1 to 16.10 inclusive) within the Statement of Requirements. |  | 66 | 100 | 5% |
| 4.9 | Please describe how you will ensure and maintain:* Vehicle security as set out in 14.3 and 14.4 within the requirements;
* Restrictions in respect of dutiable and excisable goods as per 14.11 within the requirements.
 |  | 66 | 100 | 5% |

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| **QUESTIONNAIRE 6 - TECHNICAL – SOCIAL VALUE WEIGHTING 5%****Response Guidance**Potential Bidders MUST answer ALL the following questions. The method of response; page limit on attachments and evaluation criteria is set per question. Unless otherwise specified, you must upload your response as an Attachment.Attachments may be submitted in Microsoft Word, Excel. PDF format and must be in Arial font size 11. Page limits include the use of headers footers and diagrams. Upload ONLY those attachments we have asked for – any other supporting evidence, certificates for example, will be requested separately by us**No costings should be included in responses to this Questionnaire.** |
| **Question Number** | **Question** | **Your Response** | **Minimum Acceptable Score** | **Maximum Available Score** | **Weighting**  |
| 6.1 | Please detail what steps you have taken to reduce the impact of emissions upon the environment. |  | 66 | 100 | 100 |

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| **QUESTIONNAIRE 7 – COMMERCIAL EVALUATION WEIGHTING 40%****Response Guidance**Potential Bidders must enter costs by uploading the relevant Attachment 4 - Price Schedule, at the question level on the e-Sourcing event. Prices should be submitted in pounds Sterling inclusive of any expenses but exclusive of VAT. Potential Bidders will be scored in accordance with the marking scheme at Section 2. |
| **Question Number** | **Question** | **Your Response** | **Minimum Acceptable Score** | **Maximum Available Score** | **Weighting**  |
| 7.1 | Please detail within the completed Price Schedule the full return cost of each individual journey for:1. 17-seater minibus;
2. Coach with a minimum of 25 seats.
 | Attachment | - | 100 | 100 |
| 7.2 | Please confirm, by selecting ‘YES’ that you have attached a completed Price Schedule to the response to this question. In so doing, you are also confirming that prices offered are inclusive of any expenses, exclusive of VAT and firm for the period following the Deadline for Submission as stated in the Attachment 1 – About the Procurement. | Yes/NoAttachment |  |  |  |
| 7.3 | Please confirm, by selecting ‘YES’, that you have uploaded a formal, company-headed price quote for the items, in addition to completing Attachment 4 - Price Schedule? | Yes/NoAttachment |  |  |  |

# Award Criteria

### The award stage consists of a technical evaluation and a commercial evaluation.

### The award of the resultant contract will be on the basis of the ‘Most Economically Advantageous Tender’ (MEAT) .

### The weighting for the technical evaluation is 55%; and, the commercial evaluation is 40% and the Social Value is 5%.

### **Award process - What you need to do**

### Answer the questions in section 2 above.

### Complete the Attachment 4 – Price Schedule.

### You must upload your completed Price Schedule.

### **What we will do**

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| **Compliance Check**First, we will complete a mandatory evaluation to make sure that you have answered all questions and have completed the Attachment 4 - Price Schedule in line with our instructions. All bids passing the mandatory evaluation will be progressed to the Technical Evaluation. |
| **TECHNICAL Evaluation**We will give your responses to the **TECHNICAL questionnaires** to the Contracting Authority’s evaluation panel. Each evaluator will independently assess your responses to the technical questions using the response guidance and the evaluation criteria.They will give a score and a reason for their score for each question they are assessing. The evaluators will enter the scores and reasons into the e-Sourcing suite.If the evaluation panel wishes to clarify any areas of your bid, bid clarification questions will be issued on an individual basis. |
| **Consensus** Once the evaluators have independently assessed your answers to the questions we will arrange for the evaluators to meet. We will facilitate the discussion.At this meeting, the evaluators will discuss the technical responses and review their scores and reasons for that score. The discussion will continue until they reach a consensus regarding the score, and reason for that score, for each question.These final scores will be used to calculate your technical score. If the evaluation panel wishes to clarify any areas of your bid, bid clarification questions will be issued via the e-sourcing suite on an individual basis. |
| **TECHNICAL Threshold**If you have not met the minimum acceptable score for each question, you will be excluded from the competition. We will tell you that you have been excluded from the procurement and why at award stage. |
| **Evaluate COMMERCIAL**We will then evaluate your commercial response and calculate your score using the evaluation criteria specified.If we wish to clarify any areas of your bid, bid clarification questions will be issued via the e-sourcing suite on an individual basis. |
| **Final Score**Your technical score will be added to your commercial score, to create your final score.  |
| **Award**Awards will be made to the successful bidder, subject to contract. We will notify successful and unsuccessful bidders providing feedback.  |

# Marking Scheme

### The evaluation criteria set out below will be used during the Technical Evaluation:

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| **Marking Scheme** | **Description** |
| **100 - Good** | The response fully meets all requirements with detail provided minimising risks to delivery.The response is comprehensive and unambiguous, demonstrating a thorough understanding of the requirements and provides details of how the requirement will be met in full without additional support from the Contracting Authority, other than that outlined within the Statement of Requirements. |
| **66 – Acceptable – Minor Concerns** | The response is acceptable and meets all the basic requirements. However, the response, is not sufficiently detailed to minimise risk and/or the proposed approach may require additional support (in addition to that outlined in the Statement of Requirements) from the Contracting Authority to meet its deliverables. |
| **33 – Non Acceptable - Major Concerns** | The response has met some, but not all elements of the requirement, which poses risk that the proposal will not meet the deliverables required.  The response does not demonstrate a full understanding of the requirement posing major concerns. |
| **0 - Unsuitable** | The response does not meet any of the requirements or no response has been provided.  An unacceptable and/or non-compliant response with serious reservations, demonstrating no understanding of the requirement. |

# Technical Evaluation

### Questionnaires Q1 and Q2 are mandatory question(s) and will be evaluated PASS / FAIL. If you fail any of these questions, you will be excluded from the competition. We will tell you that your bid has been excluded.

### When the consensus meeting has taken place and the final score for each question has been agreed by the evaluators, your final score for each question will be multiplied by that question’s weighting to calculate your weighted score for that question.

### Each weighted score for each question will then be added together to calculate your technical score.

### Please see table A below for an example of how your technical score will be calculated.

### **Table A – EXAMPLE ONLY**



# Commercial Evaluation

### This section contains information on how to complete Attachment 4 - Price Schedule and the commercial evaluation process.

### **How to complete your Attachment 4 – Price Schedule**

### Read and understand the instructions in the Attachment 4 - Price Schedule, and in this section before submitting your prices.

### Your prices should compare with the technical of your offer.

### Your prices must be sustainable and inclusive of all costs for example your operating costs and profit.

### Your prices are to exclude VAT.

### Pricing is to be inclusive of expenses.

### The currency is British pounds sterling, up to two decimal places.

### The percentages submitted shall be up to two decimal places.

### Pricing will be based on:

### Cost per return journey; and

### Rounded to the nearest £10.

### Zero bids will not be allowed.

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

### The prices submitted shall not exceed the overarching commercial agreement rates.

### You must download and complete the Attachment 4 – Price Schedule) you are submitting a bid for. Further detail may be provided within the Attachment 4 – Price Schedule.

### When you have completed your Attachment 4 - If you do not upload your Attachment 4 – Price Schedule your bid may be rejected from this competition.

### Do not alter, amend or change the format or layout of the Attachment 4 – Price Schedule.

### **Commercial Evaluation Process**

### This is how we will evaluate your pricing:

### We will check you have completed the Attachment 4 – Price Schedule as instructed.

### Failure to complete the Attachment 4 - Price Schedule as instructed may result in your bid being deemed non-compliant and it may be rejected from this competition.

### The commercial evaluation will be undertaken separately to the technical evaluation process.

### The Potential Bidder with the lowest total price will be awarded the maximum score available for that pricing table.

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

### The calculation we will use to evaluate your total price per element, is as follows:

Price Score = Lowest total price \* maximum score available Potential Bidder’s total price

### Please see table B below for an example of how your Price score will be calculated.

**Table B – EXAMPLE ONLY**



### The total score for each pricing table will be added together and the potential bidder with the highest total score will be awarded the maximum available commercial score.

### All other bidders will get a score relative to the total highest score.

### The calculation we will use to evaluate the total commercial score is as follows:

Commercial Score = Potential Bidders Total Score \* maximum score available

Highest Total Score

### Where we consider any of the total price(s) you have submitted to be abnormally low will ask you to explain the price(s) you have submitted (as required in regulation 69 of the Public Contracts Regulations 2015).

# Final Decision to Award

### We will add your technical score to your commercial score to calculate your final score.

### Please see table C below for an example of how your technical score and Price score will be added together to identify your final score.

### Where the Final Score achieved by multiple Bidders ranks them in equal position and all such Bidders have achieved the Minimum Pass Mark or higher in all questions, the Bidder with the highest score for the question 4.1, followed by question 4.2, 4.3, 4.5 and 4.6 will be deemed the winner and awarded the Contract.

**Table C – EXAMPLE ONLY**:



### The bidder with the highest final score will be awarded the contract.

# Further Information

* 1. We will tell you if you have been successful or unsuccessful.