

Invitation to Tender

Attachment 2 – How to Bid

**RM6306 - Water, Wastewater and Ancillary Services (3)**

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# **How to Make your Bid**

* 1. Your bid must be made by the organisation that will be responsible for providing the goods and/or services if your bid is successful.
  2. You may bid for one or both of the Lots, ensure you read section 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. If you are bidding as a consortium, please submit your bid in the name of the lead member and follow the instructions when completing the Qualification Envelope, including providing the name of the consortium in Section 1.12.2.
  5. If you are bidding as a single entity on a Lot and as a consortium on another Lot, you will need to set up an additional account in the eSourcing Suite. Please submit your bids as follows:
* For your bid as a single entity, please submit your bid in the eSourcing Suite in the name of your organisation
* for your bid as a consortium, please create an additional account in the eSourcing Suite in the name of your consortium.

In both cases, when submitting your bid(s) please continue to follow the instructions when completing the Qualification Envelope section 1.12 Group or Consortium Details.

* 1. If you are bidding as a consortium, each consortium member (other than the consortium member responding to the electronic Selection Questionnaire within the eSourcing Suite) will be required to complete an Attachment 4a – Information & Declarations\_Consortium. In this attachment, consortium members will respond to part 1 and 2 Selection Questionnaire declarations and some part 3 selection questions in their own right. It is clearly indicated within the electronic Selection Questionnaire (a copy of which can be found at Attachment 2a Selection Questionnaire) when the consortium member completing the electronic Selection Questionnaire should respond on behalf of ALL consortium members for part 3 selection questions.
  2. Upload ONLY those attachments we have asked for. Do not upload any attachments we haven’t asked for.
  3. Make sure you answer every question.
  4. You must submit your bid before the bid submission deadline, in section 5 “Timelines for the competition” in Attachment 1 About the Framework.
  5. 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.
  6. 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 section 6 “When and how to ask questions” in Attachment 1 - About the Framework.
  7. We may require you to clarify aspects of your bid in writing and/or provide additional information. Failure to respond within the time required, or to provide an adequate response will result in the rejection of your bid and your exclusion from this competition.

# **Selection Stage**

* 1. At the selection stage, we evaluate Bidders’ technical, professional and financial capabilities. We will ask a range of questions appropriate to the procurement. It is important that you answer these questions accurately.
  2. When responding to part 1 and part 2 Selection Questionnaire declarations, you must respond on behalf of all relevant persons in your organisation as per PCR 2015, regulation 57(2), i.e., members of the administrative, management or supervisory body of your organisation including those with powers of representation, decision or control.
  3. If you are relying on any Key Subcontractors to meet the selection criteria within Part 3 of the Selection Questionnaire, you must tell us. If a Key Subcontractor is being relied on to meet Part 3 selection criteria, you must clearly tell us within Attachment 7 – Key Subcontractor Details which criteria you are relying on them for and you must ensure that each of these applicable Key Subcontractors completes Attachment 4b – Information and Declarations\_Key Subcontractor\_Guarantor and that this is submitted via the applicable question within the electronic Selection Questionnaire.
  4. If, following financial assessment, we require you to nominate a guarantor, we will contact you and tell you. You are not permitted to nominate a guarantor for Part 3 – Financial Risk Viability Assessment (FVRA) at the point of tender submission. You must undergo the financial assessment within your own right initially. Should we deem it appropriate to offer you the opportunity to nominate a guarantor post-tender submission, we will also require the nominated guarantor to complete Attachment 4b – Information and Declarations\_Key Subcontractor\_Guarantor.

# **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 on a daily basis. 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**.

# **Selection Criteria**

* 1. We may exclude you from the competition at the selection stage if:
* You, or a member of your consortium, receive a ‘fail’ for any of the evaluated selection questions
* you, or a member of your consortium, do not pass the economic and financial standing assessment to the satisfaction of CCS
* your bid is deemed non-compliant
* any of the information you have provided proves to be false or misleading
* you have broken any of the competition rules in Attachment 1 About the Framework, or not followed the instructions given in this ITT pack.
  1. If we exclude you from the competition we will tell you and explain why.

# **Selection Questionnaire**

* 1. Please refer to Attachment 2a Selection Questionnaire. Remember you must complete the questionnaire online in the eSourcing Suite (Qualification Envelope).

# **Award Stage**

* 1. If you have successfully passed the selection stage, you will proceed to the award stage.
  2. We have tried to make our award stage as simple as possible, whilst achieving the best possible commercial outcomes.
  3. Your bid must deliver what our Buyers need, at the best possible price you can give.
  4. When completing your bid you must:
* Read through the entire ITT pack carefully, including Attachment 1a - Framework Schedule 1 (Specification), and read more than once
* read each question, the response guidance, marking scheme, evaluation criteria, and the instructions on response parameters and required format
* read the contract terms set out at Attachment 9 - Framework Contract Documents
* if you are unsure, ask questions before the clarification questions deadline See section 5 ‘Timelines for the competition’ and section 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 bid via the eSourcing Suite and to ensure any completion errors are rectified before the bid submission deadline
* your prices should be in line with the service level you offer in response to the award quality questions.

# **Award Criteria**

* 1. The Award Stage consists of a quality evaluation (see sections 9 and 10 of this document) and a price evaluation (see section 11 of this document).
  2. The award of this framework will be on the basis of the ‘Most Economically Advantageous Tender’ (MEAT).
  3. In this competition, the quality weighting is 20% and the price weighting is 80%.

# **Award Process**

* 1. What YOU need to do
* answer the quality questions section A, section B, section C and section D (if applicable) of the quality questionnaire in the eSourcing Suite in the Technical Envelope
* complete the price matrix - Attachment 3 for the Lots for which you are bidding
* upload your completed price matrix into the eSourcing Suite in the Commercial Envelope to question PQ1 for Lot 1 and/or PQ2 for Lot 2.
  1. What **WE** will do at the award stage

| 1. | **Compliance Check**  First, we will do a check to make sure that you completed the questionnaires and pricing matrix in line with our instructions. |
| --- | --- |
| 2. | **Quality Evaluation**  We will give your responses to our evaluation panel. Each evaluator will independently assess your responses to the quality questions using the response guidance and the evaluation criteria. Each evaluator will give a mark and a reason for their mark for each question they are assessing. Each evaluator will enter their marks and reasons into the eSourcing Suite. |
| 3. | **Consensus**  Once the evaluators have independently assessed your answers to the questions we will arrange for the evaluators to meet and we will facilitate the discussion. At this consensus meeting, the evaluators will discuss the quality of your answers and discuss their marks and reasons for that mark. The discussion will continue until they reach a consensus regarding the mark, and a reason for that mark, for each question. These final marks will be used to calculate your Quality Score for each Lot you have bid for. |
| 4. | **Moderation**  ​Once the consensus meetings have taken place, the consensus manager(s) will review the consensus marks and reasons for the marks agreed with evaluators for any errors or discrepancies. If any errors or discrepancies are identified, marks may be changed as a result of this moderation exercise. The reasons for revisiting the marks and the outcome of revisiting the marks will be fully recorded. |
| 5. | **Quality Threshold**  If you receive a mark of 0 (zero) for any of the quality questions, we will reject your bid and you will be excluded from the competition for the applicable Lot(s). We will tell you that your bid has been excluded from the competition and why.  Refer to tables in section 9 for an example of how your **Quality Score** for each Lot will be calculated. |
| 6. | **Evaluate Pricing**  We will give your pricing to the price evaluation panel, who are different evaluators from those who assess your quality responses.  They will calculate your Price Score using the evaluation criteria in Section 11 – Price Evaluation. |
| 7. | **Final Score**  Your Quality Score (out of 20) will be added to your Price Score (out of 80), to create your Final Score (out of 100), as illustrated in Section 12 - Final decision to award. |
| 8. | **Award**  Awards will be made to the successful Bidders following the standstill period, subject to contract. |

# **Quality Evaluation**

* 1. Questions 2.1.1, 2.1.2, 2.1.3 and 2.1.4 are mandatory questions and will be evaluated PASS / FAIL. If you answer ‘no’ to one or more of the questions, we will reject your bid and you will be excluded from the competition. We will tell you that your bid has been excluded and why.
  2. Each question must be answered in its own right. You must not answer any of the questions by cross referencing other questions or other materials for example reports or information located on your website.
  3. Each of the quality questions in section B (Lots 1 and 2), section C (Lots 1 and 2) and section D (Lot 2 only) of the quality questionnaire will be independently assessed by our evaluation panel.
  4. When the consensus meeting has taken place and the final mark for each question has been agreed by the evaluators, your final mark for each question will be multiplied by that question's weighting to calculate your weighted mark for that question.
  5. Each weighted mark for each question for each Lot you have submitted a bid for will then be added together to calculate your Quality Score.
  6. Please see tables A and B below for an example of how your Quality Score will be calculated.

**Table A – Lot 1**

| **Question** | | **Question Weighting** | **Maximum Mark Available** | **Your Final Mark** | **Your Weighted Mark** |
| --- | --- | --- | --- | --- | --- |
| 2.2 | Social Value Question - B1 (All Lots) | 10% | 100 | 50 | 5.00 |
| 2.3 | Account Management - C1 (All lots) | 5% | 100 | 66 | 3.30 |
| 2.4 | Complaints Handling - C2 (All lots) | 5% | 100 | 100 | 5.00 |
| **Quality Score out of 20:** | | | | | **13.30** |

**Table B – Lot 2**

| **Question** | | **Question Weighting** | **Maximum Mark Available** | **Your Final Mark** | **Your Weighted Mark** |
| --- | --- | --- | --- | --- | --- |
| 2.2 | Social Value - B1  (All Lots) | 10% | 100 | 50 | 5.00 |
| 2.3 | Account Management - C1  (All lots) | 2.5% | 100 | 100 | 2.50 |
| 2.4 | Complaints Handling - C2  (All lots) | 2.5% | 100 | 100 | 2.50 |
| 2.5 | Baselining, Measurement and Verification - D1 (Lot 2) | 5% | 100 | 75 | 3.75 |
| **Quality Score out of 20:** | | | | | **13.75** |

# **Award Quality Questionnaire**

* 1. The quality questionnaire is split into 4 sections:
* Section A – Mandatory Questions
* Section B – Social Value Question (Lot 1 and Lot 2)
* Section C – Account Management and Complaints Handling Questions (Lot 1 and Lot 2)
* Section D - Lot 2 Baselining, Measurement and Verification Question (Lot 2 only)
  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:

| **Question** | | **Marking scheme** | **Weighting %** | |
| --- | --- | --- | --- | --- |
| **Lot 1** | **Lot 2** |
| 2.1 | Mandatory Service Requirements | Pass/Fail | N/A | N/A |
| 2.2 | Social Value | 100/75/50/25/0 | 10% | 10% |
| 2.3 | Account Management | 100/66/33/0 | 5% | 2.5% |
| 2.4 | Complaints Handling | 100/66/33/0 | 5% | 2.5% |
| 2.5 | Baselining, Measurement and Verification | 100/75/50/25/0 | N/A | 5% |

|  | | | **Marking Scheme** |
| --- | --- | --- | --- |
| **Section A – Mandatory Service Requirements** | | | |
| 2.1.1 | Accept Competition Rules | | Pass / Fail |
| 2.1.2 | Accept Contract Terms | | Pass / Fail |
| 2.1.3 | Compliance with Mandatory Service Requirements Framework Schedule 1: Specification - Lot 1 | | Pass / Fail |
| 2.1.4 | Compliance with Mandatory Service Requirements Framework Schedule 1: Specification - Lot 2 | | Pass / Fail |
|  | | | |
|  | | **Marking Scheme** | **Weighting (%)** |
| **Section B – Social Value – APPLIES TO ALL LOTS** | | | |
| 2.2 | B1 - Carbon Reduction and Wellbeing | 100/75/50/25/0 | **10%** |

|  | | **Marking Scheme** | **Weighting (%) for Lot 1** | **Weighting (%) for Lot 2** |
| --- | --- | --- | --- | --- |
| **Section C – Account Management and Complaints Handling** **Questions - APPLIES TO ALL LOTS** | | | |  |
| 2.3 | C1 - Account Management | 100/66/33/0 | **5%** | **2.5%** |
| 2.4 | C2 - Complaints Handling | 100/66/33/0 | **5%** | **2.5%** |

| **Section D – Lot 2 Baselining, Measurement and Verification** **Question - APPLIES TO LOT 2** | | | |
| --- | --- | --- | --- |
| 2.5 | D1 - Baselining, Measurement and Verification | 100/75/50/25/0 | **5%** |

* 1. The quality questionnaire is set out below:

| **Section A – Mandatory Service Requirements** | |
| --- | --- |
| **2.1.1 Accept Competition Rules** | |
| Do you accept the competition rules, as described in the ITT pack Attachment 1 - About the Framework, section 9 Competition rules?  Please answer ‘Yes’ or ‘No’  **Yes -** You accept the competition rules, as described in the ITT pack Attachment 1 - About the framework, section 9 Competition rules.  **No** **-** You do not accept the competition rules, as described in the ITT pack Attachment 1 - About the framework, section 9 Competition rules. | |
| **2.1.1 Response Guidance**  This is a Pass/Fail question.  If you cannot or are unwilling to select ‘Yes’ to this question, you will be disqualified from further participation in this competition.  You are required to select either option YES or NO from the drop down list.  Providing a ‘Yes’ response means you accept the competition rules, as described in the ITT pack Attachment 1 - About the framework, section 9 Competition rules.    If you select ‘No’ to indicate that you do not accept the competition rules, as described in the ITT pack Attachment 1 - About the framework, section 9 Competition rules, you will be excluded from further participation in this competition. | |
| **Marking Scheme** | **Evaluation Guidance** |
| Pass | You have selected option ‘Yes’ confirming that you accept the competition rules, as described in the ITT pack Attachment 1 - About the framework, section 9 Competition rules. |
| Fail | You have selected ‘No’ confirming that you do not accept the competition rules, as described in the ITT pack Attachment 1 - About the framework, section 9 Competition rules. |

| **2.1.2 Accept Contract Terms** | |
| --- | --- |
| Do you accept the contract terms as incorporated in the Framework Award Form?  Please answer ‘Yes’ or ‘No’  **Yes -** You accept the contract terms as incorporated in the Framework Award Form.  **No** **-** You do not accept the contract terms as incorporated in the Framework Award Form. | |
| **2.1.2 Response Guidance**  This is a Pass/Fail question.  If you cannot or are unwilling to select ‘Yes’ to this question, you will be disqualified from further participation in this competition.  You are required to select either option YES or NO from the drop down list.  Providing a ‘Yes’ response means you accept the contract terms as incorporated in the Framework Award Form.    If you select ‘No’ to indicate that you do not accept the contract terms as incorporated in the Framework Award Form, you will be excluded from further participation in this competition. | |
| **Marking Scheme** | **Evaluation Guidance** |
| Pass | You have selected option ‘Yes’ confirming that you accept the contract terms as incorporated in the Framework Award Form. |
| Fail | You have selected ‘No’ confirming that you do not accept the contract terms as incorporated in the Framework Award Form. |

| **2.1.3 Compliance with Framework Schedule 1 (Specification) - Lot 1** | |
| --- | --- |
| If you are awarded a Framework Contract, will you unreservedly deliver in full, all of the mandatory service requirements as set out in Framework Schedule 1 (Specification).  Please answer ‘Yes’ or ‘No’ or N/A if you are not applying for Lot 1.  Yes - You will unreservedly deliver in full all of the Lot 1 mandatory service requirements as set out in Framework Schedule 1 (Specification).  No **-** You will not, or cannot, deliver in full all of the Lot 1 mandatory service requirements as set out in Framework Schedule 1 (Specification).  N/A **-** If you are not applying for Lot 1. | |
| **2.1.3 Response Guidance**  This is a Pass/Fail question.  If you cannot or are unwilling to select ‘Yes’ to this question, you will be disqualified from further participation in this competition.  You are required to select either option YES, NO or N/A from the drop down list.  Providing a ‘Yes’ response means you will unreservedly deliver in full all of the Lot 1 mandatory service requirements as set out in Framework Schedule 1 (Specification).  If you select ‘No’ (or do not answer the question) to indicate that you will not, or cannot, deliver in full all of the Lot 1 mandatory service requirements as set out in Framework Schedule 1 (Specification) you will be excluded from further participation in this competition. | |
| **Marking Scheme** | **Evaluation Guidance** |
| Pass | You have selected option ‘Yes’ confirming that you will unreservedly deliver in full all of the Lot 1 mandatory service requirements as set out in Framework Schedule 1 (Specification).  OR  You have selected option N/A confirming that you are not applying for Lot 1. |
| Fail | You have selected ‘No’ confirming that you will not, or cannot, deliver in full all of the Lot 1 mandatory service requirements as set out in Framework Schedule 1 (Specification).  OR  You have not selected either ‘Yes’, ‘No’ or N/A. |

| **2.1.4 Compliance with Framework Schedule 1 (Specification) - Lot 2** | |
| --- | --- |
| If you are awarded a Framework Contract, will you unreservedly deliver in full, all of the mandatory service requirements as set out in Framework Schedule 1 (Specification).  Please answer ‘Yes’ or ‘No’ or N/A if you are not applying for Lot 2.  **Yes -** You will unreservedly deliver in full all of the Lot 2 mandatory service requirements as set out in Framework Schedule 1 (Specification).  No **-** You will not, or cannot, deliver in full all of the Lot 2 mandatory service requirements as set out in Framework Schedule 1 (Specification).  N/A **-** If you are not applying for Lot 2. | |
| **2.1.3 Response Guidance**  This is a Pass/Fail question.  If you cannot or are unwilling to select ‘Yes’ to this question, you will be disqualified from further participation in this competition.  You are required to select either option YES, NO or N/A from the drop down list.  Providing a ‘Yes’ response means you will unreservedly deliver in full all of the Lot 2 mandatory service requirements as set out in Framework Schedule 1 (Specification).  If you select ‘No’ (or do not answer the question) to indicate that you will not, or cannot, deliver in full all of the Lot 2 mandatory service requirements as set out in Framework Schedule 1 (Specification) you will be excluded from further participation in this competition. | |
| **Marking Scheme** | **Evaluation Guidance** |
| Pass | You have selected option ‘Yes’ confirming that you will unreservedly deliver in full all of the Lot 2 mandatory service requirements as set out in Framework Schedule 1 (Specification).  OR  You have selected option N/A confirming that you are not applying for Lot 2. |
| Fail | You have selected ‘No’ confirming that you will not, or cannot, deliver in full all of the Lot 2 mandatory service requirements as set out in Framework Schedule 1 (Specification).  OR  You have not selected either ‘Yes’, ‘No’ or N/A. |

| **Section B – Social Value** | |
| --- | --- |
| **2.2 Requirement:**  CCS requires you to deliver the Social Value themes throughout the lifetime of the Framework Contract and any subsequent Call Off contracts. This includes how you will ensure you are being effective when advising Buyers on how to reduce water consumption and the benefits you will provide to your employees to improve their health and wellbeing. | |
| **2.2 Response Guidance**  **All Bidders must answer this question.**  **You must insert your response into the text fields in the eSourcing Suite.**  In order to satisfy the requirement you must:   1. demonstrate how you will engage with Buyers to raise awareness of the benefits of environmental opportunities and how you will work collaboratively to devise and deliver solutions to support the Buyer in order to raise awareness and reduce Buyers’ water consumption, as set out in section 8.2.1 of Attachment 1a - Framework Schedule 1 - Specification 2. demonstrate how you will partner, collaborate and engage with your local community to influence behaviours so that resources are used more efficiently and water consumption is reduced, as set out in section 8.2.1 of Attachment 1a Framework Schedule 1 - Specification 3. demonstrate how you will improve the physical and mental health and wellbeing of your employees, as set out in section 8.3.1 of Attachment 1a - Framework Schedule 1 Specification. 4. demonstrate how you will monitor andmeasure staff engagement, detailing how you will adapt to any changes in the results and act on any issues identified, such as a reduction in engagement, as set out in section 8.3.1 of Attachment 1a Framework Schedule 1 - Specification.   Your response should be limited to, and focused on, each of the component parts of the question posed (a to d).You must not make generalised statements or give irrelevant information.  Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to.  Maximum character count – 8,000 characters including spaces and punctuation.  You must not exceed the character count within the e-Sourcing Suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.  You are required to insert your response to this question in the technical envelope in boxes 2.2.1, 2.2.2, 2.2.3 and 2.2.4 each box has a character count of 2,000 characters.  **If you receive a mark of 0 (zero) for this question your bid will fail and will be excluded from the competition.** | |
| **Marking Scheme 100/75/50/25/0** | |
| **Marking Scheme** | **Evaluation Criteria** |
| **100** | The Bidder’s response fully addresses all 4 of the component parts (a to d) of the response guidance above. |
| **75** | The Bidder’s response fully addresses 3 of the 4 component parts (a to d) of the response guidance above. |
| **50** | The Bidder’s response fully addresses 2 of the 4 component parts (a to d) of the response guidance above. |
| **25** | The Bidder’s response fully addresses 1 of the 4 component parts (a to d) of the response guidance above. |
| **0** | The Bidder’s response has not fully 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. |

| **Section C1 – Account Management** | |
| --- | --- |
| **2.3 Requirement:**  CCS requires you to provide a dedicated Account Management function to provide a comprehensive, first point of contact service to the Authority and the Buyers. Bidders shall ensure a high standard of service is delivered which meets the requirements of each Buyer. | |
| **2.3 Response Guidance**  **All Bidders must answer this question.**  **You must insert your response into the text fields in the eSourcing Suite.**  In order to satisfy the requirement you must:   1. demonstrate how you will provide a dedicated account management function, including how you will allocate resource and how you will manage any changes of personnel to ensure there is no reduction in the service provided, as set out in section 4.1.1 to 4.1.6 of Attachment 1a - Framework Schedule 1 - Specification 2. demonstrate how you will ensure effective customer contact and engagement by evidencing your availability through various means of communication, as set out in section 4.1.8 to 4.1.11 of Attachment 1a - Framework Schedule 1 - Specification 3. demonstrate how you will support the Buyers by providing recommendations in relation to the Deliverables, including improving value for money through the use of your internal systems, as set out in Section 4.1.6 of Attachment 1a - Framework Schedule 1 - Specification   Your response should be limited to, and focused on, each of the component parts of the question posed (a to c). You must not make generalised statements or give irrelevant information.  Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to.  Maximum character count – 6,000 characters including spaces and punctuation.  You must not exceed the character count within the e-Sourcing Suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.  You are required to insert your response to this question in the technical envelope in boxes 2.3.1, 2.3.2 and 2.3.3 each box has a character count of 2,000 characters.  **If you receive a mark of 0 (zero) for this question your bid will fail and will be excluded from the competition.** | |
| **Marking Scheme 100/66/33/0** | |
| **Marking Scheme** | **Evaluation Criteria** |
| **100** | The Bidder’s response fully addresses all 3 of the component parts (a to c) of the response guidance above. |
| **66** | The Bidder’s response fully addresses 2 of the 3 component parts (a to c) of the response guidance above. |
| **33** | The Bidder’s response fully addresses 1 of the 3 component parts (a to c) of the response guidance above. |
| **0** | The Bidder’s response has not fully addressed any of the 3 component parts (a to c) of the response guidance above.  OR  A response has not been provided to this question. |

| **Section C2 – Complaints Handling** | |
| --- | --- |
| **2.4 Requirement:**  CCS requires you to provide a Complaint Handling process that will ensure a high standard of service is delivered which meets the requirements of each Buyer, including how you will implement and manage processes that ensure issues of any nature, relevant to the Framework Agreement and subsequent Call Off Contracts, are addressed and brought to a satisfactory conclusion.  . | |
| **2.4 Response Guidance**  **All Bidders must answer this question.**  **You must insert your response into the text fields in the eSourcing Suite.**  In order to satisfy the requirement you must:   1. demonstrate how you will manage Buyers’ complaints within the timelines, including details of your escalation procedure and timelines, and how your approach will ensure that Buyers’ complaints are resolved to each Buyer’s satisfaction, as set out in Section 4.2.2.1 - Section 4.2.2.3 of Attachment 1a - Framework Schedule 1 - Specification 2. demonstrate the escalationprocess you will have in place for complaints that have not been resolved within the ten (10) working day timescale and how your approach will ensure such complaints are resolved swiftly and to each Buyer’s satisfaction, as set out in Section 4.2.2.4 of Attachment 1a- Framework Schedule 1 - Specification 3. demonstrate how you will effectively record lessons learnt in relation to complaints and how you will ensure that you identify common themes and identify training opportunities to reduce instances of common complaints, as set out in Section 4.2.2.5 of Attachment 1a -Framework Schedule 1 - Specification   Your response should be limited to, and focused on, each of the component parts of the question posed (a to c). You must not make generalised statements or give irrelevant information.  Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to.  Maximum character count – 6,000 characters including spaces and punctuation.  You must not exceed the character count within the e-Sourcing Suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.  You are required to insert your response to this question in the technical envelope in boxes 2.4.1, 2.4.2 and 2.4.3 each box has a character count of 2,000 characters.  **If you receive a mark of 0 (zero) for this question your bid will fail and will be excluded from the competition.** | |
| **Marking Scheme 100/66/33/0** | |
| **Marking Scheme** | **Evaluation Criteria** |
| **100** | The Bidder’s response fully addresses all 3 of the component parts (a to c) of the response guidance above. |
| **66** | The Bidder’s response fully addresses 2 of the 3 component parts (a to c) of the response guidance above. |
| **33** | The Bidder’s response fully addresses 1 of the 3 component parts (a to c) of the response guidance above. |
| **0** | The Bidder’s response has not fully addressed any of the 3 component parts (a to c) of the response guidance above.  OR  A response has not been provided to this question. |

| **Section D – Baselining, Measurement and Verification** | |
| --- | --- |
| **2.5 Requirement:**  CCS requires you to provide robust and auditable measurement and verification mechanisms to enable identification of a baseline, monitoring and evaluation of services delivered for ancillary services including, but not limited to, water conservation, water efficiency, water condition improvements and data management. | |
| **2.5 Response Guidance**  **You must answer this question if you are bidding for Lot 2.**  **You must insert your response into the text fields in the eSourcing Suite.**  In order to satisfy the requirement you must:   1. demonstrate the process and methodology you will use to identify baseline data and how you will ensure that baseline data is robust and accurate, as set out in 7.1.1 - 7.1.2 of Attachment 1a  - Framework Schedule 1 - Specification 2. demonstrate how you will assign and agree the roles and responsibilities that your organisation, Key-Subcontractors and third parties will undertake in the delivery of the project and how your approach will contribute to successful delivery, as set out in section 7.1.3 of Attachment 1a - Framework Schedule 1 – Specification. Please note, if you do not intend to use Key-Subcontractors please demonstrate the approach you would take if you were to use them. 3. demonstrate the measurement and verification methodology you will use to validate efficiency savings and/or quality improvements and how you will ensure robust and accurate validation that meets the International Performance Measurement and Verification Protocol standards (or equivalent level of standard), as set out in section 7.2 of Attachment 1a – Specification. 4. demonstrate how you will effectively engage with, and report to, Buyers before, during and after project or service implementation, and how you will ensure Buyers are continuously well informed on the performance of the project or service, as set out in section 7.2.4 of 1a - Specification   Your response should be limited to, and focused on, each of the component parts of the question posed (a to d). You must not make generalised statements or give irrelevant information.  Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to.  Maximum character count – 8,000 characters including spaces and punctuation.  You must not exceed the character count within the e-Sourcing Suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.  You are required to insert your response to this question in the technical envelope in boxes 2.5.1, 2.5.2, 2.5.3 and 2.5.4 each box has a character count of 2,000 characters.  **If you receive a mark of 0 (zero) for this question your bid will fail and will be excluded from the competition.** | |
| **Marking Scheme 100/75/50/25/0** | |
| **Marking Scheme** | **Evaluation Criteria** |
| **100** | The Bidder’s response fully addresses all 4 of the component parts (a to d) of the response guidance above. |
| **75** | The Bidder’s response fully addresses 3 of the 4 component parts (a to d) of the response guidance above. |
| **50** | The Bidder’s response fully addresses 2 of the 4 component parts (a to d) of the response guidance above. |
| **25** | The Bidder’s response fully addresses 1 of the 4 component parts (a to d) of the response guidance above. |
| **0** | The Bidder’s response has not fully 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. |

# **Price Evaluation**

This section contains information on how to complete the Pricing Matrix - Attachment 3 and the price evaluation process.

* 1. **How to complete your pricing matrix:**

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

Your prices should compare with the quality of your offer.

Your prices must be sustainable and include your operating overhead costs and profit.

You should take into account our management charge of 1% which shall be paid by you to us, as set out in the Framework Award Form (within Attachment 9 – Framework Contract Documents).

You should have read and understood the information on TUPE in section 8 of Attachment 1 – About the Framework. You are reminded that it is your responsibility to take your own advice and consider whether TUPE is likely to apply and to act accordingly. You are encouraged to carry out your own due diligence exercise on the application of TUPE when completing your pricing matrix.

Your prices submitted must :

• exclude VAT

• be exclusive of expenses/travel and subsistence

• where monetary value is requested be in British pounds sterling, up to two (2) decimal places

• where a percentage figure is requested, be up to two (2) decimal places.

Zero bids are not permitted for Lot 1. If you submit a zero price your bid will be non-compliant and may be excluded from the competition.

Negative bids are not permitted for Lot 1 or Lot 2. If you submit a negative price your bid will be non-compliant and may be excluded from the competition.

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

The prices submitted will be the maximum payable under this framework. Prices may be lowered at the call-off stage. Refer to Framework Schedule 3 – Framework prices.

You must download and complete the pricing matrix for each Lot you are submitting a bid for:

Attachment 3a Lot 1 Price Matrix

Attachment 3b Lot 2 Price Matrix

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

When you have completed your pricing matrix, you must upload this into the eSourcing Suite at question PQ1 (for Lot 1) or PQ2 (for Lot 2) in the commercial envelope. If you do not upload your pricing matrix your bid may be rejected from this competition.

Do not alter, amend or change the format or layout of Attachment 3a Lot 1 Price Matrix or Attachment 3b Lot 2 Price Matrix.

* 1. **Price evaluation process**

This is how we will evaluate your pricing:

We will check you have completed all the yellow cells for each Lot you are bidding for.

Failure to submit a required price may result in your bid being deemed non-compliant and being rejected from this competition.

Remember zero bids will not be accepted for Lot 1. Negative bids will not be accepted for Lot 1 or Lot 2.

If you are bidding for Lot 2, "N/A" should be entered into the applicable yellow cell(s) within Attachment 3b - Lot 2 Price Matrix for any Ancillary Service(s) you are not bidding for.

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

**11.3 How we will evaluate Lot 1**

The Price Evaluation is weighted at 80% for Lot 1.

For Lot 1, Bidders are required to provide a Retail Percentage Charge (all Prices submitted shall include Bidders retail margin, retail overheads, retail third party costs, an element of profit and the CCS Management Charge) for each of the services (A - E) listed in tab ‘Lot 1’ of Attachment 3a – Price Matrix Lot 1

The prices submitted for each service (A - E) will be evaluated separately. The weighting, and maximum mark available, for each service is set out below:

| **Service** | **Description** | **Service Weighting (%)** | **Maximum Mark**  **Available** |
| --- | --- | --- | --- |
| Service A | Metered Water  Supply | 24% | 24.00 |
| Service B | Metered Wastewater | 24% | 24.00 |
| Service C | Unmetered Water Supply | 24% | 24.00 |
| Service D | Unmetered  Wastewater | 24% | 24.00 |
| Service E | Trade Effluent  Services | 4% | 4.00 |

For each service, the lowest Retail % figure will be awarded the maximum mark available for that service.

All other Bidders will get a mark relative to the lowest bid for that service. The calculation we will use to evaluate your mark for each Service A to E is as follows:

| Mark |  | Lowest Retail percentage Charge (%) |  | Maximum mark available |
| --- | --- | --- | --- | --- |
| = |  | x |
|  | Bidders Retail percentage Charge (%) |  |

The example below is applicable for all services A to E for Lot 1

Service A – Metered Water Supply example:

Bidder A Bidder B Bidder C

Retail % Retail % Retail %

6.00% 7.00% 8.00%

1. Bidder A has the lowest Retail % of 6.00% Bidder A is awarded the maximum mark available for, which is 24 for Service A;

2. Bidder B submits a Retail % of 7.00%. Bidder B is awarded a mark of 20.57 for Service A.

3. Bidder C submits a Retail % of 8.00% and is awarded a mark of 18.00 for Service A.

Each Bidder's marks for all the services (A - E) will be added together and weighted at 80% to calculate each Bidder’s Price Score out of 80..

See example below:

| **Service** | Bidder A | Bidder B | Bidder C |
| --- | --- | --- | --- |
| Service A -Metered Water Supply (Max mark available 24.00 | 24.00 | 20.57 | 18.00 |
| Service B -Metered Wastewater (Max mark available (Max mark available) | 20.00 | 24.00 | 12.00 |
| Service C -Unmetered Water Supply (Max mark available (Max mark  available) | 14.00 | 21.00 | 11.50 |
| Service D -Unmetered Wastewater (Max mark available (Max mark available) | 24.00 | 13.00 | 9.00 |
| Service E -Trade Effluent Services (Max mark available 4.00) | 4.00 | 3.20 | 1.50 |
| Total Marks | 86.00 | 81.77 | 52.00 |
| Price Score (weighted at 80%) | 68.80 | 65.42 | 41.60 |

**11.4 How we will evaluate Lot 2**

The Price Evaluation is weighted at 80% for Lot 2.

For Lot 2, Bidders are required to provide a price for one (1) or more of the Ancillary Services listed below that they have indicated they will provide within section 1.56.2 of the selection questionnaire.

Bidders must enter ‘N/A’ for any Ancillary Services they do not intend to bid for in the applicable yellow cells within tab ‘Lot 2’ of the Attachment 3b – Pricing Matrix Lot 2.

Where a day rate price is required will be based on an eight (8) hour Working Day.

| Ancillary Service 1 | Water Footprint Assessment | Day Rate |
| --- | --- | --- |
| Ancillary Service 2 | Tariff optimisation and Benchmarking | Fee per meter |
| Ancillary Service 3 | Water Audit Site Surveys | Day Rate |
| Ancillary Service 4 | Leak Detection and Repair | Day Rate |
| Ancillary Service 5 | Contingency Planning | Day Rate |
| Ancillary Service 6 | Legionella Risk Assessment | Day Rate |
| Ancillary Service 7 | Automated Meter Reading | Annual Fee per one (1)  asset installed,  commissioned,  maintained and  communications/data feed per year |
| Ancillary Service 8 | Bill Validation | Fee per meter |
| Ancillary Service 9 | Cost Recovery | Percentage share |

We will evaluate each of the Ancillary Services (1 to 9) separately, by comparing it to the other prices submitted for that service (1 to 9). Bidders will get a separate score for each Ancillary Service they have submitted a bid for.

The calculation we will use to evaluate each Ancillary Service (1 to 9) is as follows:

| Mark |  | Lowest price/percentage |  | 100.00 (maximum mark 100) |
| --- | --- | --- | --- | --- |
| = |  | x |
|  | Bidders price/percentage |  |

The example below is for Ancillary Service 1 – Water Footprint Assessment and is applicable for all Ancillary Services (1 to 9) for Lot 2:

Bidder A Bidder B Bidder C Bidder D

Price Price Price Price

N/A £150.00 £175.00 £200.00

1. Bidder A has not provided a price there is no mark is applicable for this service

2. Bidder B has the lowest price of £150.00. Bidder B is awarded the maximum mark available, which is 100

3. Bidder C submits a price of £175.00 and is awarded a mark of 85.71

4. Bidder D submits a price of £200.00 and is awarded a mark of 75.00

Following this process, each Bidder will have a score out of 100 for each of the Ancillary Services(s) they have submitted a bid for.

For each Bidder, their score out of 100 for each Ancillary Service they have submitted a bid for will be added together and this total will be divided by the number of Ancillary Services they have bid for to calculate an average score out of 100. The average score will be calculated to 2 decimal places.

**Example:**

Bidder A has submitted a bid for Ancillary Service 1, 2, 3 and 4:

| **Ancillary Service:** | **Ancillary Service price score out of 100:** |
| --- | --- |
| Ancillary Service 1 | 100 |
| Ancillary Service 2 | 50 |
| Ancillary Service 3 | 25 |
| Ancillary Service 4 | 25 |
| **Total price score for all 4 Ancillary Services** | **200** |
| **Average price score across 4 Ancillary Services** | **50.00 (= 200 / 4)** |

The average price score out of 100 will be multiplied by the price weighting of 80% to calculate Bidder A’s Price Score out of 80 for Lot 2 (the Price Score will be calculated to 2 decimal places):

50.00 x 80% = 40.00

Bidder A’s Price Score (out of 80) = 40.00

When the price evaluation is completed, each Bidder in Lot 2 will have a Price Score out of 80.

1. **Abnormally Low Tenders**

Where we consider any of the prices you have submitted to have no correlation with the quality of your offer or to be **abnormally low** or will ask you to explain the price(s) you have submitted (as required in regulation 69 of the Regulations).

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

# **Final Decision to Award**

* 1. **How we will calculate your Final Score for Lot 1 and Lot 2**

For Lot 1 and Lot 2 we will add your Quality score to your Price Score to calculate your Final Score.

We will then rank all final scores from highest to lowest.

Example:

| Bidder | Quality score | Price score | Final score |
| --- | --- | --- | --- |
| (Maximum score available 20) | (Maximum score available 80) | (Maximum score available 100) |
| Bidder A | 20.00 | 80.00 | 100.00 |
| Bidder B | 15.00 | 60.00 | 75.00 |
| Bidder C | 12.00 | 30.00 | 42.00 |

We will offer the number of Bidders a framework contract as set out in section 3 of Attachment 1 – About the Framework.

The maximum number of places for Lot 1 is as follows:

| Lot | Maximum number of Suppliers per Lot |
| --- | --- |
| 1 | 20 |

The maximum number of places for Lot 2 is as follows:

| Lot | Maximum number of Suppliers per Lot |
| --- | --- |
| 2 | 40 |

The maximum number of Bidders for Lot 1 and Lot 2 of this framework may increase where two (2) or more Bidders have tied scores in the last awarded position only (i.e. 20th position in Lot 1 and 40th position in Lot 2).

1. **Lot 3**

Any Bidder that is successful in both Lot 1 and Lot 2 will be awarded a place on Lot 3 - One Stop Shop (Combined Lot 1 and Lot 2).

We will offer the number of Bidders a framework contract as set out in section 3 of Attachment 1 – About the Framework.

The maximum number of places for Lot 3 is as follows:

| Lot | Maximum number of Suppliers per Lot |
| --- | --- |
| 3 | 20 |

The maximum number of places in Lot 3 may increase if more than 20 Bidders are successful in both Lot 1 and Lot 2 due to tied scores in the last awarded position for a Lot or Bidders having a Final Score that is within 1% of the last awarded position for a Lot.

1. **Reserved rights**

In Lot 1 and Lot 2, we reserve the right to award a framework to any Bidders that have a Final Score that is within 1% of the last awarded position.

Example:

In Lot 1, the last awarded position is 20th position.

The Bidder in 20th place has a Final Score of 60.00.

The calculation we will use is:

Lot 1 - 20th place Bidder’s final score is 60.00.

1% of 60.00 = 0.60

The calculation will be rounded to two decimal places.

60.00 – 0.60 = 59.40

Any Bidder that has a Final Score of 59.40 or above will be awarded a place on Lot 1 of the Framework

1. **Intention to award**

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. those bidders that 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 receive a substantive challenge to our decision to award and the challenge is for a certain Lot, we reserve the right to conclude a Framework Contract with successful Bidders for the Lot(s) that have not been challenged.

Following the standstill period, and if there are no challenges to our decision, successful Bidders will be formally awarded a Framework Contract subject to signatures.

1. **Framework Contract**

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

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

If you have bid as a consortium, the conclusion of a Framework Contract is subject to the provision of due ‘certificates, statements and other means of proof’ from EACH member of the consortium.

This means:

* Public Liability - £5,000,000 - All Lots
* Professional Indemnity - £5,000,000 - All Lots
* Employers Liability - £5,000,000 - All Lots
* Product Liability - £5,000,000 - All Lots
* Cyber Essentials Certificate (or confirmation that your equivalent has been verified by a technically competent and independent third party which must be a IASME registered Certification Body) - All Lots
* A valid Water Supply and Sewerage Licence granted by The Economic Regulator of the Water Sector in England and Wales (Ofwat) in accordance with Section 1 of the Water Act 2014 - Applies to Lot 1

You are required to send the documentary evidence of the above to no later than the date provided in the Intention to Award letter. Failure to do so may mean that we will withdraw our offer of a Framework Contract.