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**HM Courts &
Tribunals Service**

VOLUME 2: BIDDER QUESTIONS

Competition for Perspex and Polycarbonate and Polycarbonate
Screens for HMCTS

October 2020

ITT Reference Number: ITT_4715

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1. INTRODUCTION

- 1.1 This Volume 2: Bidders Questions forms part of the Invitation to Tender (ITT) in relation to the Competition for the provision of Perspex and Polycarbonate and Polycarbonate Screens for HMCTS.
- 1.2 This Volume 2 includes guidance as to how Bids should be prepared and submitted, evaluation questions (“questions”) and criteria against which Bids will be evaluated. The questions and evaluation criteria are set out in Annex 1 of this Volume 2.
- 1.3 This Volume 2 must be read in conjunction with the other Volumes of the ITT.

2. BIDS

2.1 Sections of Bid

2.1.1 Bidders must prepare their Bids as set out within this Volume 2. Instructions require the Bidders to:

- read other Volumes included in the ITT;
- refer to documents located in Volume 5: Data Room (“Data Room”); and,
- submit separate documents that together will comprise a full and compliant Bid.

2.2 Clarity of Bids

2.2.1 In order to demonstrate that the Authority’s requirements can be met (or exceeded), Bidders should avoid making bland, “cover all”, statements such as “the appropriate number of staff will be employed to deliver the service” or “the appropriate documentation will be completed”. Additionally, Bidders should note that any statements made in vague or unclear terms, such as “we will endeavour to...” or “we would like to discuss with the Authority...” may be disregarded for evaluation purposes. Bidders must ensure that their response to questions gives sufficient information to enable the Authority to evaluate specific proposals meaningfully.

2.2.2 Bidders should not make overarching statements within individual question responses. The response to individual evaluation questions should be self-contained within each Question Response Document.

3. GENERAL REQUIREMENTS

- 3.1 The questions are designed to test Bidders’ proposals for credible and coherent solutions, which should be based on operational experience and sound management practices. Responses should be written such that all description, explanation, rationale, evidence and information is entirely explicit. Each response should directly relate to the question being asked. Information submitted by Bidders that does not directly relate to answering a question will not be evaluated.

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- 3.2 Bidders should answer each question in full, including but not limited to addressing the minimum requirements that are detailed within each question and having regard to the evaluation criteria relevant to each question (see Volume 3: Evaluation Methodology also).
- 3.3 Bidders should ensure that the response to each question is clear and concise, but sufficiently detailed to answer the question. Bidders are discouraged from 'padding out' their responses in order to meet the maximum word count limit identified for each question.
- 3.4 Conversely, Bidders should not exceed the word count limit. If a response materially exceeds the relevant word count, subject to the submission requirements below, the additional text will not be considered by the Authority and will not be taken into account for the purposes of evaluation other than where it contradicts or has an adverse impact on the remainder of the response or other areas of the Bid.
- 3.5 Any graphics, drawings or tables will not count towards the word count limits. Bidders should not use tables or pull-out boxes to provide substantial amounts of information; they should only be used to support the text contained in the main question response.

4. CONTRACTUAL COMMITMENTS

- 4.1 The Authority anticipates that certain elements of the successful Bidder's response will become a contractual commitment and will inform the Service Delivery Plan. Responses to questions should therefore be written with this in mind and should contain clear commitments. The Authority reserves the right to clarify where it feels a commitment is unclear.
- 4.2 The Authority reserves the right to include responses over the word count limit within the Contract.

5. SUBMISSION REQUIREMENTS

- 5.1 Bidders are required to submit a Qualification Selection Questionnaire, non-price Question Response Document (QRD) document and Pricing Model via the Authority's e-sourcing portal, Bravo. All questions must be answered. Failure to answer all questions may mean that the Bid is incomplete and therefore may be non-compliant.

Qualification Selection Questionnaire Response

- 5.2 Bidders are required to answer and complete the mandatory questions in the Excel attachment "Qualification Selection Questionnaire" provided. This can be found in the "Qualification Envelope" of the ITT, in Bravo.
- 5.3 When submitting the Excel attachment, the file naming convention should be as follows:

[Bidder Name]_[Qualification Selection Questionnaire]_QRD.xls

For example: ' Perspex and Polycarbonate Screens Ltd_Qualification Selection Questionnaire_QRD.xls

- 5.4 Guidance to the Qualification Selection Questionnaire can be found in section 6.0 of this Volume 2.

Non-Price Response

- 5.5 Bidders are required to answer the mandatory questions in the attachment "Non-Price Response QRD". This can be found in the "Technical Envelope" of the ITT.

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- 5.6 Each question must be responded to and saved as a word file.
- 5.7 The file naming convention for the Non-Price Response Document should be as follows:

[Bidder Name]_[Technical Envelope]_QRD.doc

For example: 'Perspex and Polycarbonate Screens Ltd_Technical Envelope_QRD.doc'

- 5.8 The questions have been divided into two (2) Sections (referred to as Level 1 Categories) as follows:
- Section 1: Delivery of Goods
 - Section 2: Insurance/Terms

Pricing Model Response

- 5.9 Bidders are also required to fill out the Pricing Model, which can be found in Volume 6 of the "Attachments" area within the ITT. Bidders are required to submit the Pricing Model in the "Commercial Envelope" of the ITT.
- 5.10 The file naming convention for the Pricing Model document should be as follows:

[Bidder Name]_[Pricing Model].xls

For example: 'Perspex and Polycarbonate and Polycarbonate Screens Ltd_Pricing Model.xls'

5.11 Other documents and information

- 5.12 Bidders must put their responses in the boxes provided in the QRD documents.
- 5.13 Attachments should be kept to a minimum. Where information does need to be included as a separate attachment, Bidders should be explicit in their question responses as to whether the information contained within the attachment is supporting information only, and therefore not to be evaluated, or whether it should be considered as part of the question response and therefore be evaluated. Bidders should note that if the attachment is intended for evaluation, it will count towards the word count limit, except in the circumstances described in section 3.4 of this Volume 2.
- 5.14 The following file naming convention must be followed for each attachment:

[Bidder Name]_[Attachment No.]_[Question Reference]_[Content Name].pdf

- 5.15 Once the bids are finalised, the Qualification Selection Questionnaire response should be attached to '1.1 – Qualification submission' within the "Qualification Envelope", the Non-Price QRD response should be attached to '2.1 - Non-Price Submission' within the "Technical Envelope" and the Pricing Model should be attached to '3.1 Pricing Model Submission' within the "Commercial Envelope" of the sourcing event (the ITT within Bravo). Bidders should note that it is only possible to attach one (1) file against each section therefore where attachments to a question response are to be submitted, they must be grouped together with the relevant Question Response Document into one compressed (zip) file. The zipped file should be titled as:

[Bidder Name]_[Envelope Reference].zip

5.16 Further information and examples of document and file names can be found in the, 'Document and File Naming Convention' document, which is embedded below:



Document and File
Naming Convention

5.17 Bidders shall ensure that:

- they use the questions and guidance for each question as headings to structure their response. Bidders are allowed to add additional headings as long as the headings are relevant to the question and the detailed response requirements for each question detailed in Annex 1 have been covered.
- the maximum size of a file or compressed (zip) file uploaded onto the e-sourcing portal is 50 MB;
- in the Bid, they follow the same number convention and numbering order as set out in Annex 1;
- they submit their Bid in **Arial font size 11** (not including headings, headers and footers, templates, tables, pull out boxes or spreadsheets);
- they follow the on-screen instructions on the e-sourcing portal in order to submit electronic copies of completed Bids;
- all responses, including any supporting attachments must be compatible with Microsoft (MS) Office 2016;
- they have fully completed and submitted their Bid via the Authority's e-Sourcing tool by the Bid submission deadline set out at 1.8.1 in Volume 1: Introduction, Instructions and Process. The Authority, in its absolute discretion, may reject Bids received after the Bid submission deadline.

5.18 Bidders are required to list all the documents that are submitted for each question response in the Bid Attachment Schedule provided at Annex 2. The attachment number stated in the list must align with the attachment number included in the file name. Bidders must indicate against each attachment listed whether the document forms part of the response for evaluation.

5.19 Bidders are reminded of the additional instructions with respect to Bid submission within Volume 1: Introduction, Instructions and Process.

6. GUIDANCE TO QUALIFICATION SELECTION QUESTIONNAIRE

6.1 The following attachment explains the guidance around the Qualification Selection Questionnaire:



Qualification
Envelope Guidance.dc

7. GUIDANCE TO SECTION 1: DELIVERY OF GOODS

- 7.1 This Section is designed to allow Bidders to explain to the Authority how they will deliver the goods set out in the Specification and is an opportunity for Bidders to differentiate their solution from merely compliant to a proposal offering a higher degree of assurance and service delivery.
- 7.2 The response provided by the successful Bidder is expected to become a contractual commitment and will inform the Delivery Plan.

8. GUIDANCE TO SECTION 2: INSURANCE/TERMS

- 8.1 This section is divided into 2 questions: “Insurance” and “Terms and Conditions”.
- 8.1.1 Insurance
 - 8.1.1.1 the bidder is required to certify what insurances they have or can commit to obtain prior to the commencement of the contract.
 - 8.1.2 Terms and conditions
 - 8.1.2.1 The bidder is required to confirm that they accept the proposed terms and conditions, set out in “Volume 4: Terms and Conditions”

9. GUIDANCE TO PRICING MODEL

- 9.1 The full guidance to completing the Pricing Model can be found in “Volume 6 – Pricing Model and Methodology” and in the document Volume 3 - Evaluation Methodology.

Annex 1: Non-Price Bidder Questions

Bidders should ensure that the entire Question is read before attempting a response.

Section 1: Delivery of Goods		
Section Weighting 25%		
Question Reference and Title	Question	Instructions and Guidance for Bidders
<p>Question 1: Speed of Service with Quality Maintained</p> <p>(Weighting: 25%)</p>	<p>Bidders are to set out their approach and timescale to delivery of a screen solution from survey, to design, to manufacture to install giving a description of products and project management.</p> <p><i>Word Count limit: 500 (excluding graphics)</i></p>	<p>In responding to this question, the Bidder should include:</p> <ul style="list-style-type: none"> • The timescale taken from receipt of a request from HMCTS to survey to site attendance. • The timescale taken from survey to design proposals being provided • The timescale taken from attendance on site to survey to providing a quote • The timescale taken from approval of a quote to the installation on site.
<p>Question 2: Capacity</p> <p>(Weighting: 25%)</p>	<p>Bidders are to provide their proposal for how they will survey, deliver and install the volumes in the timescales involved, as per specification; with descriptions of staffing and logistics</p> <p><i>Word count limit: 1000</i></p>	<p>In responding to this question, the Bidder should include:</p> <ul style="list-style-type: none"> • A general approach to managing the survey, ordering, manufacture and installation process. • Confirmation that the volume can be delivered within the timescales detailing the output capacity each month between January 2020 and March 2021. • Approach to ensuring screens are delivered to site on time and ensure it is right first time. • Proposal for mitigating risks for the delivery of the required capacity. • Approach to dealing with external influences such as COVID and Brexit

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<p>Question 3: Management (Weighting: 25%)</p>	<p>Bidders are to provide their proposal for how they will manage the service for the supply of screens and installations</p> <p><i>Word count limit: 500</i></p>	<p>In responding to this question, the Bidder should include:</p> <ul style="list-style-type: none"> • Their general approach to liaison with the HMCTS Screens Project Team , the FM Contractor for HMCTS and the court operations team. • Their proposal for managing and mitigating any risks to the programme • Their proposal for reporting, tracking and prioritisation of work using a daily tracker • Their proposal for how the installers will manage quality control processes
<p>Question 4: Support during installation (Weighting: 15%)</p>	<p>Bidders are to provide their proposal for how they will manage the installation process ensuring minimum disruption to HMCTS operations.</p> <p><i>Word count limit: 300</i></p>	<p>In responding to this question, the Bidder should include:</p> <ul style="list-style-type: none"> • Their approach to logistics management in order to ensure delivery and installation of screens does not impact on the operation of the courts. • Their proposals for minimising disruption during installation • Their approach to contingency planning should there be a need for last minute alterations to the design and layout • Their proposals for removal and recycling of waste from the court site.
<p>Question 5: Support after installation (Weighting 10%)</p>	<p><i>The Bidder must provide details of their ongoing approach to the training of staff.</i></p> <p><i>Word Count limit: 300</i></p>	<p>When responding to this question, the Bidder should include:</p> <ul style="list-style-type: none"> • Their proposals for how to facilitate any warranty replacements over the life of the screens • Their proposals to manage issues over quality, suitability and safety as part of post – installation customer care

Section 2: Insurance/Terms		
(Pass/Fail)		
Question Reference and Title	Question	Instructions and Guidance for Bidders
Question 6: Insurance (Pass/Fail)	<p><i>Please self-certify whether you already have, or can commit to obtain, prior to the commencement of the contract, the levels of insurance cover indicated below:</i></p> <p>Yes (Y) / No (N)</p> <p><i>Employer's (Compulsory) Liability Insurance = £5,000,000</i></p> <p><i>Public Liability Insurance = £5,000,000</i></p> <p><i>*It is a legal requirement that all companies hold Employer's (Compulsory) Liability Insurance of £5 million as a minimum. Please note this requirement is not applicable to Sole Traders.</i></p>	
Question 7: Acceptance of Volume 4: Terms and Conditions (Pass/Fail)	<p><i>Acceptance of Volume 4: Terms and Conditions</i></p> <p><i>(Pass/Fail)</i></p>	<p><i>A) The Bidder is required to confirm that they accept the terms and conditions set out by the Buyer for this Competition.</i></p> <p>YES NO</p> <p><i>B) Applicable only where the response to A) is 'No':</i></p> <p><i>If the response to question A) above is 'NO' then the Bidder is required to provide Buyer with the following information:</i></p> <ul style="list-style-type: none"> <i>• Which clause(s) they do not accept</i> <i>• An explanation of why they do not accept the clause(s)</i> <i>• Proposed amendments for consideration by the Buyer</i>

Annex 2: Bid Attachment Schedule

The Bid Attachment Schedule embedded below should be completed and uploaded to the 'Forms' section of the "Technical Envelope" within the sourcing event. The file naming convention is:

[Bidder Name]_Bid Attachment Schedule

For example: 'Perspex and Polycarbonate Screens Ltd_Bid Attachment Schedule'



Annex 2 Bid
Attachment Schedul