

Invitation to Tender

Attachment 2 – How to bid

**RM6089 – Workplace Services**

**(FM Marketplace Phase 2)**

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1. How to make your bid
   1. Your bid must be made by the organisation that will be responsible for providing the Deliverables if your bid is successful.
   2. You may bid for one or more of the Lots/sub-lots, ensure you read paragraph 3 of attachment 1 – About the Framework.
   3. Your bid must be **entered 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 may result in the rejection of your bid and your exclusion from this competition.
2. 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. 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. Or they can provide you with their European Single Procurement Document (ESPD).
   3. 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 the ‘Information and declaration’ workbook attachment 4 for themselves and ensure attachment 8 certificates are completed.
   4. In addition, if you are the lead member of a consortium, you must get each of the other members to complete the ‘Information and declaration’ workbook attachment 4 for themselves.
3. 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**.
4. 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.
5. Selection questionnaire

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

You have the option of responding to the ‘Information and declaration’ workbook attachment 4 by attaching Parts II and III of your European Single Procurement Document (ESPD).

If you are submitting an EU ESPD you must still complete Parts 2A, 2B, 4 – 15 of the Selection Questionnaire and the declaration.

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 the Framework Schedules 1a-f (Specifications)for the lot/sub-lot you are bidding forcarefully, and read more than once. See below names of the Framework Schedules 1;
* Framework Schedule 1a - Security Services
* Framework Schedule 1b -Technical Security
* Framework Schedule1c - Defence Housing Management Services (National)
* Framework Schedule 1d - Defence Housing Maintenance Services
* Framework Schedule 1e - Housing Maintenance and Management Services
* Framework Schedule 1f - Defence Facilities Management
* 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.

1. 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 for each Lot/sub-lot is;

**Lot 1 Security**

Sub-lot 1a Security Services and sub-lot 1b Technical Security; 50 marks and the price evaluation is worth 50 marks.

**Sub-lot 2 Housing**

Sub-lot 2a Defence Housing Management Services (National), sub-lot 2b Defence Housing Maintenance Services and sub-lot 2c Housing Maintenance and Management Services; 50 marks and the price evaluation is worth 50 marks.

**Lot 3 Defence Facilities Management**

50 marks and the price evaluation is worth 50 marks.

1. Award process
   1. What YOU need to do

* answer the quality questions section A and section B of the quality questionnaire in the eSourcing suite in the technical envelope.
* Complete the price matrix applicable to the Lot/sub-lots for which you are bidding.
* Upload your completed price matrix into the eSourcing suite in the commercial envelope to question.
  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/sub-lot you have bid for. |
| 4. | **Quality Threshold**  To proceed to the next stage of the evaluation, bidders must:   * achieve a ‘PASS’ for the mandatory question in Section A, AQA1   **and**   * for sub-lot 1a and 1b achieve a mark higher than ‘0’ for question AQS1, AQS2, AQS5 and AQS6. * for sub-lots 2a and 2b achieve a mark of ‘33’ or above for question AQH4, AQH8. ~~and AQF4.~~ * for sub-lots 2a and 2b achieve a mark of ‘50’ or above for question AQH1 AQH2, AQH3, AQH5, AQH6 and AQH7. * for sub-lot 2c achieve a mark higher than ‘0’ for question AQH9 and AQH10. * for Lot 3 achieve a mark of ‘50’ or above for question AQF1, AQF2 and AQF3. * for Lot 3 achieve a mark of ‘33’ or above for question AQF4.   In the event that bidders do not achieve the thresholds listed above we will tell you that your bid has been excluded from the competition and why.  Refer to table in section 9 for an example of how your **quality score** for each Lot/sub-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 Section 11 – Price Evaluation. |
| 6. | **Final Score**  Your quality score will be added to your price score, to create your final score as illustrated in Part 12. Final decision to award. |
| 7. | **Award**  Awards will be made to the successful bidders following the standstill period, subject to contract. |

1. Quality Evaluation

Question AQA1 is a mandatory question for ALL lots/sub-lots and will be evaluated PASS / FAIL. If you answer ‘no’ to this question you will fail this question, you will be excluded from the competition. We will tell you that your bid has been excluded.

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.

Each of the award questions, in section B ‘lot specific questions’ of the award questionnaire will be evaluated 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.

To proceed to the next stage of the evaluation, bidders must:

* achieve a ‘PASS’ for the mandatory question in Section A, AQA1

**and**

* for sub-lot 1a and 1b you shall achieve a mark higher than ‘0’ for question AQS1, AQS2, AQS5 and AQS6.
* for sub-lots 2a and 2b achieve a mark of ‘33’ or above for question AQH4, AQH8. ~~and AQF4.~~
* for sub-lots 2a and 2b achieve a mark of ‘50’ or above for question AQH1 AQH2, AQH3, AQH5, AQH6 and AQH7.
* for sub-lot 2c achieve a mark higher than ‘0’ for question AQH9 and AQH10.
* for Lot 3 achieve a mark of ‘50’ or above for question AQF1, AQF2 and AQF3.
* for Lot 3 achieve a mark of ‘33’ or above for question AQF4.

Bidders who achieve a ‘FAIL’ for the mandatory question in AQA1 in Section A, and/or are awarded a mark under the above thresholds will be deemed as having failed in this competition and their bid will be excluded from further participation in this procurement.

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

Please see tables A – F below for worked examples of how your award quality score will be calculated

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Question** | | **Question Weighting** | **Maximum mark available** | **Your final mark** | **Your weighted mark** |
| AQS1 | Mobilisation of the Services | 25% | 100 | 75 | 18.75 |
| AQS2 | Management of Sub Contractors and Supply Chain | 20% | 100 | 100 | 20 |
| AQS3 | Quality Management | 25% | 100 | 100 | 25 |
| AQS4 | Service Delivery | 30% | 100 | 33 | 9.9 |
| **Award Quality score** | | | | | **73.65** |
| **Total Weighted Score** | | | | | **36.83** |

Table A – sub-lot 1a Security Services: Example

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Question** | | **Question Weighting** | **Maximum mark available** | **Your final mark** | **Your weighted mark** |
| AQS5 | Mobilisation of the Services | 25% | 100 | 100 | 25 |
| AQS6 | Management of Sub Contractors and Supply Chain | 20% | 100 | 100 | 20 |
| AQS7 | Quality Management | 25% | 100 | 66 | 16.5 |
| AQS8~~5~~ | Technical Resource | 30% | 100 | 33 | 9.9 |
| **Award Quality score** | | | | | **71.40** |
| **Total Weighted Score** | | | | | **35.70** |

Table B – sub-lot 1b Technical Security: Example

Table C – sub-lot 2a Defence Housing Management (National): Example

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Question** | | **Question Weighting** | **Maximum mark available** | **Your final mark** | **Your weighted mark** |
| AQH1 | Relationships | 40% | 100 | 50 | 20 |
| AQH2 | Flexibility, Resilience and Surge | 30% | 100 | 50 | 15 |
| AQH3 | Innovation | 20% | 100 | 100 | 20 |
| AQH4 | Social Value | 10% | 100 | 66 | 6.6 |
| **Award Quality score** | | | | | **61.60** |
| **Total Weighted Score** | | | | | **30.80** |

Table D sub-lot 2b Defence Housing Maintenance: Example

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Question** | | **Question Weighting** | **Maximum mark available** | **Your final mark** | **Your weighted mark** |
| AQH5 | Relationships | 40% | 100 | 50 | 20 |
| AQH6 | Flexibility, Resilience and Surge | 30% | 100 | 50 | 15 |
| AQH7 | Innovation | 20% | 100 | 100 | 20 |
| AQH8 | Social Value | 10% | 100 | 66 | 6.6 |
| **Award Quality score** | | | | | **61.60** |
| **Total Weighted Score** | | | | | **30.80** |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Question** | | **Question Weighting** | **Maximum mark available** | **Your final mark** | **Your weighted mark** |
| AQH9 | Management of Sub-Contractors and Supply Chain | 30% | 100 | 75 | 22.50 |
| AQH10 | Mobilisation of the Services | 30% | 100 | 50 | 15 |
| AQH11 | Innovation | 15% | 100 | 100 | 15 |
| AQH12 | Social Value | 15% | 100 | 33 | 4.95 |
| **Award Quality score** | | | | | **57.54** |
| **Total Weighted Score** | | | | | **28.77** |

Table E – sub-lot 2c Housing Maintenance and Management Services: Example

Table F – Lot 3 Defence Facilities Management: Example

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Question** | | **Question Weighting** | **Maximum mark available** | **Your final mark** | **Your weighted mark** |
| AQF1 | Relationships | 40% | 100 | 100 | 40.00 |
| AQF2 | Flexibility, Resilience and Surge | 30% | 100 | 100 | 30.00 |
| AQF3 | Innovation | 20% | 100 | 100 | 20.00 |
| AQF4 | Social Value | 10% | 100 | 66 | 6.60 |
| **Award Quality score** | | | | | **96.60** |
| **Total Weighted Score** | | | | | **48.30** |

1. Award quality questionnaire
   1. The quality questionnaire is split into two sections:

* Section A – Mandatory questions
* Section B – 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:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **SECTION A –MANDATORY QUESTION** | | **Marking Scheme** | | | | **Question Weighting** |
| AQA1 | Delivery of Services | (sub-lot 1a, 1b, 2a, 2b, 2c and Lot 3) | | | Pass/Fail | N/A |
| **SECTION B – LOT SPECIFIC QUESTIONS** | | | | | |  |
| **Lot 1 Security**  sub-lot 1a – Security Services | | | | | |  |
| AQS1 | Mobilisation of the Services | sub-lot 1a | | | 100/75/50/25/0 | 25% |
| AQS2 | Management of Sub Contractors and Supply Chain | sub-lot 1a | | | 100/66/33/0 | 20% |
| AQS3 | Quality Management | sub-lot 1a | | | 100/66/33/0 | 25% |
| AQS4 | Service Delivery | sub-lot 1a | | | 100/66/33/0 | 30% |
| sub-lot 1b – Technical Security | | | | | |  |
| AQS5 | Mobilisation of the Services | sub-lot 1b | | | 100/66/33/0 | 25% |
| AQS6 | Management of Sub Contractors and Supply Chain | sub-lot 1b | | | 100/66/33/0 | 20% |
| AQS7 | Quality Management | sub-lot 1b | | | 100/66/33/0 | 25% |
| AQS5 | Technical Resource | sub-lot 1b | | | 100/66/33/0 | 30% |
| **Lot 2 Housing**  sub lot 2a – Defence Housing Management Services (National) | | | | | |  |
| AQH1 | Relationships | sub-lot 2a | | | 100/75/50/25/0 | 40% |
| AQH2 | Flexibility, Resilience and Surge | sub-lot 2a | | | 100/75/50/25/0 | 30% |
| AQH3 | Innovation | sub-lot 2a | | | 100/75/50/25/0 | 20% |
| AQH4 | Social Value | Sub-lot 2a | | | 100/66/33/0 | 10% |
| sub lot 2b – Defence Housing Maintenance Services | | | | | |  |
| AQH5 | Relationships | sub-lot 2b | | | 100/75/50/25/0 | 40% |
| AQH6 | Flexibility, Resilience and Surge | sub-lot 2b | | | 100/75/50/25/0 | 30% |
| AQH7 | Innovation | sub-lot 2b | | | 100/75/50/25/0 | 20% |
| AQH8 | Social Value | sub-lot 2b | | | 100/66/33/0 | 10% |
| sub-lot 2c - Housing Maintenance and Management Services | | | | | |  |
| AQH9 | Management of Sub-Contractors and Supply Chain | | sub-lot 2c | 100/75/50/25/0 | | 30% |
| AQH10 | Mobilisation of the Services | | sub-lot 2c | 100/75/50/25/0 | | 30% |
| AQH11 | Innovation | | sub-lot 2c | 100/75/50/25/0 | | 15% |
| AQH12 | Social Value | | sub-lot 2c | 100/66/33/0 | | 25% |
| **Lot 3 Defence** | | | | | |  |
| AQF1 | Relationships | | Lot 3 | 100/75/50/25/0 | | 40% |
| AQF2 | Flexibility, Resilience and Surge | | Lot 3 | 100/75/50/25/0 | | 30% |
| AQF3 | Innovation | | Lot 3 | 100/75/50/25/0 | | 20% |
| AQF4 | Social Value | | Lot 3 | 100/66/33/0 | | 10% |

**Award Questionnaire**

|  |  |
| --- | --- |
| **AQA1 Delivery Of Services – (sub-lots 1a, 1b, 2a, 2b, 2c and Lot 3)** | |
| You are required to indicate by selecting either option **YES** or **NO**, that if you are awarded a place on the Framework Contract, that you (either directly or via your partners or sub-contractors) will or will not, unreservedly deliver in full the Services for the Lot/sub-lot for which you are bidding for, as set out in Framework Schedules F1a - f Specifications.   |  |  | | --- | --- | | **YES** | You (either directly or via your partners or sub-contractors) will, unreservedly deliver in full, the Services, for the sub-lot for which you are bidding for, as set out in Framework Schedules F1a - f Specifications. | | **NO** | You will not, or cannot, deliver in full, the Services, for the sub-lot for which you are bidding for, as set out in Framework Schedules F1a - f Specifications. | | |
| **Response Guidance**  You are required to select option **YES** or **NO** from the drop down list associated with this question.  **This is a PASS/FAIL question. If you cannot or are unwilling to select YES to this question, you will be excluded from further participation in this competition.**  Providing a **YES** response means you (either directly or via your partners or sub-contractors) will, unreservedly deliver in full the Services, for which you bidding for, as set out in Framework Schedules F1a - f Specifications.  If you select **NO** (or do not answer the question) to indicate that they will not, or cannot, deliver in full the Services, for which you bidding for, as set out in Framework Schedules F1a - f Specifications. | |
| Marking Scheme | Evaluation Marking Scheme |
| **PASS** | You have selected option **YES** confirming that you (either directly or via your partners or sub-contractors) will, unreservedly deliver in full the Services, for which you are bidding for, as set out in Framework Schedules F1a - f Specifications. |
| **FAIL** | You have selected **NO** confirming that you will not, or cannot, deliver in full the Services, for which you are bidding for, as set out in Framework Schedules F1a - f Specifications.  OR  You have not selected either **YES** or **NO**. |

**Sub-lot 1a – Security Services**

|  |  |
| --- | --- |
| **AQS1 Mobilisation of the Services** | |
| You are required to demonstrate how Mobilisation will be implemented to meet the Buyer’s requirements. Include how you will work in partnership with the Buyer, incumbent supplier and other security service suppliers to build up knowledge to ensure smooth transition, as set out in Work Package B - Contract Mobilisation, Modules B.1 of Framework Schedule F1a Specification and Framework Schedule Call-Off Schedule C2 Staff Transfer and Call-Off Schedule C13 Mobilisation Plan and Testing  Tell us how you will meet the requirements by fully addressing component parts (a to d) of the Response Guidance below. | |
| **Response Guidance**  **All bidders must answer this question.**  **You must insert your response into the text fields in the e-Sourcing Suite.**  Your response must:   1. demonstrate the processes you will have in place to select and appoint a mobilisation team with the skills, experience and qualifications consistent with the roles to which they will be assigned to ensure a successful mobilisation of services; 2. demonstrate the processes you will have in place to manage risks to the successful mobilisation of the Buyers requirements from the start of the mobilisation period, and how you will ensure clear lines of responsibility, communication, ownership and escalation of the risks; 3. demonstrate the processes you will have in place to ensure that your mobilisation and operational delivery teams and supply chain partners work in partnership to ensure efficient transition between these teams to retain the knowledge gained during the mobilisation period. 4. demonstrate the process you follow to arrive at the workforce required to deliver your optimum bid model for labour loading including; TUPE transferees, existing workforce and new recruits in all Call Offs.   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 and providing information not relevant to the topic.  Whilst there will be no marks given to layout, spelling, punctuation and grammar, it willassist evaluators if attention is paid to these areas and you address each of the component parts in this response guidance in the order they are listed above and highlight which part (a to d) you are responding to.  **Maximum character count – 8000 characters including spaces and punctuation.**  **This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will not be taken into consideration for the purposes of the evaluation of this question.** | |
| **Marking Scheme** | **Evaluation Marking Scheme** |
| **100** | The Bidders response fully addresses all 4 of the component parts (a to d) of the response guidance above |
| **75** | The Bidders response fully addresses 3 of the 4 component parts (a to d) of the response guidance above |
| **50** | The Bidders response fully addresses 2 of the 4 component parts (a to d) of the response guidance above |
| **25** | The Bidders response fully addresses 1 of the 4 component parts (a to d) of the response guidance above |
| **0** | The Bidders response has not 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 |

|  |  |
| --- | --- |
| **AQS2 Management of Sub Contractors and Supply Chain** | |
| You are required to demonstrate how you will appoint and manage your sub-contractors and supply chain so that the Services provided through the Framework Contract are of the required quality and requirements are met and maintained for all Buyers, as set out in Work Package A - Contract Management, Module A.12 of Framework Schedule F1a: Specification and Joint Schedule J6: Key sub-contractors.  Tell us how you will meet the requirements by fully addressing component parts (a to c) of the Response Guidance below.  If you do not intend using any sub-contractors, you are still required to answer this question in the context of how you would appoint and manage sub-contractors in the future. | |
| **Response Guidance**  **All bidders must answer this question.**  **You must insert your response into the text fields in the e-Sourcing Suite.**  Your response must:   1. demonstrate the appropriate process you will have in place, to identify and appoint sub-contractors within your supply chain ensuring that they are able to provide the Services to the required quality standard in accordance with Framework Schedule 1a and/or 1b Specifications: 2. demonstrate the appropriate processes you will have in place to identify and implement opportunities to improve on quality and operational efficiency within the supply chain, including how you will provide assurance of the continuity of supply throughout the duration of the Framework Contract and any Call Off Contracts established; 3. demonstrate the appropriate processes you will have in place for problem solving, risk management and dispute resolution   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 and providing information not relevant to the topic.  Whilst there will be no marks given to layout, spelling, punctuation and grammar, it willassist evaluators if attention is paid to these areas and you address each of the component parts in this response guidance in the order they are listed above and highlight which part (a to c) you are responding to.  **Maximum character count – 8000 characters including spaces and punctuation.**  **This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will not be taken into consideration for the purposes of the evaluation of this question.** | |
| **Marking Scheme** | **Evaluation Marking Scheme** |
| **100** | The Bidders response fully addresses all 3 of the component parts (a to c) of the response guidance above |
| **66** | The Bidders response fully addresses 2 of the 3 component parts (a to c) of the response guidance above |
| **33** | The Bidders response fully addresses 1 of the 3 component parts (a to c) of the response guidance above |
| **0** | The Bidders response has not 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 |

|  |  |
| --- | --- |
| **AQS3 Quality Management** | |
| You are required to demonstrate how you will implement a process for managing customer satisfaction, service failures and complaints as set out in Work Package A Contract Management, Module A.10 of Framework Schedule F1a: Specification.  Tell us how you will meet the requirements by fully addressing component parts (a to c) of the Response Guidance below. | |
| **Response Guidance**  **All bidders must answer this question.**  **You must insert your response into the text fields in the e-Sourcing Suite.**  Your response must:   1. demonstrate your approach to customer service detailing how you will ensure a proactive and responsive customer service experience which delivers a high level of customer satisfaction and resolves issues successfully. 2. demonstrate your process for how you will work with the customer to improve the service and demonstrate how you will ensure that customer satisfaction levels remain high throughout the period of the contract. 3. demonstrate how you will ensure that all staff involved in delivering the services have an in-depth understanding of the Buyers vision and objectives for the contract.   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 and providing information not relevant to the topic.  Whilst there will be no marks given to layout, spelling, punctuation and grammar, it willassist evaluators if attention is paid to these areas and you address each of the component parts in this response guidance in the order they are listed above and highlight which part (a to c) you are responding to.  **Maximum character count – 8000 characters including spaces and punctuation.**  **This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will not be taken into consideration for the purposes of the evaluation of this question.** | |
| **Marking Scheme** | **Evaluation Marking Scheme** |
| **100** | The Bidders response fully addresses all 3 of the component parts (a to c) of the response guidance above |
| **66** | The Bidders response fully addresses 2 of the 3 component parts (a to c) of the response guidance above |
| **33** | The Bidders response fully addresses 1 of the 3 component parts (a to c) of the response guidance above |
| **0** | The Bidders response has not 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 |

|  |  |
| --- | --- |
| **AQS4 Service Delivery** | |
| You are required to demonstrate how you will provide the Services specified within the Service Information, to the required Service Levels and standards as set out in Work Package A Contract Management, Module A.4 and Annexes A and D, part B. of Framework Schedule F1a: Specification  Tell us how you will meet the requirements by fully addressing component parts (a to c) of the Response Guidance below. | |
| **Response Guidance**  **All Bidders must answer this question.**  **You must insert your response into the text fields in the e-Sourcing Suite.**  Your response must:   1. demonstrate how you will plan your resource to meet the security guarding requirement and how you will respond to fluctuations in staff numbers due to sickness and annual leave to ensure a flexible and responsive approach to the requirements. 2. demonstrate how you will deliver efficiencies and innovation throughout the Service Period, achieving maximum value for the Buyer whilst ensuring the quality of the Services are not compromised. 3. demonstrate how you will capture and communicate efficiencies and innovative solutions back to the Buyer including any details of added value that you can offer   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 and providing information not relevant to the topic.  Whilst there will be no marks given to layout, spelling, punctuation and grammar, it willassist evaluators if attention is paid to these areas and you address each of the component parts in this response guidance in the order they are listed above and highlight which part (a to c) you are responding to.  **Maximum character count – 8000 characters including spaces and punctuation.**  **This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will not be taken into consideration for the purposes of the evaluation of this question.** | |
| **Marking Scheme** | **Evaluation Marking Scheme** |
| **100** | The Bidders response fully addresses all 3 of the component parts (a to c) of the response guidance above |
| **66** | The Bidders response fully addresses 2 of the 3 component parts (a to c) of the response guidance above |
| **33** | The Bidders response fully addresses 1 of the 3 component parts (a to c) of the response guidance above |
| **0** | The Bidders response has not 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 |

**Sub-lot 1b – Technical Security**

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| **AQS5 Mobilisation of the Services** | |
| You are required to demonstrate how Mobilisation will be implemented to meet the Buyer’s requirements. Include how you will work in partnership with the Buyer, incumbent supplier and other security service suppliers to build up knowledge to ensure smooth transition, as set out in Work Package B - Contract Mobilisation, Modules B.1 of Framework Schedule F1b; Specification and Call-Off Schedule C2 Staff Transfer and Call-Off Schedule C13 Mobilisation Plan and Testing  Tell us how you will meet the requirements by fully addressing component parts (a to d) of the Response Guidance below. | |
| **Response Guidance**  **All bidders must answer this question.**  **You must insert your response into the text fields in the e-Sourcing Suite.**  Your response must:   1. demonstrate the processes you will have in place to select and appoint a mobilisation team with the skills, experience and qualifications consistent with the roles to which they will be assigned to ensure a successful mobilisation of services; 2. demonstrate the processes you will have in place to manage risks to the successful mobilisation of the Buyers requirements from the start of the mobilisation period, and how you will ensure clear lines of responsibility, communication, ownership and escalation of the risks; 3. demonstrate the processes you will have in place to ensure that your mobilisation and operational delivery teams and supply chain partners work in partnership to ensure efficient transition between these teams to retain the knowledge gained during the mobilisation period. 4. demonstrate the process you follow to arrive at the workforce required to deliver your optimum bid model for labour loading including; TUPE transferees, existing workforce and new recruits in all Call Offs.   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 and providing information not relevant to the topic.  Whilst there will be no marks given to layout, spelling, punctuation and grammar, it willassist evaluators if attention is paid to these areas and you address each of the component parts in this response guidance in the order they are listed above and highlight which part (a to d) you are responding to.  **Maximum character count – 8000 characters including spaces and punctuation.**  **This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will not be taken into consideration for the purposes of the evaluation of this question.** | |
| **Marking Scheme** | **Evaluation Marking Scheme** |
| **100** | The Bidders response fully addresses all 4 of the component parts (a to d) of the response guidance above |
| **75** | The Bidders response fully addresses 3 of the 4 component parts (a to d) of the response guidance above |
| **50** | The Bidders response fully addresses 2 of the 4 component parts (a to d) of the response guidance above |
| **25** | The Bidders response fully addresses 1 of the 4 component parts (a to d) of the response guidance above |
| **0** | The Bidders response has not 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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| **AQS6 Management of Sub Contractors and Supply Chain** | |
| You are required to demonstrate how you will appoint and manage your sub-contractors and supply chain so that the Services provided through the Framework Contract are of the required quality and requirements are met and maintained for all Buyers, as set out in Work Package A - Contract Management, Module A.12 of, Framework Schedule F1b: Specification and Joint Schedule J6: Key sub-contractors.  Tell us how you will meet the requirements by fully addressing component parts (a to c) of the Response Guidance below.  If you do not intend using any sub-contractors, you are still required to answer this question in the context of how you would appoint and manage sub-contractors in the future. | |
| **Response Guidance**  **All bidders must answer this question.**  **You must insert your response into the text fields in the e-Sourcing Suite.**  Your response must:   1. demonstrate the appropriate process you will have in place, to identify and appoint sub-contractors within your supply chain ensuring that they are able to provide the Services to the required quality standard in accordance with Framework Schedule 1a and/or 1b Specifications: 2. demonstrate the appropriate processes you will have in place to identify and implement opportunities to improve on quality and operational efficiency within the supply chain, including how you will provide assurance of the continuity of supply throughout the duration of the Framework Contract and any Call Off Contracts established; 3. demonstrate the appropriate processes you will have in place for problem solving, risk management and dispute resolution   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 and providing information not relevant to the topic.  Whilst there will be no marks given to layout, spelling, punctuation and grammar, it willassist evaluators if attention is paid to these areas and you address each of the component parts in this response guidance in the order they are listed above and highlight which part (a to c) you are responding to.  **Maximum character count – 8000 characters including spaces and punctuation.**  **This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will not be taken into consideration for the purposes of the evaluation of this question.** | |
| **Marking Scheme** | **Evaluation Marking Scheme** |
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| **66** | The Bidders response fully addresses 2 of the 3 component parts (a to c) of the response guidance above |
| **33** | The Bidders response fully addresses 1 of the 3 component parts (a to c) of the response guidance above |
| **0** | The Bidders response has not 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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| **AQS7 Quality Management** | |
| You are required to demonstrate how you will implement a process for managing customer satisfaction, service failures and complaints as set out in Work Package A, Module A.10 of Framework Schedule F1b: Specification.  Tell us how you will meet the requirements by fully addressing component parts (a to c) of the Response Guidance below. | |
| **Response Guidance**  **All bidders must answer this question.**  **You must insert your response into the text fields in the e-Sourcing Suite.**  Your response must:   1. demonstrate your approach to customer service detailing how you will ensure a proactive and responsive customer service experience which delivers a high level of customer satisfaction and resolves issues successfully. 2. demonstrate your process for how you will work with the customer to improve the service and demonstrate how you will ensure that customer satisfaction levels remain high throughout the period of the contract. 3. demonstrate how you will ensure that all staff involved in delivering the services have an in-depth understanding of the Buyers vision and objectives for the contract.   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 and providing information not relevant to the topic.  Whilst there will be no marks given to layout, spelling, punctuation and grammar, it willassist evaluators if attention is paid to these areas and you address each of the component parts in this response guidance in the order they are listed above and highlight which part (a to c) you are responding to.  **Maximum character count – 8000 characters including spaces and punctuation.**  **This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will not be taken into consideration for the purposes of the evaluation of this question.** | |
| **Marking Scheme** | **Evaluation Marking Scheme** |
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| **66** | The Bidders response fully addresses 2 of the 3 component parts (a to c) of the response guidance above |
| **33** | The Bidders response fully addresses 1 of the 3 component parts (a to c) of the response guidance above |
| **0** | The Bidders response has not 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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| **AQS8 ~~Staff~~ Technical Resource** | |
| You are required to demonstrate how you will ensure that the calibre of staff appointed are able to deliver the high standards of service needed nationally and regionally to fulfil the range of Technical Security Services in Work Package A, Module A:11of Framework Schedule F1b: Specification and Call Off Schedule 3: Continuous Improvement.  Tell us how you will meet the requirements by fully addressing component parts (a to c) of the Response Guidance below. | |
| **Response Guidance**  **All Bidders must answer this question.**  **You must insert your response into the text fields in the e-Sourcing Suite.**  Your response must:   1. Demonstrate your process for staff recruitment describing how you will develop staff and ensure continued professional development and how the technical services knowledge of staff remains relevant and up to date. 2. Demonstrate your process for resourcing the Framework Contract with the correctly experienced staff and how your resource will ensure that a quality service is delivered nationally and regionally.      1. Demonstrate your process to ensure knowledge facilitation takes place and how you will ensure that the buyer remains upskilled during the life of the Framework Contract up to and including its completion.   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 and providing information not relevant to the topic.  Whilst there will be no marks given to layout, spelling, punctuation and grammar, it willassist evaluators if attention is paid to these areas and you address each of the component parts in this response guidance in the order they are listed above and highlight which part (a to c) you are responding to.  **Maximum character count – 8000 characters including spaces and punctuation.**  **This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will not be taken into consideration for the purposes of the evaluation of this question.** | |
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| **33** | The Bidders response fully addresses 1of the 3 component parts (a to c) of the response guidance above |
| **0** | The Bidders response has not 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 |

**Sub-lot 2a – Defence Housing Management Services (National)**

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| **AQH1 Relationships** | |
| You are required to work with the Buyer, sub-contractor, supply chain and SMEs to build highly effective collaborative working relationships to ensure the successful delivery of the services.  Tell us how you will develop and maintain relationships in line with the Buyers requirement(s) as set out in Work Package A - Contract Management, Service A:1, A:4, A:11 and A:14 of Framework Schedule F1c: Specification; Work Package F - Accommodation Occupancy and Property Management, Service F:10.  Tell us how you will meet the requirement by fully addressing component parts (a to d) of the Response Guidance below. | |
| **Response Guidance**  **All bidders must answer this question.**  **You must insert your response into the text fields in the e-Sourcing Suite.**  Your response must:   1. demonstrate how you will maintain a positive relationship with the Buyer to provide a proactive and responsive customer service; managing customer satisfaction to the agreed levels; 2. demonstrate the process you will have in place to appoint key sub-contractors and undertake due diligence regarding beneficial owners of the business; that key sub-contractors employ appropriate fit persons; and that key sub-contractors are reliable; 3. demonstrate the process you will have in place with key sub-contractors, supply chain, and SMEs for relationship management, problem solving, risk management and dispute resolution, including procedures to manage points of failure/customer complaints; 4. demonstrate how you will measure, manage and strengthen relationships to ensure that all opportunities are identified that have the potential to drive improved performance;   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 generalized statements and providing information not relevant to the topic.  Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attentions is paid to these areas and you address each of the component parts in this response guidance in the order that are listed above and highlight which part (a to d) you are responding to.  **Maximum character count – 8000 characters including spaces and punctuation.**  **This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will not be taken into consideration for the purposes of the evaluation of this question.** | |
| **Marking Scheme** | **Evaluation Marking Scheme** |
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| **75** | The Bidders response fully addresses 3 of the 4 component parts (a to d) of the response guidance above |
| **50** | The Bidders response fully addresses 2 of the 4 component parts (a to d) of the response guidance above |
| **25** | The Bidders response fully addresses 1 of the 4 component parts (a to d) of the response guidance above |
| **0** | The Bidders response has not 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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| **AQH2 Flexibility, Resilience and Surge** | |
| You are required to be capable of delivering a flexible and resilient service to meet the required standards of the Buyer’s requirement and to meet a surge in demand while continuing to deliver the services as set out in Work Package A - Contract Management, Service A:1, A:3, A:8 and A:11 of Framework Schedule F1c: Specification; Call-Off Schedule 3: Continuous Improvement and Call-Off Schedule 8: Business Continuity and Disaster Recovery.  Tell us how you will meet the requirement by fully addressing component parts (a to d) of the Response Guidance below. | |
| **Response Guidance**  **All bidders must answer this question.**  **You must insert your response into the text fields in the e-Sourcing Suite.**  Your response must:   1. describe how you will show flexibility in response to a Buyer’s changing requirements and the outcome this will have on performance; 2. describe how you will provide and maintain the level of service required when faced with challenges to normal operations; 3. describe how you will provide flexibility of resources to meet a Buyer’s short term surge demands; 4. describe how your business continuity mechanisms will directly support   resilience in delivery of the Buyer’s requirement.  Your response should be limited to, and focused on each of the component parts of the question posed at (a to d). You should refrain from making generalised statements and providing information not relevant to the topic.  Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attentions is paid to these areas and you address each of the component parts in this response guidance in the order that are listed above and highlight which par (a to d) you are responding to.  **Maximum character count – 8000 characters including spaces and punctuation.**  **This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will not be taken into consideration for the purposes of the evaluation of this question.** | |
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| **AQH3 Innovation** | |
| You are required to work collaboratively with the Buyer and the Buyer’s customers to find ways of continually delivering the Services in cost effective ways and / or ways that improve the quality of service.  Tell us how you will develop proposals and initiatives in line with the Buyers requirement(s) as set out in Work Package A - Contract Management, Service A:1, A:8 and A:14 of Framework Schedule F1c: Specification; Call-Off Schedule C3: Continuous Improvement.  Tell us how you will meet the requirement by fully addressing component parts (a to d) of the Response Guidance below | |
| **Response Guidance**  **All bidders must answer this question.**  **You must insert your response into the text fields in the e-Sourcing Suite.**  Your response must:   1. demonstrate the process you will have in place to develop proposals with the Buyer that reflect your understanding of the Buyer requirements for value added and innovation; 2. demonstrate how you will share more efficient and innovate ways of working with Buyers and describe how you will cascade this information, so that Buyers will benefit from best practice becoming working practice, particularly with regard to new technologies; 3. demonstrate how you will work with the Buyer to identify improved ways of working in relation to delivering the Buyer’s requirements; 4. demonstrate the process you will have in place to validate that the agreed financial and non-financial benefits for the Supplier and the Buyer have been achieved.   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 generalized statements and providing information not relevant to the topic.  Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attentions is paid to these areas and you address each of the component parts in this response guidance in the order that are listed above and highlight which part (a to d) you are responding to.  **Maximum character count – 8000 characters including spaces and punctuation.**  **This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will not be taken into consideration for the purposes of the evaluation of this question.** | |
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| **AQH4 Social Value** | |
| You are required to be capable of working with any Buyer to identify Social Value outcomes and be aligned to the Buyers’ priorities and deliver the agreed Social Value benefits.  Please explain how you will collaborate with the Buyers to successfully achieve their Social Value and Sustainability strategic goals and wider benefits through projects under the Framework Contract, as set out in Work Package A - Contract Management, Service A:1, A:10 and A:17 of Framework Schedule F1c: Specification; Joint Schedule J5: Corporate Social Responsibility.  Tell us how you will meet the requirements by fully addressing component parts (a to c) of the Response Guidance below. | |
| **Response Guidance**  **All bidders must answer this question.**  **You must insert your response into the text fields in the e-Sourcing Suite.**  Your response must:   1. demonstrate how you will identify and consider the Social Value requirements of a Buyer including the process you will follow to work with the Buyer to successfully achieve the Social Value requirements; 2. describe how you will implement and manage into delivery the Buyers Social Value requirement; 3. describe how your processes will track and report against the benefits realisation of the Social Value requirement and rectify any deficiencies to continuously improve.   You should base your answer on a typical work package you expect to deliver under the sub-lot you are bidding for.  Your response should be limited to, and focused on each of the component parts of the question (a to c). You should refrain from making generalised statements and providing information not relevant to the topic.  Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attentions is paid to these areas and you address each of the component parts in this response guidance in the order that are listed above and highlight which part (a to c) you are responding to.  **Maximum character count – 8000 characters including spaces and punctuation.**  **This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will not be taken into consideration for the purposes of the evaluation of this question.** | |
| **Marking Scheme** | **Evaluation Marking Scheme** |
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| **0** | The Bidders response has not 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 |

**Sub-lot 2b – Defence Housing Maintenance Services**

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| **AQH5 Relationships** | |
| You are required to work with the Buyer, sub-contractor, supply chain and SMEs to build highly effective collaborative working relationships to ensure the successful delivery of the services.  Tell us how you will develop and maintain relationships in line with the Buyers requirement(s) as set out in Work Package A - Contract Management, Service A:1, A:4 and A:12 of Framework Schedule F1d: Specification; Work Package G - Property Maintenance Support Desk Services, Service G:1.  Tell us how you will meet the requirement by fully addressing component parts (a to d) of the Response Guidance below. | |
| **Response Guidance**  **All bidders must answer this question.**  **You must insert your response into the text fields in the e-Sourcing Suite.**  Your response must:   1. demonstrate how you will maintain a positive relationship with the Buyer to provide a proactive and responsive customer service; managing customer satisfaction to the agreed levels; 2. demonstrate the process you will have in place to appoint key sub-contractors and undertake due diligence regarding beneficial owners of the business; that key sub-contractors employ appropriate fit persons; and that key sub-contractors are reliable; 3. demonstrate the process you will have in place with key sub-contractors, supply chain, and SMEs for relationship management, problem solving, risk management and dispute resolution, including procedures to manage points of failure/customer complaints; 4. demonstrate how you will measure, manage and strengthen relationships to ensure that all opportunities are identified that have the potential to drive improved performance;   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 generalized statements and providing information not relevant to the topic.  Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attentions is paid to these areas and you address each of the component parts in this response guidance in the order that are listed above and highlight which part (a to d) you are responding to.  **Maximum character count – 8000 characters including spaces and punctuation.**  **This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will not be taken into consideration for the purposes of the evaluation of this question.** | |
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| **AQH6 Flexibility, Resilience and Surge** | |
| You are required to be capable of delivering a flexible and resilient service to meet the required standards of the Buyer’s requirement and to meet a surge in demand while continuing to deliver the services as set in Work Package A - Contract Management, Service A:1, A:3, A:9 and A:12 of Framework Schedule F1d: Specification; Call-Off Schedule C3: Continuous Improvement and Call-Off Schedule C8: Business Continuity and Disaster Recovery.  Tell us how you will meet the requirement by fully addressing component parts (a to d) of the Response Guidance below. | |
| **Response Guidance**  **All bidders must answer this question.**  **You must insert your response into the text fields in the e-Sourcing Suite.**  Your response must:   1. demonstrate how you will show flexibility in response to a Buyer’s changing requirements and the outcome this will have on performance; 2. demonstrate how you will provide and maintain the level of service required when faced with challenges to normal operations; 3. demonstrate how you will provide flexibility of resources to meet a Buyer’s short term surge demands; 4. demonstrate how your business continuity mechanisms will directly support   resilience in delivery of the Buyer’s requirement.  Your response should be limited to, and focused on each of the component parts of the question posed at (a to d). You should refrain from making generalised statements and providing information not relevant to the topic.  Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attentions is paid to these areas and you address each of the component parts in this response guidance in the order that are listed above and highlight which par (a to d) you are responding to.  **Maximum character count – 8000 characters including spaces and punctuation.**  **This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will not be taken into consideration for the purposes of the evaluation of this question.** | |
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| **AQH7 Innovation** | |
| You are required to work collaboratively with the Buyer and the Buyer’s customers to find ways of continually delivering the Services in cost effective ways and / or ways that improve the quality of service.  Tell us how you will develop proposals and initiatives in line with the Buyers requirement(s) as set out in Work Package A - Contract Management, Service A:1, A:9 and A:15 of Framework Schedule F1d: Specification; Call-Off Schedule C3: Continuous Improvement.  Tell us how you will meet the requirement by fully addressing component parts (a to d) of the Response Guidance below | |
| **Response Guidance**  **All bidders must answer this question.**  **You must insert your response into the text fields in the e-Sourcing Suite.**  Your response must:   1. demonstrate the process you will have in place to develop proposals with the Buyer that reflect your understanding of the Buyer requirements for value added and innovation; 2. demonstrate how you will share more efficient and innovate ways of working with Buyers and describe how you will cascade this information, so that Buyers will benefit from best practice becoming working practice, particularly with regard to new technologies; 3. demonstrate how you will work with the Buyer to identify improved ways of working in relation to delivering the Buyer’s requirements; 4. demonstrate the process you will have in place to validate that the agreed financial and non-financial benefits for the Supplier and the Buyer have been achieved.   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 generalized statements and providing information not relevant to the topic.  Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attentions is paid to these areas and you address each of the component parts in this response guidance in the order that are listed above and highlight which part (a to d) you are responding to.  **Maximum character count – 8000 characters including spaces and punctuation.**  **This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will not be taken into consideration for the purposes of the evaluation of this question.** | |
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| **AQH8 Social Value** | |
| You are required to be capable of working with any Buyer to identify Social Value outcomes and be aligned to the Buyers’ priorities and deliver the agreed Social Value benefits.  Please explain how you will collaborate with the Buyers to successfully achieve their Social Value and Sustainability strategic goals and wider benefits through projects under the Framework Contract, as set out in Work Package A - Contract Management, Service A:1, A:11 and A:18 of Framework Schedule F1d: Specification; Joint Schedule J5: Corporate Social Responsibility.  Tell us how you will meet the requirements by fully addressing component parts (a to c) of the Response Guidance below. | |
| **Response Guidance**  **All bidders must answer this question.**  **You must insert your response into the text fields in the e-Sourcing Suite.**  Your response must:   1. demonstrate how you will identify and consider the Social Value requirements of a Buyer including the process you will follow to work with the Buyer to successfully achieve the Social Value requirements; 2. describe how you will implement and manage into delivery the Buyers Social Value requirement; 3. describe how your processes will track and report against the benefits realisation of the Social Value requirement and rectify any deficiencies to continuously improve.   You should base your answer on a typical work package you expect to deliver under the sub-lot you are bidding for.  Your response should be limited to, and focused on each of the component parts of the question (a to c). You should refrain from making generalised statements and providing information not relevant to the topic.  Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attentions is paid to these areas and you address each of the component parts in this response guidance in the order that are listed above and highlight which part (a to c) you are responding to.  **Maximum character count – 8000 characters including spaces and punctuation.**  **This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will not be taken into consideration for the purposes of the evaluation of this question.** | |
| **Marking Scheme** | **Evaluation Marking Scheme** |
| **100** | The Bidders response fully addresses all 3 of the component parts (a to c) of the response guidance above |
| **66** | The Bidders response fully addresses 2 of the 3 component parts (a to c) of the response guidance above |
| **33** | The Bidders response fully addresses 1 of the 3 component parts (a to c) of the response guidance above |
| **0** | The Bidders response has not 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 |

**Sub-lot 2c – Housing Maintenance and Management Services**

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| **AQH9 Management of Sub Contractors and Supply Chain** | |
| You are required to demonstrate how you will appoint and manage your sub-contractors and supply chain so that the Services provided through the Framework Contract are of the required standards and requirements are met for all Buyers, as set out in Work Package A - Contract Management, Service A.15 of Framework Schedule F1e: Specification and Joint Schedule J6: Key sub-contractors.  Tell us how you will meet the requirements by fully addressing component parts (a to d) of the Response Guidance below.  If you do not intend using any sub-contractors, you are still required to answer this question in the context of how you would appoint and manage sub-contractors in the future. | |
| **Response Guidance**  **All bidders must answer this question.**  **You must insert your response into the text fields in the e-Sourcing Suite.**  Your response must:   1. demonstrate the process you will have in place, to appoint sub-contractors including how relationships will be formalised and effectively managed. 2. demonstrate how you will manage performance including the activities and reviews you will undertake to monitor delivery of supply chains to ensure consistent achievement of the required services, standards and Call Off KPI’s 3. demonstrate how you will identify and implement opportunities to improve on quality and operational efficiency within the supply chain, including how you will provide assurance of the continuity of supply; 4. demonstrate the processes you will have in place for problem solving, risk management and dispute resolution, including procedure to manage any points of failure.   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 and providing information not relevant to the topic.  Whilst there will be no marks given to layout, spelling, punctuation and grammar, it willassist evaluators if attention is paid to these areas and you address each of the component parts in this response guidance in the order they are listed above and highlight which part (a to d) you are responding to.  **Maximum character count – 8000 characters including spaces and punctuation.**  **This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will not be taken into consideration for the purposes of the evaluation of this question.** | |
| **Marking Scheme** | **Evaluation Marking Scheme** |
| **100** | The Bidders response fully addresses all 4 of the component parts (a to d) of the response guidance above |
| **75** | The Bidders response fully addresses 3 of the 4 component parts (a to d) of the response guidance above |
| **50** | The Bidders response fully addresses 2 of the 4 component parts (a to d) of the response guidance above |
| **25** | The Bidders response fully addresses 1 of the 4 component parts (a to d) of the response guidance above |
| **0** | The Bidders response has not 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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| **AQH10 Mobilisation of the Services** | |
| You are required to demonstrate how Mobilisation will be implemented to meet the Buyer’s requirements. Include how you will work in partnership with the Buyer, incumbent Supplier and other FM Suppliers to build up knowledge to ensure smooth transition, as set out in Work Package B - Contract Mobilisation, Service B.1 of Framework Schedule F1e: Specification and Call-Off Schedule C2 Staff Transfer and Call-Off Schedule C13 Mobilisation Plan and Testing.  Tell us how you will meet the requirements by fully addressing component parts (a to d) of the Response Guidance below | |
| **Response Guidance**  **All bidders must answer this question.**  **You must insert your response into the text fields in the e-Sourcing Suite.**  Your response must:   1. demonstrate the processes you will have in place to select and appoint a mobilisation team with the skills, experience and qualifications consistent with the roles to which they will be assigned to ensure a successful mobilisation of services; 2. demonstrate the processes you will have in place to manage risks to the successful mobilisation of the Buyers requirements from the Call Off Commencement Date, and how you will ensure clear lines of responsibility, communication, ownership and escalation of the risks; 3. demonstrate the processes you will have in place to ensure that your mobilisation and operational delivery teams and supply chain partners work in partnership to ensure efficient transition between these teams to retain the knowledge gained during the mobilisation period. 4. demonstrate the process you follow to arrive at the workforce required to deliver your optimum bid model for labour loading including; TUPE transferees, existing workforce and new recruits in all Call Offs.   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 and providing information not relevant to the topic.  Whilst there will be no marks given to layout, spelling, punctuation and grammar, it willassist evaluators if attention is paid to these areas and you address each of the component parts in this response guidance in the order they are listed above and highlight which part (a to d) you are responding to.  **Maximum character count – 8000 characters including spaces and punctuation.**  **This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will not be taken into consideration for the purposes of the evaluation of this question.** | |
| **Marking Scheme** | **Evaluation Marking Scheme** |
| **100** | The Bidders response fully addresses all 4 of the component parts (a to d) of the response guidance above |
| **75** | The Bidders response fully addresses 3 of the 4 component parts (a to d) of the response guidance above |
| **50** | The Bidders response fully addresses 2 of the 4 component parts (a to d) of the response guidance above |
| **25** | The Bidders response fully addresses 1 of the 4 component parts (a to d) of the response guidance above |
| **0** | The Potential Provider’s response has not 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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| **AQH11 Innovation** | |
| You are required to deliver the Services using innovation and value add proposals to realise commercial benefits and improved operational performance.  Tell us how you will develop proposals and initiatives in line with the Buyers requirement(s) as set out in Work Package A – Contract management, Service A.1 point 2.6 of Framework Schedule F1e: Specification.  Tell us how you will meet the requirements by fully addressing component parts (a to c) of the Response Guidance below. | |
| **Response Guidance**  **All bidders must answer this question.**  **You must insert your response into the text fields in the e-Sourcing Suite.**  Your response must:   1. demonstrate the process you will have in place to develop proposals with the Buyer that reflect your understanding of the Buyer requirements for value add and innovation. 2. demonstrate how you will share more efficient and innovative ways of working with Buyers and describe how you will cascade this information, so that Buyers will benefit from best practice becoming working practice; 3. demonstrate how you will work with the Buyer to identify collaborative ways of working in relation to delivering the Buyer’s requirements;   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 and providing information not relevant to the topic.  Whilst there will be no marks given to layout, spelling, punctuation and grammar, it willassist evaluators if attention is paid to these areas and you address each of the component parts in this response guidance in the order they are listed above and highlight which part of (a to c) you are responding to.  **Maximum character count – 8000 characters including spaces and punctuation.**  **This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will not be taken into consideration for the purposes of the evaluation of this question.** | |
| **Marking Scheme** | **Evaluation Marking Scheme** |
| **100** | The Bidders response fully addresses all 3 of the component parts (a to c) of the response guidance above |
| **66** | The Bidders response fully addresses 2 of the 3 component parts (a to c) of the response guidance above |
| **33** | The Bidders response fully addresses 1 of the 3 component parts (a to c) of the response guidance above |
| **0** | The Bidders response has not 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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| **AQH12– Social Value** | |
| You are required to be capable of working with any Buyer to identify Social Value outcomes and be aligned to the Buyers’ priorities and deliver the agreed Social Value benefits.  Please explain how you will collaborate with the Buyers to successfully achieve their Social Value and Sustainability strategic goals and wider benefits through projects under the Framework Contract, as set out in Work package A - Contract Management, Service A.17 of Framework Schedule F1e Specification and Joint Schedule J5: – Corporate Social Responsibility.  Tell us how you will meet the requirements by fully addressing component parts (a to c) of the Response Guidance below. | |
| **Response Guidance**  **You must answer this question.**  **You must insert your response into the text field in the e-Sourcing Suite.**  In answering this question you must:   1. describe how you will identify and consider the Social Value requirements of a Buyer including the process you will follow to work with the Buyer to successfully achieve their Social Value requirements; 2. describe how you will implement and manage into delivery the Buyers Social Value requirements; 3. describe how your processes will track and report against the benefits realisation of the Social Value requirement and rectify any deficiencies to continuously improve.   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 and providing information not relevant to the topic.  **Maximum character count – 8000 characters including spaces and punctuation.**  **This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will not be taken into consideration for the purposes of the evaluation of this question.** | |
| **Marking Scheme** | **Evaluation Criteria** |
| **100** | The Bidders response fully addresses all 3 of the component parts (a to c) of the response guidance above |
| **66** | The Bidders response fully addresses 2 of the 3 component parts (a to c) of the response guidance above |
| **33** | The Bidders response fully addresses 1 of the 3 component parts (a to c) of the response guidance above |
| **0** | The Bidders response has not 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 |

**Lot 3 - Defence Facilities Management**

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| **AQF1 Relationship** | |
| You are required to work with the Buyer, sub-contractor, supply chain and SMEs to build highly effective collaborative working relationships to ensure the successful delivery of the services.  Tell us how you will develop and maintain relationships in line with the Buyers requirement(s) as set out in Work Package A - Contract Management, Service A:1, A:9, A:10, A:11 and A:12 of Framework Schedule F1f: Specification; Work Package N - Help Desk.  Tell us how you will meet the requirement by fully addressing component parts (a to d) of the Response Guidance below. | |
| **Response Guidance**  **All bidders must answer this question.**  **You must insert your response into the text fields in the e-Sourcing Suite.**  Your response must:   1. demonstrate how you will maintain a positive relationship with the Buyer to provide a proactive and responsive customer service; managing customer satisfaction to the agreed levels; 2. demonstrate the process you will have in place to appoint key sub-contractors and undertake due diligence regarding beneficial owners of the business; that key sub-contractors employ appropriate fit persons; and that key sub-contractors are reliable; 3. demonstrate the process you will have in place with sub-contractors, supply chain, and SMEs for relationship management, problem solving, risk management and dispute resolution, including procedures to manage points of failure/customer complaints; 4. demonstrate how you will measure, manage and strengthen relationships to ensure that all opportunities are identified that have the potential to drive improved performance;   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 generalized statements and providing information not relevant to the topic.  Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attentions is paid to these areas and you address each of the component parts in this response guidance in the order that are listed above and highlight which par (a to d) you are responding to.  **Maximum character count – 8000 characters including spaces and punctuation.**  **This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will not be taken into consideration for the purposes of the evaluation of this question.** | |
| **Marking Scheme** | **Evaluation Marking Scheme** |
| **100** | The Bidders response fully addresses all 4 of the component parts (a to d) of the response guidance above |
| **75** | The Bidders response fully addresses 3 of the 4 component parts (a to d) of the response guidance above |
| **50** | The Bidders response fully addresses 2 of the 4 component parts (a to d) of the response guidance above |
| **25** | The Bidders response fully addresses 1 of the 4 component parts (a to d) of the response guidance above |
| **0** | The Bidders response has not 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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| **AQF2 Flexibility, Resilience and Surge** | |
| You are required to be capable of delivering a flexible and resilient service to meet the required standards of the Buyer’s requirement and to meet a surge in demand while continuing to deliver the services as set out in Work Package A - Contract Management, Service A:1, A:3, A:9 and A:12 of Framework Schedule F1f: Specification; Call-Off Schedule 3 Continuous Improvement and Call-Off Schedule 8 Business Continuity and Disaster Recovery.  Tell us how you will meet the requirement by fully addressing component parts (a to d) of the Response Guidance below. | |
| **Response Guidance**  **All bidders must answer this question.**  **You must insert your response into the text fields in the e-Sourcing Suite.**  Your response must:   1. describe how you will show flexibility in response to a Buyer’s changing requirements and the outcome this will have on performance; 2. describe how you will provide and maintain the level of service required when faced with challenges to normal operations; 3. describe how you will provide flexibility of resources to meet a Buyer’s short term surge demands; 4. describe how your business continuity mechanisms will directly support resilience in delivery of the Buyer’s requirement.   Your response should be limited to, and focused on each of the component parts of the question posed at (a to d). You should refrain from making generalised statements and providing information not relevant to the topic.  Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attentions is paid to these areas and you address each of the component parts in this response guidance in the order that are listed above and highlight which part (a to d) you are responding to.  **Maximum character count – 8000 characters including spaces and punctuation.**  **This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will not be taken into consideration for the purposes of the evaluation of this question.** | |
| **Marking Scheme** | **Evaluation Marking Scheme** |
| **100** | The Bidders response fully addresses all 4 of the component parts (a to d) of the response guidance above |
| **75** | The Bidders response fully addresses 3 of the 4 component parts (a to d) of the response guidance above |
| **50** | The Bidders response fully addresses 2 of the 4 component parts (a to d) of the response guidance above |
| **25** | The Bidders response fully addresses 1 of the 4 component parts (a to d) of the response guidance above |
| **0** | The Bidders response has not 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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| **AQF3 Innovation ~~Lot 3~~** | |
| You are required to work collaboratively with the Buyer and the Buyer’s customers to find ways of continually delivering the Services in cost effective ways and / or ways that improve the quality of service.  Tell us how you will develop proposals and initiatives in line with the Buyers requirement(s) as set out in Work Package A - Contract Management, Service A:1, A:9 and A:15 of Framework Schedule F1f: Specification; Call-Off Schedule 3: Continuous Improvement.  Tell us how you will meet the requirement by fully addressing component parts (a to d) of the Response Guidance below | |
| **Response Guidance**  **All bidders must answer this question.**  **You must insert your response into the text fields in the e-Sourcing Suite.**  Your response must:   1. demonstrate the process you will have in place to develop proposals with the Buyer that reflect your understanding of the Buyer requirements for value added and innovation; 2. demonstrate how you will share more efficient and innovate ways of working with Buyers and describe how you will cascade this information, so that Buyers will benefit from best practice becoming working practice, particularly with regard to new technologies; 3. demonstrate how you will work with the Buyer to identify improved ways of working in relation to delivering the Buyer’s requirements; 4. demonstrate the process you will have in place to validate that the agreed financial and non-financial benefits for the Supplier and the Buyer have been achieved.   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 generalized statements and providing information not relevant to the topic.  Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attentions is paid to these areas and you address each of the component parts in this response guidance in the order that are listed above and highlight which part (a to d) you are responding to.  **Maximum character count – 8000 characters including spaces and punctuation.**  **This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will not be taken into consideration for the purposes of the evaluation of this question.** | |
| **Marking Scheme** | **Evaluation Marking Scheme** |
| **100** | The Bidders response fully addresses all 4 of the component parts (a to d) of the response guidance above |
| **75** | The Bidders response fully addresses 3 of the 4 component parts (a to d) of the response guidance above |
| **50** | The Bidders response fully addresses 2 of the 4 component parts (a to d) of the response guidance above |
| **25** | The Biders response fully addresses 1 of the 4 component parts (a to d) of the response guidance above |
| **0** | The Bidders response has not 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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| **AQF4 Social Value** | |
| You are required to be capable of working with any Buyer to identify Social Value outcomes and be aligned to the Buyers’ priorities and deliver the agreed Social Value benefits.  Please explain how you will collaborate with the Buyers to successfully achieve their Social Value and Sustainability strategic goals and wider benefits through projects under the Framework Contract, as set out in Work Package A - Contract Management, Service A:1, A:11 and A:18 of Framework Schedule F1f: Specification; Joint Schedule 5: Corporate Social Responsibility.  Tell us how you will meet the requirements by fully addressing component parts (a to c) of the Response Guidance below. | |
| **Response Guidance**  **All bidders must answer this question.**  **You must insert your response into the text fields in the e-Sourcing Suite.**  Your response must:   1. demonstrate how you will identify and consider the Social Value requirements of a Buyer including the process you will follow to work with the Buyer to successfully achieve the Social Value requirements; 2. describe how you will implement and manage into delivery the Buyers Social Value requirement; 3. describe how your processes will track and report against the benefits realisation of the Social Value requirement and rectify any deficiencies to continuously improve.   Your response should be limited to, and focused on each of the component parts of the question (a to c). You should refrain from making generalised statements and providing information not relevant to the topic.  Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attentions is paid to these areas and you address each of the component parts in this response guidance in the order that are listed above and highlight which par (a to c) you are responding to.  **Maximum character count – 8000 characters including spaces and punctuation.**  **This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will not be taken into consideration for the purposes of the evaluation of this question.** | |
| **Marking Scheme** | **Evaluation Marking Scheme** |
| **100** | The Bidders response fully addresses all 3 of the component parts (a to c) of the response guidance above |
| **66** | The Bidders response fully addresses 2 of the 3 component parts (a to c) of the response guidance above |
| **33** | The Bidders response fully addresses 1 of the 3 component parts (a to c) of the response guidance above |
| **0** | The Bidders response has not 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 section contains:

* How to complete your Price Matrix; and
* Price evaluation process.
  1. **How to complete your Price Matrix:**
     1. Read and understand the instructions in this section and the Price Matrix for the applicable Lot/sub-lots you are bidding for. Please note that there is a separate price matrix for each Lot/sub-lot as listed below;

Attachment 3a Price matrix sub-lot 1a

Attachment 3b Price matrix sub-lot 1b

Attachment 3c Price matrix sub-lot 2a

Attachment 3d Price matrix sub-lot 2b

Attachment 3e Price matrix sub-lot 2c

Attachment 3f Price matrix Lot 3

The Price for each Lot/sub-lot; 1a, 1b, 2a, 2b, 2c, and Lot 3 is weighted at 50%

You should complete the applicable sheets on the Price Matrix for each Lot/sub-lot you are bidding for.

* You must download and complete the Price Matrix for the applicable Lot/sub-lot(s) you are bidding for;
* Do not alter, amend or change the format or layout of any of the Price Matrix(s) for your applicable Lot/sub-lot(s) you are bidding for.
* Your prices must be sustainable.
* You shall also take into account our management charge, which shall be paid by the supplier to CCS, as set out in Framework Schedule 5 Management Charges and Information.
* Where a price is required, you must enter a value to two decimal places, excluding VAT in Great British Pounds Sterling.
* Where a percentage figure is required you must enter a value to two decimal places.
  + 1. All mandatory Services must be priced on a stand-alone basis, you must not under-price a mandatory Service with the view that the Service can be delivered within another Service line.
    2. Abnormally Low Tenders will be assessed against a median threshold. Bidders are advised that CCS will scrutinize any Bid that contains a rate or price which appears abnormally low.
    3. Bidder’s attention is drawn to the requirements of Regulation 69 of the Public Contract Regulations 2015 which permit CCS to disregard or reject any bid that is considered abnormally low. If we consider the price(s) you have provided are (i) abnormally low, or (ii) have no correlation with the quality of your offer, your bid may be excluded from this competition. We will inform you if your bid has been excluded and why.
    4. Standard Service Rates for mandatory Services will be the maximum Framework Standard Service Rates and exclude Management and Corporate Overhead, and Profit, which are applied at Call-Off.
  1. **Security Services sub-lot 1a - Security Service**
     1. Section 1. Services

Mandatory Services

* All Bidders must provide mandatory Services to the Geographical boundaries that Bidders have indicated in response to question 1.13.2 of the Selection Questionnaire.
* Framework Standard Service Rates per supplier are maximum rates for each Standard service (as defined in the specification).
* Framework Standard Service Rates exclude Management and Corporate Overhead, and Profit, which are applied at Call-Off
  + 1. Basis of pricing
* Standard Service Rates are inclusive rolled up rates including all costs involved in delivering that Service, including but not limited to labour costs (whether direct employed or subcontracted), on-costs, consumables, plant, equipment and other costs.
* Costs concerned with the front line delivery of the Service for example; operatives, front line supervisors, are included in the Standard Service Rate in Section 1.
* Prices are applicable to all Geographical boundaries that Bidders have indicated they can deliver to, except London which has a potential variance.
  + 1. Service pricing at Call-Off
* If a Buyer indicates they have a non-standard service requirement (reduced or enhanced specification, response times, standards etc.), or non-standard access, Call-Off pricing doesn’t need to be complaint with the Framework Standard Service Rates
* If a Buyer indicates that their requirement is for a Standard service, Framework Standard Service Rates will be used as maximums. Within each Call-Off, Bidders are able to reduce pricing below Framework rates, or increase pricing above their Framework rate for individual buildings, as long as the average Standard Service Rate for each Standard service in the portfolio does not exceed the Framework rate. The calculation of the average Standard Service Rate will exclude any non-standard services, for which rates will be priced at Call-Off alone.
* GBP (£) pricing within Section 1 are subject to Indexation as per Framework Schedule 3.
  + 1. Units of Measure
* hourly rate - this is a rate per hour for providing one person to provide that Service, are not annual rates, and at Call-Off will be multiplied by the number of resource hours required.
  + 1. Non-Mandatory Services
* Bidders have indicated which of these Services they can provide. Pricing is competed at Call-Off only.
  + 1. Section 2 – Key Variables

Table 1 – Overhead and Profit**:**

* Applicable to all pricing except Section 3 pricing which attracts only Profit.
* Values applied by adding together the Management and Corporate Overhead figures then applying them to a cost. Profit then applied separately to the resulting sum.
* Management Overhead should include all costs associated with Work Package A Contract Management, and non-front line delivery costs for example supporting supervisors, administration and management

Table 2 – Location

* Variance applicable to all Standard Service Rates for Services delivered within the five London locations.
  + 1. Section 3 – Billable Works

Table 1 – Billable Works

* Four tiers of Billable works. Percentages captured at Framework and used as maximum rates at Call-Off Only Profit should be applied, not Management or Corporate Overhead
  + 1. Section 4 - Schedule of Rates
* The rates will be used for any Billable Works and New Works. Labour rates should be proportionally linked to the Standard Service Rates. Labour rates should take into account all costs involved in supplying that trade, other than management and Corporate Overhead, Profit, and Materials. Costs should include but not be limited to: salary, on-costs, employers NI, employers’ pension and life insurance, holiday & sickness cover
* Pricing within Section 4 is subject to Indexation as per Framework Schedule 3.
  1. **Price evaluation process for sub-lot 1a only**

The Price evaluation is weighted at 50%.

Your pricing matrix submission will be collated and transferred to a price evaluation summary sheet and evaluated against all other bidders submitted Price Matrix’s.

Section 1 Service Pricing

* All Standard Services within Work Package C and F are weighted equally, which is a weighting of ‘1’
* Before each individual Standard Service Rate per UoM (mandatory Service) value is evaluated, the overhead and Profit percentage is applied from Section 2 Key Variables, table 1.
* Overhead and Profit will be applied using the following calculation; management and Corporate Overhead values will be added together and applied first to cost (Standard Service Rate), and Profit will be applied to the resulting value.

Billable Works

* Billable works figures entered will be weighted equally, which is a weighting of ‘1.
* Only Profit is applied to Billable Works (not Management Overhead or Corporate Overhead)

Each individual evaluation rate line, is evaluated separately (11 in total), thereby comparing like-for-like across all of the bidders pricing, and removing high value evaluation rate line bias.

The bidder with the lowest rate within each evaluation line will be awarded the maximum score available. A bidder can only receive the maximum overall score of 50 if they are lowest bidder in all of the 11 evaluation rates. The bidder who submits the lowest rate for each evaluation rate line (11 in total) will receive the maximum score available, which is 4.545454545454550%.

Where two or more bidders submit an equal lowest price, then these bidders will achieve the same maximum score available, 4.545454545454550%.All other bidders who submitted a price will be awarded a score of the maximum score available relative to the lowest evaluation rate line submitted.

Throughout the evaluation process the scoring of individual evaluation lines, full figure values are used to ensure accuracy. Only at the final stage, when the Total Weighted Scores' are calculated, by adding together all the Service/Fee weighted scores, a formula (excel standard 'Round' formula) is used to round each bidders total weighted score to 2 decimal places.

The bidder with the lowest rate within each evaluation line will be awarded the maximum score available. A bidder can only receive the maximum overall score of 50 if they are lowest bidder in all of the 11 evaluation rates.

Example

In the worked example below, bidder A submitted an ‘evaluation rate’ line of £50.00 which was the lowest price submitted, they will therefore receive the maximum Score available for that ‘evaluation rate’ line, i.e. 4.545454545454550%.

The following calculation shall be applied to bidders B and C:

Service/Fee Weighted Score = (Lowest bid x maximum service/fee score) / bid value

Example of pricing evaluation:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Bidder A |  | | Bidder B |  | Bidder C |  |
| Evaluation Rate Line |  | | Evaluation Rate Line |  | Evaluation Rate Line |  |
| £ 50.00 | |  | £ 60.00 |  | £ 70.00 |  |
|  |  | |  |  |  |  |

* Bidder A has the lowest evaluation rate line price of £50.00. Bidder A is awarded the maximum mark available for price, which is 4.545454545454550%
* Bidder B submits a total evaluation rate line price of £60.00. Bidder B is awarded a score of 3.78787878787879%.
* Bidder C submits a total evaluation rate line price of £70.00 and is awarded a price score of 3.24675324675325%.
  1. **Security Services sub-lot 1b – Technical Security**
     1. Section 1. Billable Works

Table 1 – Billable Works

* Four tiers of billable works. Percentages captured at Framework and used as maximum rates at Call-Off Only Profit should be applied, not Management or Corporate Overhead

Table 2 – Projects

* Matrix of rates based on project values and RIBA stages. Percentages captured at Framework and used as maximum rates at Call-Off Only Profit should be applied, not Management or Corporate Overhead
* The percentages cover all the costs required to deliver the project management element of the project.
* The costs of the wider consultancy team are not included, and will be priced as part of the agreed estimated project cost.
  + 1. Table 3 – Services

Mandatory Services

* All Bidders must provide mandatory Services to the Geographical boundaries that Bidders have indicated in response to question 1.13.3 of the Selection Questionnaire.
* Framework Standard Service Rates per supplier are maximum rates for each Standard Service (as defined in the specification)
* Framework Standard Service Rates exclude Management and Corporate Overhead, and Profit, which are applied at Call-Off
* Installation – standard hours of operation are from 6am to 6pm Monday to Friday. Anything outside these times will be non-standard and priced at Call-Off.
  + 1. Basis of pricing
* Standard Service Rates are inclusive rolled up rates including all costs involved in delivering that Service, including but not limited to labour costs (whether direct employed or subcontracted), on-costs, consumables, plant, equipment and other costs.
* Costs concerned with the front line delivery of the Service for example; operatives, front line supervisors, are included in the Standard Service Rate in Section 1.
* Prices are applicable to all Geographical boundaries that Bidders can deliver to, except London which has a potential variance.
  + 1. Service pricing at Call-Off
* If a Buyer indicates they have a non-standard service requirement (reduced or enhanced specification, response times, standards etc.), or non-standard access, Call-Off pricing doesn’t need to be complaint with the Framework Standard Service Rates
* If a Buyer indicates that their requirement is for a Standard Service, Framework Standard Service Rates will be used as maximums. Within each Call-Off, Bidders are able to reduce pricing below Framework rates, or increase pricing above their Framework rate for individual buildings, as long as the average Standard Service Rate for each Standard Service in the portfolio does not exceed the Framework rate. The calculation of the average Standard Service Rate will exclude any non-standard services, for which rates will be priced at Call-Off alone.
  + 1. Units of Measure
* hourly rate - this is a rate per hour for providing one person to provide that Service, and at Call-Off will be multiplied by the number of resource hours required.
* day rate - is to allow for a standard working day of 0600 to 1800, Monday to Friday
* Service per UoM – will be priced at Call-Off only
  + 1. Non-Mandatory Services
* Framework suppliers have indicated which of these Services they can provide. Pricing is competed at Call-Off only.

Tables 4 & 5 – Design rates for Work Package D and E

Blended day rates entered for each system type listed.

Rates should allow for

* a standard working day of 0600 to 1800, Monday to Friday.
* delivery of the following Design stages of RIBA:
  + Strategic Brief
  + Preparation Brief
  + Concept Design
  + Developed Design
  + Technical Design.
* the requirement of each Professional discipline to deliver the design:
  + Principal Designer (accredited individual as per Specification)
  + Senior Professional
  + Professional Technical / Electrical (accredited individual as per Specification)
  + Senior Technician
  + Technician
  + Admin/Junior
  + Technician / Apprentice

The blended day rates are inclusive rolled up rates including all costs involved in delivering the design, including but not limited to labour costs (whether direct employed or subcontracted), on-costs, consumables, plant, equipment and other costs.

Pricing excludes overhead and Profit, which should be added separately.

* + 1. Section 2 – Key Variables

Table 1 – Overhead and Profit

* Applicable to all GBP (£) pricing except Section 1 Tables 1 and 2 which attract only Profit.
* Values applied by adding together the Management and Corporate Overhead figures then applying them to a cost. Profit then applied separately to the resulting sum.
* Management Overhead should include all costs associated with Work Package A Contract Management, and non-front line delivery costs for example supporting supervisors, administration and management

Table 2 – Location

* Variance applicable to all Standard Service Rates for services delivered to buildings within the five London locations
  + 1. Section 3 - Services

Mandatory Services

* All Bidders must provide mandatory services to the Geographical boundaries that Bidders have indicated in response to question 1.13.3 of the Selection Questionnaire.
* Framework Standard Service Rates per supplier are maximum rates for each Standard Service (as defined in the specification)
* Framework Standard Service Rates exclude Management and Corporate Overhead, and Profit, which are applied at Call-Off
  + 1. Basis of pricing
* Standard Service Rates are inclusive rolled up rates including all costs involved in delivering that Service, including but not limited to labour costs (whether direct employed or subcontracted), on-costs, consumables, plant, equipment and other costs.
* Costs concerned with the front line delivery of the Service for example; operatives, front line supervisors, are included in the Standard Service Rate in Section 1.
* Prices are applicable to all Geographical boundaries Bidders have indicated they can deliver to, except London which has a potential variance.
  + 1. Service pricing at Call-Off
* If a Buyer indicates they have a non-standard service requirement (reduced or enhanced specification, response times, standards etc.), or non-standard access, Call-Off pricing doesn’t need to be compliant with the Framework Standard Service Rates
* If a Buyer indicates that their requirement is for a Standard Service, Framework Standard Service Rates will be used as maximums. Within each Call-Off, Bidders are able to reduce pricing below Framework rates, or increase pricing above their Framework rate for individual buildings, as long as the average Standard Service Rate for each Standard Service in the portfolio does not exceed the Framework rate. The calculation of the average Standard Service Rate will exclude any non-standard services, for which rates will be priced at Call-Off alone.
  + 1. Section 4 - Schedule of Rates
* The rates will be used for any Billable Works and New Works. Labour rates should be proportionally linked to the Standard Service Rates. Labour rates should take into account all costs involved in supplying that trade, other than management and Corporate Overhead, Profit, and Materials. Costs should include but not be limited to: salary, on-costs, employers NI, employers’ pension and life insurance, holiday & sickness cover
* This information is required to allow TUPE Liability calculations within Call-Off.

All GBP (£) pricing within Section 1 (tables 3, 4 & 5), Section 3, and Section 4 are subject to Indexation as per Framework Schedule 3.

* 1. **Price evaluation process for sub-lot 1b only**

The price evaluation is weighted at 50%, which equates to:

Your pricing matrix submission will be collated and transferred to a price evaluation summary sheet and evaluated against all other bidders submitted Price Matrix’s.

The weighting calculation is for price evaluation purposes only. In support of the completion of the pricing matrix the full calculations are detailed in the evaluation summary sheets. The weightings are detailed below;

Billable Works and Projects

* Billable works and Projects figures entered will be weighted equally, which is a weighting of ‘1.
* Only Profit is applied to Billable Works and Projects (Not management overhead or Corporate Overhead)

Work packages C, D, E and Design Rates for work packages D and E

* All Standard Service Rate per UoM lines will be weighted equally, which is a weighting of ‘1’
* Before each individual Standard Service Rate per UoM (mandatory Service) value is evaluated, the overhead and Profit percentage is applied from Section 2 Key Variables, table 1.
* Overhead and Profit will be applied using the following calculation; management and Corporate Overhead values will be added together and applied first to cost (Standard Service Rate), and Profit will be applied to the resulting value.

Each individual evaluation rate line, is evaluated separately (40 in total), thereby comparing like-for-like across all of the bidders pricing, and removing high value evaluation rate line bias

The bidder with the lowest rate within each evaluation line will be awarded the maximum score available. A bidder can only receive the maximum overall score of 50 if they are lowest bidder in all of the 40 evaluation rates. The bidder who submits the lowest rate for each evaluation rate line (40 in total) will receive the maximum score available, which is 1.25%.

Where two or more bidders submit an equal lowest price, then these bidders will achieve the same maximum score available, 1.25%. All other bidders who submitted a price will be awarded a score of the maximum score available relative to the lowest evaluation rate line submitted.

Throughout the evaluation process the scoring of individual evaluation lines, full figure values are used to ensure accuracy. Only at the final stage, when the Total Weighted Scores' are calculated, by adding together all the Service/Fee weighted scores, a formula (excel standard 'Round' formula) is used to round each bidders total weighted score to 2 decimal places.

The bidder with the lowest rate within each evaluation line will be awarded the maximum score available. A bidder can only receive the maximum overall score of 50 if they are lowest bidder in all of the 40 evaluation rates.

Where two or more bidders submit an equal lowest price, then these bidders will achieve the same maximum score available, 1.25%. All other bidders who submitted a price will be awarded a score of the maximum score available relative to the lowest evaluation rate line submitted.

Example

In the worked example below, bidder A submitted an ‘evaluation rate’ line of £50.00 which was the lowest price submitted, they will therefore receive the maximum Score available for that ‘evaluation rate’ line, i.e. 1.25%

The following calculation shall be applied to bidders B and C:

Service/Fee Weighted Score = (Lowest bid x maximum service/fee score) / bid value

Example of pricing evaluation:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Bidder A |  | Bidder B |  | Bidder C |  |
| Evaluation Rate Line |  | Evaluation Rate Line |  | Evaluation Rate Line |  |
| £ 50.00 |  | £ 60.00 |  | £ 70.00 |  |
|  |  |  |  |  |  |

* Bidder A has the lowest evaluation rate line price of £50.00. Bidder A is awarded the maximum mark available for price, which is 1.25%.
* Bidder B submits a total evaluation rate line price of £60.00. Bidder B is awarded a score of 1.04166666666667%
* Bidder C submits a total evaluation rate line price of £70.00 and is awarded a price score of 0.892857142857143%
  1. **Housing sub-lot 2a – Defence Housing Management Services (National)**
     1. Section 1 Services

Mandatory Services

* All Bidders must provide all of the mandatory Services as described within the Framework Schedule F1c Specification and Pricing Matrix sub-lot 2a. If the Bidder fails to have the ability to provide all of these Mandatory Services then the bid could be deemed non-compliant and may be excluded from this competition. Within the Price Matrix all of the mandatory Services are prepopulated to identify the Bidders ability to provide the Service.
* Framework Standard Service Rates in Section 1 exclude Management and Corporate Overhead, and Profit (OHP). Please read Section 2 – Key Variables for application of OHP at Framework level.
* Standard Service Rates are for the delivery of the Service as specified within the Framework Schedule F1c Specification, and are applicable to the building types.
* The Standard Service Rates should be all inclusive rolled up rates including all Costs involved in delivering that Service, including but not limited to labour Costs (whether direct employed or subcontracted), on-Costs, consumables, plant, equipment and other Costs.
* Costs concerned with the front line delivery of the Service for example; operatives, front line management, should be included in the Service line in Section 1.
* Framework Contract Standard Service Rates per supplier are capped maximum rates for each Standard service within each Call-Off (calculated as an average Standard Service Rate per Service across all properties within each Call-Off).
* All Bidders must provide mandatory Services on a National basis that Bidders have indicated in response to question 1.13.4 of the Selection Questionnaire.
  + 1. Assumptions
* Assets should be considered in a maintainable condition and compliant with relevant regulations.
* Prices are applicable on a National basis within the United Kingdom and Northern Ireland.
  + 1. Service pricing at Call-Off
* If a Buyer indicates they have a non-standard service requirement (reduced or enhanced specification, response times, standards etc.), the pricing can be varied per property.
* If a Buyer indicates that their requirement is for a Standard Service, the supplier will still be invited to lower their pricing, but will be held to the Standard Service Rates as the maximum average rate charged across the applicable set of Building types.
* All GBP (£) pricing within Section 1 are subject to Indexation as per Framework Schedule 3 for your applicable Lot/sub-lot.
  + 1. Units of Measure
* Price per visit/appointment - this is a rate for each occasion to attend the appointment and carry out all non-office based associated works with that Service.
* Price per property (per annum) - The cost to provide the Service per year for an individual property.
* Price per event - this is the rate for each event, with an event being one individual move in, or one individual move out of a property
  + 1. Building Types
* The building types are listed in Framework Schedule F1c Specification, annex E. Framework pricing should be applicable to all the classification categories listed.
  + 1. Section 2 – Key Variables

## Table 1 – Overhead and Profit:

* The values are applied by adding together the Management and Corporate Overhead figures then applying them to a work package Standard Service Rate cost. Profit is then applied separately to the resulting sum. The figures shown in Section 1 do not contain OHP, but OHP submitted into Section 2 will be applied for evaluation purposes.
  + Management Overhead should include all costs associated with Work Package A Contract Management, and non-front line delivery costs for example supporting supervisors, administration and management.
  1. **Price evaluation process for sub-lot 2a only**

The Price evaluation is weighted at 50%, which equates to:

* Evaluation Rate 1 forming 80% of the maximum total price score of 50%
* Evaluation Rate 2 forming 20% of the maximum total price score of 50%

Your pricing matrix submission will be collated and transferred to a price evaluation summary sheet and evaluated against all other bidders submitted Price Matrix’s.

Evaluation rate 1 - consists of Services F:0, F:1, F:2, F:4, F:6 and F:5 from Work Package F. The Service lines are weighted using two dimensions:

* Firstly, sub weightings for number of Moves in or out per annum as detailed below;
  + 10% - ~~0 – 5,~~000 up to 10,000
  + 40% - ~~5,001 – 10,~~000 up to 20,000
  + 40% - 1~~0,001 – 15,~~000 up to 30,000
  + 10% - 15,001 ~~– 25,~~000 up to 50,000
* Secondly, the Service lines are weighted as detailed below;
  + 65% - F:0, F:1, F:2, F:4 and F:6
  + 15% - F:5

**This weighting calculation is for price evaluation purposes only.** In support of the completion of the pricing matrix the full calculations are detailed in the evaluation summary sheets.

Evaluation rate 2 - consists of F:10 from Work Package F. This Service is weighted using two dimensions:

* Firstly, sub weightings for number of Moves in or out per annum as detailed below;
  + 10% - ~~0 – 5,~~000 up to 10,000
  + 40% - ~~5,001 – 10,~~000 up to 20,000
  + 40% - 1~~0,001 – 15,~~000 up to 30,000
  + 10% - 15,001 ~~– 25,~~000 up to 50,000
* Secondly, the Service line is weighted as detailed below;
  + 20% - F:10

**This weighting calculation is for price evaluation purposes only.** In support of the completion of the pricing matrix the full calculations are detailed in the evaluation summary sheets.

The bidder with the lowest rate within combined evaluation rate 1 and combined evaluation rate 2 will be awarded the maximum score available. A bidder can only receive the maximum overall score of 50 if they are lowest bidder in combined evaluation rate 1 and combined evaluation rate 2.

The bidder who submits the lowest rate for combined evaluation rate 1 will receive the maximum score available, which is 40.

The bidder who submits the lowest rate for combined evaluation rate 2 will receive the maximum score available, which is 10.

Where two or more bidders submit an equal lowest price for combined evaluation rate 1, then these bidders will achieve the same maximum score available, 40. All other bidders who submitted a price will be awarded a score of the maximum score available relative to the lowest combined evaluation rate line submitted.

Where two or more bidders submit an equal lowest price for combined evaluation rate 2, then these bidders will achieve the same maximum score available, 10. All other bidders who submitted a price will be awarded a score of the maximum score available relative to the lowest combined evaluation rate line submitted.

Throughout the evaluation process the scoring of individual evaluation rates, full figure values are used to ensure accuracy. Only at the final stage, when the Total Weighted Scores' are calculated, by adding together all the weighted scores, a formula (excel standard 'Round' formula) is used to round each bidders total weighted score to 2 decimal places.

Example

In the worked example below, bidder A submitted a combined evaluation rate 1 line of £50.00 which was the lowest price submitted, they will therefore receive the maximum Score available for that combined evaluation rate line 1, i.e. 40%.

The following calculation shall be applied to bidders B and C:

Service/Fee Weighted Score = (Lowest bid x maximum service/fee score) / bid value

Example of pricing evaluation:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Bidder A |  | Bidder B |  | Bidder C |  |
| Evaluation Rate Line |  | Evaluation Rate Line |  | Evaluation Rate Line |  |
| £ 50.00 |  | £ 60.00 |  | £ 70.00 |  |
|  |  |  |  |  |  |

* Bidder A has the lowest evaluation rate line 1 price of £50.00. Bidder A is awarded the maximum mark available for price, which is 40%.
* Bidder B submits a total evaluation rate line price of £60.00. Bidder B is awarded a score of 33.3333333333333%.
* Bidder C submits a total evaluation rate line price of £70.00 and is awarded a price score of 28.5714285714286%.
* The above calculations will be applied to evaluation rate 2 but the maximum score available is 10%.
* The scores for evaluation rate lines 1 and 2, will then be totalled, and called the 'total price score'.
* The total price score will be added to your award quality score, to create your final score. See 12. Final decision to award
  1. **Housing sub-lot 2b – Defence Housing Maintenance Services** 
     + 1. Section 1 Services

Mandatory Services

* All Bidders must provide all of the Mandatory Services as described within the Framework Schedule F1d Specification and Pricing Matrix sub-lot 2b. If the Bidder fails to have the ability to provide any of these Mandatory Services then your bid could be deemed non-compliant and you may be excluded from this competition. Within the Price Matrix any mandatory Services are pre-populated to identify the ability to provide that service.
* Framework Standard Service Rates in Section 1 exclude Management and Corporate Overhead, and Profit (OHP). Please read Section 2 – Key Variables for application of OHP at Framework Contract level.
* Standard Service Rates are for the delivery of the Service as specified within the Framework Schedule F1d Specification, and are applicable to the Property types identified in paragraph 11.8.5.
* The Standard Service Rates should be all inclusive rolled up rates including all Costs involved in delivering that Service, including but not limited to labour Costs (whether direct employed or subcontracted), on-Costs, consumables, plant, equipment and other Costs.
* Costs concerned with the front line delivery of the Service for example; operatives, front line management, should be included in the Service line in Section 1.
* Framework rates per supplier are maximum rates for each Standard Service within each Call-Off (calculated as an average Standard Service Rate per Service across all applicable properties within each Call-Off).
* All Bidders must provide mandatory Services to the Regional areas that Bidders have indicated in response to question 1.13.5 of the Selection Questionnaire.
  + - 1. Assumptions
* Assets should be considered in a maintainable condition and compliant with relevant regulations.
* Prices are applicable to all Regional areas within the United Kingdom and Northern Ireland.
* Maintenance Services (Work Package C) - hours of operation are from ~~6am to 10pm Monday to Friday~~ 08:00 - 20:00 hrs Mon - Fri and 08:00 - 13:00 Saturday. Anything outside these times will be non-standard and priced at Call-Off.
  + - 1. Service pricing at Call-Off
* If a Buyer indicates they have a non-standard service requirement (reduced or enhanced specification, response times, standards etc.), the pricing can be varied per property
* If a Buyer indicates that their requirement is for a Standard Service, the supplier will still be invited to lower their pricing, but will be held to the Standard Service Rates as the maximum average rate charged across the applicable set of asset types.
* All GBP (£) pricing within Section 1 are subject to Indexation as per Framework Schedule 3.
  + - 1. Units of Measure
* Percentage - This is a percentage to provide the full Service. This percentage will be a maximum rate for Call-Off Stage regardless of the size and scope of the call off.
* Service (per annum) – The cost to provide the Service per year.
* Price per property (per annum) - The cost to provide the Service per year for an individual property. This rate is for all property types and sizes.
* Price per call out – This is the rate to provide the Service for every occasion and visit that takes place.
* number (per lift per floor) - this is a rate for providing the Service for 1 year, and at Call-Off will be multiplied by the number of lifts and the number of floors to calculate a building cost.
  + - 1. Property Types
* The property types are listed in Accommodation Maintenance Framework Schedule F1d Specification, annex F. Framework pricing should be applicable to all the classification categories listed.
  + - 1. Section 2 – Key Variables

## Table 1 – Overhead and Profit:

* The values are applied by adding together the Management and Corporate Overhead figures then applying them to a work package Service cost. Profit is then applied separately to the resulting sum. The figures shown in Section 1 do not contain OHP, but OHP submitted into Section 2 will be applied for evaluation purposes where appropriate.
* Management Overhead should include all costs associated with Work Package A Contract Management, and non-front line delivery costs for example supporting supervisors, administration and management.
  + - 1. Section 3 – Billable Works and Additional Works

Table 1 – Management of Billable Works and Additional Services.

* There are four tiers of billable works percentages captured at Framework and these will be used as maximum rates at Call-Off tender stage and within Call-Off contracts. At Call-Off tender, the Buyer may opt to price evaluate these rates using historical spend figures to calculate a monetary cost to price score, and within contract, these rates will be applicable to be applied to any Billable and Additional Works, to calculate the suppliers charge. Only Profit should be applied, not Management or Corporate Overhead.
  1. **Price evaluation process for sub-lot 2b only**

The Price evaluation is weighted at 50%, which equates to:

* Combined Evaluation Rate 1 forming 90% of the maximum total price score of 50
* Combined Evaluation Rate 2 forming 10% of the maximum total price score of 50

Your pricing matrix submission will be collated and transferred to a price evaluation summary sheet and evaluated against all other bidders submitted Price Matrix’s.

Evaluation rate 1 consists of a sum of the evaluations rates within Work Package C, Work Package F and Work Package G.

Work Package C is weighted. **This weighting calculation is for price evaluation purposes only.** In support of the completion of the pricing matrix the full calculations are detailed in the evaluation summary sheets. The weightings are detailed below;

* + ~~54~~ 59 % - Mechanical and Electrical Engineering Maintenance - Standard B
  + ~~10~~ 15 % - Fire Detection and Firefighting Systems Maintenance - Standard B
  + ~~5~~ 10 % - Lifts, Hoists & Conveyance Systems Maintenance - Standard B
  + ~~25% - Internal & External Building Fabric Maintenance - Standard B~~
  + ~~5~~ 10 % - Television Cabling Maintenance - Standard B
  + ~~1~~ 6 % - Locksmith Services - Standard B

Work Package F

Each weighted Service lines within work package will be weighted equally, which is a weighting of ‘1

Evaluation rate calculated by applying the Standard Service Rate percentage to the sum of the Evaluation rates for Work Package C excluding OHP, and then adding ~~Profit~~ OHP onto the resulting value.

Work Package G

Each weighted Service lines within work package will be weighted equally, which is a weighting of ‘1

Evaluation rate calculated by applying the Standard Service Rate percentage to the sum of the Evaluation rates for Work Package C excluding OHP, and then adding ~~Profit~~ OHP onto the resulting value.

Evaluation rate 2 is based on Work Package H - Billable Works in which the percentage values are weighted. **This weighting calculation is for price evaluation purposes only.** In support of the completion of the pricing matrix the full calculations are detailed in the evaluation summary sheets. The weightings are detailed below;

* + 35% - works value <£20,000
  + 15% - works value £20,000 - £100,000
  + 15% - works value £100,000 - £1,000,000
  + 35% - works value > £1,000,000

The bidder with the lowest rate within combined evaluation rate 1 and combined evaluation rate 2 will be awarded the maximum score available. A bidder can only receive the maximum overall score of 50 if they are lowest bidder in combined evaluation rate 1 and combined evaluation rate 2.

The bidder who submits the lowest rate for combined evaluation rate 1 will receive the maximum score available, which is 45.

The bidder who submits the lowest rate for combined evaluation rate 2 will receive the maximum score available, which is 5.

Where two or more bidders submit an equal lowest price for combined evaluation rate 1, then these bidders will achieve the same maximum score available, 45. All other bidders who submitted a price will be awarded a score of the maximum score available relative to the lowest combined evaluation rate line submitted.

Where two or more bidders submit an equal lowest price for combined evaluation rate 2, then these bidders will achieve the same maximum score available, 5. All other bidders who submitted a price will be awarded a score of the maximum score available relative to the lowest combined evaluation rate line submitted.

Throughout the evaluation process the scoring of individual evaluation rates, full figure values are used to ensure accuracy. Only at the final stage, when the Total Weighted Scores' are calculated, by adding together all the weighted scores, a formula (excel standard 'Round' formula) is used to round each bidders total weighted score to 2 decimal places.

Example

In the worked example below, bidder A submitted an evaluation rate1 line of £50.00 which was the lowest price submitted, they will therefore receive the maximum Score available for that combined evaluation rate line 1, i.e. 45%.

The following calculation shall be applied to bidders B and C:

Service/Fee Weighted Score = (Lowest bid x maximum service/fee score) / bid value

Example of pricing evaluation:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Bidder A |  | Bidder B |  | Bidder C |  |
| Evaluation Rate Line |  | Evaluation Rate Line |  | Evaluation Rate Line |  |
| £ 50.00 |  | £ 60.00 |  | £ 70.00 |  |
|  |  |  |  |  |  |

* Bidder A has the lowest evaluation rate line 1 price of £50.00. Bidder A is awarded the maximum mark available for price, which is 45%.
* Bidder B submits a total evaluation rate line price of £60.00. Bidder B is awarded a score of 37.50%.
* Bidder C submits a total evaluation rate line price of £70.00 and is awarded a price score of 32.1428571428571%.
* The above calculations will be applied to evaluation rate 2 but the maximum score available is 5%.
* The scores for evaluation rate lines 1 and 2, will then be totalled, and called the 'total price score'.
* The total price score will be added to your award quality score, to create your final score. See 12. Final decision to award
  1. **Housing sub-lot 2c – Housing Maintenance and Management Services**

* + 1. Section 1 Services

Mandatory Services

* Framework Standard Service Rates per supplier are maximum rates for each Standard Service (as defined in the specification), and applicable to the building types shown in paragraph 11.10.4 Property Classifications
* Framework Standard Service Rates exclude Management and Corporate Overhead, and Profit, which are applied at Call-Off
* All Bidders must provide mandatory services to the Geographical boundaries that Bidders have indicated in response to question 1.13.6 of the Selection Questionnaire.
  + 1. Basis of pricing
* Standard Service Rates are inclusive rolled up rates including all Costs involved in delivering that Service, including but not limited to labour Costs (whether direct employed or subcontracted), on-costs, consumables, plant, equipment and other costs.
* Costs concerned with the front line delivery of the Service for example; operatives, front line supervisors, should be included in the Standard Service Rates.
* Assets are considered in a maintainable condition and compliant with relevant regulations. Quality standards / Housing Standards are detailed with the Framework Schedule F1e Specification
* Standard Service Rates are applicable to all Geographical boundaries that the Bidders can deliver to, except London which has a potential variance
* Planned services should be delivered with the hours of operation from 6am to 10pm Monday to Friday, and 8am to 12pm Saturday. Anything outside these times will be non-standard and priced at Call-Off only.
* Responsive maintenance services – service delivery should be available as standard 24 hours a day, 7 days a week, 365 days a year
  + 1. Service pricing at Call-Off
* If a Buyer indicates they have a non-standard service requirement (reduced or enhanced specification, response times, standards etc.), Call-Off pricing does not need to be compliant with the Framework Standard Service Rates
* If a Buyer indicates that their requirement is for a Standard Service, Framework Standard Service Rates will be used as maximums. Within each Call-Off, Bidders are able to reduce pricing below Framework rates, or increase pricing above their Framework rate on individual properties, as long as the average Standard Service Standard Service Rate for each Standard Service in the building portfolio for that Call-Off does not exceed the Framework rate. The calculation of the average Standard Service Rate will exclude any non-standard services, for which rates will be priced at Call-Off alone.
* All GBP (£) pricing within Section 1 are subject to Indexation as per Framework Schedule 3.
  + 1. Property Classifications
* Buyer properties are categorised within (Framework Schedule F1e Specification, annex F). Framework pricing should be applicable to the following buildings, as detailed within the relevant columns in the Price Matrix.

|  |  |  |
| --- | --- | --- |
| **Building Category** | **Business & Occupational Profile** | **Description** |
| Type 1 | Low Rise | Comprising 1- 2 floors |
| Type 2 | Medium Rise | Comprising 3 – 5 floors |
| Type 3 | High Rise | Comprising 6 plus floors |

Service pricing per property

* Framework pricing is requested for providing the ‘service per housing unit per annum’ within certain services for each of the Property types (low, medium, high rise)
* Within Work Package F (vacant/void property maintenance services) the properties are further split into sub categories allowing for more detailed pricing:
  + Number of bedrooms (1, 2, 3, 4+) within the property – with a Standard Service Rate applicable to each, and
  + Universal rate – applicable to properties with any number of bedrooms
* At Call-Off, the applicable rate (service per housing unit per annum)) will be multiplied by the number of housing units within the property type (low, medium or high rise). A housing unit is a residence such as a house, apartment or flat which provides a space for occupants making up a single household to live and eat.
  + 1. Non-Mandatory Services
* Framework suppliers should indicate which of these Services they can provide. Pricing is competed at Call-Off only.
  + 1. Section 2 – Key Variables

Table 1 – Overhead and Profit

* Applicable to all pricing except Section 4 tables 1 and 2 pricing which attracts only Profit.
* Values applied by adding together the Management and Corporate Overhead figures then applying them to a cost. Profit then applied separately to the resulting sum.
* Management Overhead should include all costs associated with Work Package A Contract Management, and non-front line delivery costs for example supporting supervisors, administration and management

Table 2 – Location

* Variance applicable to all Standard Service Rates for services delivered to buildings within the five London locations
  + 1. Section 3 – Inclusive Repairs Threshold
* Pricing to deliver the ‘Responsive Repairs and Maintenance Services’ Service up to and including the Inclusive Repairs Threshold (IRT) values as detailed in the Price Matrix
* Further details on IRT can be found in Call-Off Schedule 4A and Framework Schedule F1e Specification.
* GBP (£) pricing within Section 3 is subject to Indexation as per Framework Schedule 3.
  + 1. Section 4 – Billable Works and Projects

Table 1 – Billable Works

* Four tiers of billable works. Percentages captured at Framework and used as maximum rates at Call-Off Only Profit should be applied, not Management or Corporate Overhead

Table 2 – Projects

* Matrix of rates based on project values and RIBA stages. Percentages captured at Framework and used as maximum rates at Call-Off Only Profit should be applied, not Management or Corporate Overhead
* The percentages cover all the costs required to deliver the project management element of the project.
* The costs of the wider consultancy team are not included, and will be priced as part of the agreed estimated project cost.

Table 3 – National Housing Federation Schedule of Rates

* Framework rate for percentage discount (less than or equal to zero) off the M3 NHF Schedule of Rates. Discount rates should be applicable to M3 NHF Schedule of Rates Version 7 (the latest version), and during contract shall be applicable to the latest Version of the schedule of rates as and when published.
* The rates are therefore not subject to Indexation.

Table 4 – Labour Schedule of Rates

* The rates will be used for any billable works and new. Labour rates should be proportionally linked to the Standard Service Rates. Labour rates should take into account all costs involved in supplying that trade, other than management and Corporate Overhead, Profit, and Materials. Costs should include but not be limited to: salary, on-costs, employers NI, employers’ pension and life insurance, holiday & sickness cover
* Pricing within Section 4 Table 4 is subject to Indexation as per Framework Schedule F3.
  1. **Price Evaluation Process for sub-lot 2c**

The Price evaluation is weighted at 50%.

Your pricing matrix submission will be collated and transferred to a price evaluation summary sheet and evaluated against all other bidders submitted Price Matrix’s.

Section 1 Service Pricing

* Work Package C, D and F Rates – the rates within the Service lines are summed together, and the overhead and Profit percentage from Section 2 Key Variables, table 1 is applied to the total within each individual Standard Service line.
* Work Package H&I - the overhead and Profit percentage from Section 2 Key Variables, table 1 is applied to the each individual Standard Service Rate line.

Section 3 – Inclusive Repairs Threshold

* Work Package C – Each individual IRT Tier row will be added up together within each Standard Service Rate line and the overhead and Profit percentage is applied from Section 2 Key Variables, table 1.

Section 4 Billable Works and Projects

* Table 1 - Billable works figures will have the Profit percentage applied from Section 2 Key Variables, table 1.
* Table 2 - Project Value figures will have the Profit percentage applied from Section 2 Key Variables, table 1.
* Table 3 - NHF Schedule of Rates discount figure will have the Profit percentage applied from Section 2 Key Variables, table 1. Please note if a zero value is entered then zero points will be scored for this Service as Bidders can enter percentage values less than or equal to zero.

Each individual evaluation rate line, is evaluated separately (56 in total), thereby comparing like-for-like across all of the bidders pricing, and removing high value evaluation rate line bias

The bidder with the lowest rate within each evaluation line will be awarded the maximum score available. A bidder can only receive the maximum overall score of 50 if they are lowest bidder in all of the 56 evaluation rates. The bidder who submits the lowest rate for each evaluation rate line (56 in total) will receive the maximum score available, which is 0.8928571428571430%

Where two or more bidders submit an equal lowest price, then these bidders will achieve the same maximum score available, 0.8928571428571430%. All other bidders who submitted a price will be awarded a score of the maximum score available relative to the lowest evaluation rate line submitted.

Throughout the evaluation process the scoring of individual evaluation lines, full figure values are used to ensure accuracy. Only at the final stage, when the Total Weighted Scores' are calculated, by adding together all the Service/Fee weighted scores, a formula (excel standard 'Round' formula) is used to round each bidders total weighted score to 2 decimal places.

The bidder with the lowest rate within each evaluation line will be awarded the maximum score available. A bidder can only receive the maximum overall score of 50 if they are lowest bidder in all of the 56 evaluation rates. The bidder who submits the lowest rate for each evaluation rate line (56 in total) will receive the maximum score available, which is 0.8928571428571430%.

Where two or more bidders submit an equal lowest price, then these bidders will achieve the same maximum score available, 0.8928571428571430%. All other bidders who submitted a price will be awarded a score of the maximum score available relative to the lowest evaluation rate line submitted.

Example

In the worked example below, bidder A submitted an ‘evaluation rate’ line of £50.00 which was the lowest price submitted, they will therefore receive the maximum Score available for that ‘evaluation rate’ line, i.e. 0.8928571428571430%

The following calculation shall be applied to bidders B and C:

Service/Fee Weighted Score = (Lowest bid x maximum service/fee score) / bid value

Example of pricing evaluation:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Bidder A |  | Bidder B |  | Bidder C |  |
| Evaluation Rate Line |  | Evaluation Rate Line |  | Evaluation Rate Line |  |
| £ 50.00 |  | £ 60.00 |  | £ 70.00 |  |
|  |  |  |  |  |  |

Bidder A has the lowest evaluation rate line price of £50.00. Bidder A is awarded the maximum mark available for price, which is 0.8928571428571430%

Bidder B submits a total evaluation rate line price of £60.00. Bidder B is awarded a score of 0.744047619047619%.

Bidder C submits a total evaluation rate line price of £70.00 and is awarded a price score of 0.637755102040816%.

The scores for all Standard Service evaluation rate lines, (56 in total) will then be totalled, and called the 'Total Weighted Score'.

The Total Price Score and will be added to your award quality score, to create your final score. See 12. Final decision to award

Throughout the evaluation process the scoring of individual evaluation lines, full figure values are used to ensure accuracy. Only at the final stage, when the Total Weighted Scores' are calculated, by adding together all the Service/Fee weighted scores, a formula (excel standard 'Round' formula) is used to round each bidders total weighted score to 2 decimal places.

* 1. **Lot 3 – Defence Facilities Management** 
     1. Section 1 Services

Mandatory Services

### All Bidders must provide all of the Mandatory Services as described within the Framework Schedule F1f Specification and Pricing Matrix Lot 3 for the applicable Lot. If the Bidder fails to have the ability to provide any of these Mandatory Services then your bid could be deemed non-compliant and you may be excluded from this competition. Within the Price Matrix all of the mandatory Services are pre-populated to identify the ability to provide that Service.

### Framework Contract rates in Section 1 exclude Management and Corporate Overhead, and Profit (OHP). Please read Section 2 **- Key Variables** for application of OHP at Framework level.

### Standard Service Rates are for the delivery of the Service as specified within the Framework Schedule F1f specification, and are applicable to the building types identified in paragraph 11.12.5.

### Each building type has been split into Standard A and Standard B. Please read the Framework Schedule F1f Specification, Annex G, for clarification of the Standards.

### The Standard Service Rates should be all inclusive rolled up rates including all Costs involved in delivering that Service, including but not limited to labour Costs (whether direct employed or subcontracted), on-Costs, consumables, plant, equipment and other Costs.

### Costs concerned with the front line delivery of the Service for example; operatives, front line management, should be included in the Service line in Section 1.

### Framework rates per supplier are maximum rates for each Standard Service within each Call-Off (calculated as an average Standard Service Rate per service per property type across all properties within each Call-Off).

### All Bidders must provide mandatory Services to the Regional areas that Bidders have indicated in response to question 1.13.7 of the Selection Questionnaire.

* + 1. Assumptions
* Properties should be considered in a maintainable condition and compliant with relevant regulations.
* Occupancy level for Offices – 11m3 per person as the standard occupancy level
* Maintenance Services (Work Package C) - hours of operation are from ~~6am to 10pm Monday to Friday~~ 08:00 - 17:00 hrs Mon to Fri. Anything outside these times will be non-standard and priced at Call-Off.
* Prices are applicable to all Regional areas within the United Kingdom and Northern Ireland.
  + 1. Service pricing at Call-Off
* If a Buyer indicates they have a non-standard service requirement (reduced or enhanced specification, response times, standards etc.) or non-standard access, the pricing can be varied per property
* If a Buyer indicates that their requirement is for a Standard service, the supplier will still be invited to lower pricing, but will be held to the Standard Service Rates as the maximum average rate charged across the applicable set of Property types.
* All GBP (£) pricing within Section 1 are subject to Indexation as per Framework Schedule 3.
  + 1. Units of Measure
* square metre (GIA) - this is a rate for providing the service for 1 year to a square metre, and at Call-Off the rate will be multiplied by the GIA per building to calculate the cost per building.
* square metre (external area) - this is a rate for providing the Service for 1 year to a square metre, and at Call-Off the rate will be multiplied by the external areas size in square metres to calculate the cost
* number (per lift per floor) - this is a rate for providing the Service for 1 year, and at Call-Off will be multiplied by the number of lifts and the number of floors to calculate a building cost.
* number (per unit) - this is the rate for providing the Service for 1 year, and at Call-Off will be multiplied by the number of units in the building to calculate a cost.
* hourly rate - this is a rate per hour for providing one person to provide that Service, are not annual rates, and at Call-Off will be multiplied by the number of resource hours required.
* unit, console - these are rates per unit of measure for 1 year, and at Call-Off will be multiplied by each buildings volume requirements.
* tonne – this is a rate per tonne, and not an annual rate, and at Call-Off will be multiplied by each buildings volume requirements.
* Percentage - this is a percentage to provide the full Service. This percentage will be a maximum rate for Call-Off stage regardless of the size and scope of the Call-Off.
  + 1. Building Types
* Building types (Framework Schedule F1f Specification, annex G, table 1) for Mandatory Services, Framework pricing where identified as required in the Price Matrix should be applicable to the following buildings;
* Indicative average building sizes are included in each description to assist pricing each building type, however at Call-Off the average size per building type could vary from this dependent on the portfolio of buildings in each Call-Off. Standard service rates, used as maximum rates, will still be applicable.

### 1.5.2 Single Living Accommodation – 1 or 2 storeys. (Average 400m2 per property)

### 1.5.3 Single Living Accommodation – 3 storeys (Average 1500m2 per property)

### 1.5.4 Offices – 1 or 2 storeys (without air conditioning) (Average 500m2 per property)

### 1.5.5 Offices – 1 or 2 storeys (with air conditioning) (Average 500m2 per property)

### 1.5.6 Offices – 1 or 2 storeys (with air conditioning and lift) (Average 500m2 per property)

### 1.5.7 Storehouse – Non specialised materials 1 STOREY  (Average 700m2 per property)

### 1.5.8 Workshops (NON SPECIALIST, NON HAZARDOUS) - 1 STORY (Average 700m2 per property)

### 1.5.9 Messes (accommodation AND CATERING, up to and including 3 storeys) (Average 3000m2 per property)

### 1.5.10 Training/Education facilities – Conference centres, Lecture/Classrooms - 1 OR 2 STOREYS (Average 250m2 per property)

### 1.5.11 MOD Vehicle Garages - 1 STOREY (Average 600m2) per property

### 1.5.12 Guardrooms - 1 STOREY (Average 100m2)

### 1.5.13 Catering Facilities – Mess, Canteens, and Dining Halls - 1 STOREY (Average 800m2 per property)

### 1.5.14 Sports Halls (including changing rooms, excluding swimming pools) - 1 OR 2 STOREYS (Average 1100m2 per property)

* All other property types will be priced at Call Off only.
  + 1. Non-Mandatory Services
* Framework suppliers should indicate if they can provide these Services. Pricing is at Call-Off only when these Services may or may not be required.
  + 1. Section 2 – Key Variables

Table 1 – Overhead and Profit:

* The values are applied by adding together the Management and Corporate Overhead figures then applying them to a work package cost. Profit is then applied separately to the resulting sum. The figures in Section 1 should not contain OHP. OHP submitted into Section 2 will be applied to Services at Call-Off stage, and also for price evaluation
* Management Overhead should include all costs associated with Work Package A Contract Management, and non-front line delivery costs for example supporting supervisors, administration and management.
  + 1. Section 3 – Billable and Additional Works

Table 1 – Management of Billable Works and Additional Services.

* There are four tiers of billable works percentages captured at Framework and these will be used as maximum rates at Call-Off tender stage and within Call-Off contracts. At Call-Off tender, the Buyer may opt to price evaluate these rates using historical spend figures to calculate a monetary cost to price score, and within contract, these rates will be applicable to be applied to any Billable and Additional Works, to calculate the suppliers charge. Only Profit should be applied, not Management or Corporate Overhead.
  1. **Price evaluation process for Lot 3 only**

The Price evaluation is weighted at 50%, which equates to:

* Combined Evaluation Rate 1 forming 90% of the maximum total price score of 50
* Combined Evaluation Rate 2 forming 10% of the maximum total price score of 50

Your pricing matrix submission will be collated and transferred to a price evaluation summary sheet and evaluated against all other bidders submitted Price Matrix’s.

Evaluation Rate 1 is a sum of the evaluation rates from Work Package C, M and N.

Work Package C is weighted. **This weighting calculation is for price evaluation purposes only.** In support of the completion of the pricing matrix the full calculations are detailed in the evaluation summary sheets. The weightings are detailed below;

Standard Service Rate Building Sub Weighting Calculations based on Building Type rate weighting with a sub weighting based on Standard A and Standard B

The following weightings apply to the Rates for Work Package C Service References C1, 2, 3, 4, 6, 11, 12 and 14.

* ~~15~~ 16% Single Living Accommodation - 1 or 2 Storeys
  + Standard A - 50%
  + Standard B - 50%
* 15% Single Living Accommodation - 3 Storeys
  + Standard A - 50%
  + Standard B - 50%
* ~~7~~ 8% Offices-1 Or 2 Storey Without Air Conditioning
  + Standard A - 50%
  + Standard B - 50%
* 5% - Offices-1 Or 2 Storey With Air Conditioning
  + Standard A - 50%
  + Standard B - 50%
* ~~5~~ 4% - Offices-1 Or 2 Storey With Air Conditioning And Lift
  + Standard A - 50%
  + Standard B - 50%
* 8% - Storehouse - Non Specialised Material
  + Standard A - 50%
  + Standard B - 50%
* ~~5~~ 4% - Workshops
  + Standard A - 50%
  + Standard B - 50%
* ~~10% - Messes (With Integral Accommodation) – Up to and Including 3 Storeys~~
  + ~~Standard A - 50%~~
  + ~~Standard B - 50%~~
* ~~5~~ 4% - Training/ Education Facilities - Conference Centres, Lecture Rooms And Classrooms
  + Standard A - 50%
  + Standard B - 50%
* 5% - Mod Vehicle Garages
  + Standard A - 50%
  + Standard B - 50%
* 5% - Guardroom
  + Standard A - 50%
  + Standard B - 50%
* 10% - Messes (With Integral Accommodation) – Up to and Including 3 Storeys
  + Standard A - 50%
  + Standard B - 50%
* 10% - Catering Facilities - Mess, Canteens And Dining Halls
  + Standard A - 50%
  + Standard B - 50%
* 5% - Sports Hall
  + Standard A - 50%

The following weightings apply to the Rates for Work Package C Service References C5.

* 1/3% - Offices-1 Or 2 Storey With Air Conditioning And Lift
  + Standard A - 50%
  + Standard B - 50%
* 1/3% - Workshops
  + Standard A - 50%
* 1/3% - Training/ Education Facilities - Conference Centres, Lecture Rooms And Classrooms
  + Standard A - 50%
  + Standard B - 50%

Pricing is weighted as per the above list, then summed together to create the evaluation rate. Overhead and Profit from Table 1 is also applied.

Work Package M and N

Evaluation rate calculated by applying the Standard Service Rate percentage to the sum of the Evaluation rates for Work Package C excluding OHP, and then adding ~~Profit~~ OHP onto the resulting value.

Evaluation rate calculated by applying the Standard Service Rate percentage to the sum of the Evaluation rates for Work Package C excluding OHP, and then adding ~~Profit~~ OHP onto the resulting value.

Evaluation rate 2 consists of a sum of the evaluation rates from the Management of Billable Works (Work Package O). The rates are weighted as per below. **This weighting calculation is for price evaluation purposes only.** In support of the completion of the pricing matrix the full calculations are detailed in the evaluation summary sheets.

* 35% - Works value <£20,000
* 15% - Works value £20,000 - £100,000
* 15% - Works value £100,000 - £1,000,000
* 35% - Works value > £1,000,000

The bidder with the lowest rate within evaluation rate 1 and evaluation rate 2 will be awarded the maximum score available. A bidder can only receive the maximum overall score of 50 if they are lowest bidder in evaluation rate 1 and evaluation rate 2.

The bidder who submits the lowest rate for evaluation rate 1 will receive the maximum score available, which is 45.

The bidder who submits the lowest rate for evaluation rate 2 will receive the maximum score available, which is 5.

Where two or more bidders submit an equal lowest price for evaluation rate 1, then these bidders will achieve the same maximum score available, 45. All other bidders who submitted a price will be awarded a score of the maximum score available relative to the lowest evaluation rate line submitted.

Where two or more bidders submit an equal lowest price for evaluation rate 2, then these bidders will achieve the same maximum score available, 5. All other bidders who submitted a price will be awarded a score of the maximum score available relative to the lowest evaluation rate line submitted.

Throughout the evaluation process the scoring of individual evaluation rates, full figure values are used to ensure accuracy. Only at the final stage, when the Total Weighted Scores' are calculated, by adding together all the weighted scores, a formula (excel standard 'Round' formula) is used to round each bidders total weighted score to 2 decimal places.

Example

In the example below, bidder A submitted an evaluation rate1 line of £50.00 which was the lowest price submitted, they will therefore receive the maximum Score available for that evaluation rate line 1, i.e. 45%.

The following calculation shall be applied to bidders B and C:

Service/Fee Weighted Score = (Lowest bid x maximum service/fee score) / bid value

Example of pricing evaluation:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Bidder A |  | Bidder B |  | Bidder C |  |
| Evaluation Rate Line |  | Evaluation Rate Line |  | Evaluation Rate Line |  |
| £ 50.00 |  | £ 60.00 |  | £ 70.00 |  |
|  |  |  |  |  |  |

* Bidder A has the lowest evaluation rate line 1 price of £50.00. Bidder A is awarded the maximum mark available for price, which is 45%.
* Bidder B submits a total evaluation rate line price of £60.00. Bidder B is awarded a score of 37.50%.
* Bidder C submits a total evaluation rate line price of £70.00 and is awarded a price score of 32.1428571428571%
* The above calculations will be applied to evaluation rate 2 but the maximum score available is 5%.
* The scores for evaluation rate lines 1 and 2, will then be totalled, and called the 'total price score'.
* The total price score will be added to your award quality score, to create your final score. See section 12. Final decision to award.

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. The final calculated scores will be rounded to two decimal places in excel.

Table A – sub-lot 1a Security Services: Example

|  |  |  |  |
| --- | --- | --- | --- |
| Bidder | Quality score | Price score | Final score |
| (Maximum score available 50) | (Maximum score available 50) | (Maximum score available 100) |
| Bidder A | 50.00 | 50.00 | 100 |
| Bidder B | 44.75 | 48.20 | 92.95 |
| Bidder C | 36.83 | 40.00 | 76.83 |

Table B – sub-lot 1b Technical Security: Example

|  |  |  |  |
| --- | --- | --- | --- |
| Bidder | Quality score | Price score | Final score |
| (Maximum score available 50) | (Maximum score available 50) | (Maximum score available 100) |
| Bidder A | 50.00 | 48.20 | 98.20 |
| Bidder B | 44.75 | 47.20 | 91.95 |
| Bidder C | 35.70 | 40.00 | 75.70 |

Table C – sub-lot 2a Defence Housing Management (National): Example

|  |  |  |  |
| --- | --- | --- | --- |
| Bidder | Quality score | Price score | Final score |
| (Maximum score available 50) | (Maximum score available 50) | (Maximum score available 100) |
| Bidder A | 50.00 | 48.20 | 98.20 |
| Bidder B | 44.75 | 47.20 | 91.95 |
| Bidder C | 30.80 | 40.00 | 70.80 |

Table D – sub-lot 2b Defence Housing Maintenance: Example

|  |  |  |  |
| --- | --- | --- | --- |
| Bidder | Quality score | Price score | Final score |
| (Maximum score available 50) | (Maximum score available 50) | (Maximum score available 100) |
| Bidder A | 50.00 | 48.20 | 98.20 |
| Bidder B | 44.75 | 47.20 | 91.95 |
| Bidder C | 30.80 | 40.00 | 70.80 |

Table E – sub-lot 2c Housing Maintenance and Management Services: Example

|  |  |  |  |
| --- | --- | --- | --- |
| Bidder | Quality score | Price score | Final score |
| (Maximum score available 50) | (Maximum score available 50) | (Maximum score available 100) |
| Bidder A | 50.00 | 48.20 | 98.20 |
| Bidder B | 44.75 | 47.20 | 91.95 |
| Bidder C | 28.77 | 40.00 | 68.77 |

Table F – Lot 3 Defence Facilities Management: Example

|  |  |  |  |
| --- | --- | --- | --- |
| Bidder | Quality score | Price score | Final score |
| (Maximum score available 50) | (Maximum score available 50) | (Maximum score available 100) |
| Bidder A | 50.00 | 48.20 | 98.20 |
| Bidder B | 44.75 | 47.20 | 91.95 |
| Bidder C | 28.77 | 40.00 | 68.77 |

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 attachment 1 – Bid Pack 1.

The maximum number of bidders for each lot/sub-lot of this Framework Contract 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 in sub-lot 1, 1b and 2c whose final score is within 1% of the last position, the last position for sub-lot 1a is 40th position, for sub-lot 1b it is 30th position and for sub-lot 2c it is 30th position.

**Example:**

If the bidder in 40th position on sub-lot 1a has a final score of 60.00

The calculation we will use is:

Sub-lot 1a - 40th place bidders final score is 60.00

1% of 60.00 = 0.06

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

60.00 - 0.06 = 59.94

So any bidder whose final score is 59.94 or above will be awarded a sub-lot 1a place on the Framework.

* 1. Intention to award

You can submit a bid for one or more lots/sub-lots. If you have submitted a bid for more than 1 lot/sub-lots and are successful on more than 1 lot/sub-lots, you will **only** be awarded a place on the lot/sub-lots you have indicated you are bidding for in question 1.13.1 of the Selection Questionnaire.

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/sub-lot we reserve the right, to conclude a framework contract with successful bidders for the lot/sub-lots 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.