

Invitation to tender

Attachment 2 – How to bid

RM6141 Language Services

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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 goods and/or services if your bid is successful.
   2. You may bid for one or more of the lots, ensure you read paragraph 3.6 of Attachment 1.
   3. Upload ONLY those attachments we have asked for. Do not upload any attachments we haven’t asked for.
   4. Make sure you answer every question.
   5. You must submit your bid before the bid submission deadline, in paragraph 5 “Timelines for the competition” in Attachment 1 - About the framework.
   6. It will be our decision whether we will accept bids submitted after the bid submission deadline.
   7. 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.
   8. 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.
   9. 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.
2. How to submit your bid in the eSourcing suite
   1. Your bid must be entered into the eSourcing suite. We can only accept bids that we receive through the eSourcing suite.
   2. Responses to the selection questionnaire (qualification envelope), quality questionnaire (technical envelope) and the price questionnaire (commercial envelope) must be answered online in the eSourcing suite.
   3. You are also required to complete and upload the following attachments (if applicable) to the relevant selection questions in the eSourcing suite:

* **Attachment 2b (i-vi) Evidence of Contract Example (for each applicable lot)** – complete each template in accordance with the instructions provided and upload to the relevant questions in part 11 technical and professional ability in the eSourcing suite (qualification envelope).
* **Attachment 3 Pricing Matrix (a-f)** – complete each matrix in accordance with the instructions provided in this document and upload your completed pricing matrix(s) to questions PQ1-PQ6 in the eSourcing suite (commercial envelope).
* **Attachment 4 Information and Declaration Workbook** – if you are relying upon any other organisation, key subcontractor or consortium member to meet the selection criteria, they must complete this attachment and you must upload it to the relevant selection question in the eSourcing Suite (qualification envelope).
* **Attachment 6 Consortia details** – if you are bidding as the lead member of a consortium, complete and upload this attachment to the relevant selection question in the eSourcing Suite (qualification envelope).
* **Attachment 7 Key Subcontractor details** – if you intend to use key subcontractors in your bid, complete and upload this attachment to the relevant selection question in the eSourcing Suite (qualification envelope).

1. Selection stage
   1. At the selection stage, we evaluate bidders’ technical, professional and financial capabilities. We will ask a range of questions appropriate to the procurement. It is important that you answer these questions accurately.
   2. If you are relying on any key subcontractors to provide the answers to the technical and professional ability or you are relying on a guarantor to pass the economic and financial assessment, they must complete Parts 2 and 3 for themselves.
   3. In addition, if you are the lead member of a consortium, you must get each of the other members to answer the questions in Parts 2 and 3 for themselves.
   4. We are providing the ‘Information and declaration’ workbook (Attachment 4) to enable you to collect and submit this data to us, whether from organisations on whom you are relying (for example a key subcontractor or a guarantor) or from other members of a consortium.
   5. You must ensure you read the instructions contained within the evidence of contract example certificate for each lot (Attachment 2b (i-vi) carefully and ensure that you allow plenty of time to send to your contract referee for them to complete and return to you.
   6. You will need to submit one (1) completed Attachment 2b for each lot (and two (2) for lot 5 if you are bidding for lot 5m). Please be aware that it is essential that you clearly and unambiguously fall within the scope of the requirement for each lot, as set out in Framework Schedule 1 (Specification).
   7. Remember CCS may contact the contract referee to verify the information provided in your Attachment 2b certificates, if the contract referee cannot or will not verify the information provided; or fails to respond to a verification request from us your bid may be rejected and you will be excluded from the competition. We will tell you why your bid has been excluded.
   8. Additionally, if you fail to provide the information we have asked for in the Attachment 2b certificate(s), or the information provided in the Attachment 2b does not clearly and unambiguously fall within the scope of the requirement for each lot, as set out in Framework Schedule 1 (Specification), your bid will be deemed not compliant and you will be excluded from this competition. We will tell you why your bid has been excluded.
2. 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**.
3. Selection criteria
   1. We may exclude you from the competition at the selection stage if:

* your bid is non-compliant
* you receive a ‘fail’ for the evaluated selection question in Part 11 technical and professional ability of Attachment 2a.
* you receive a ‘fail’ for any of the evaluated selection questions.
* any of the information you have provided proves to be false or misleading.
* you have broken any of the competition rules in paragraph 9 of Attachment 1 – About the framework, or not followed the instructions given in this ITT pack.
  1. If we exclude you from the competition we will tell you and explain why.

1. Selection questionnaire
   1. Please refer to Attachment 2a - Selection questionnaire. Remember you must complete the questionnaire online in the eSourcing suite (qualification envelope).
2. 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 specifically Framework Schedule 1 (Specification)carefully, and read more than once
* Read each question, the response guidance, marking scheme and evaluation criteria
* Read the contract terms.
* If you are unsure, ask questions before the clarification questions deadline See paragraph 5 ‘Timelines for the competition’ and paragraph 6 ‘When and how to ask questions’ in Attachment 1 - About the framework document
* Allow plenty of time to complete your responses; it always takes longer than you think to submit
* Your prices should be in line with the service level you offer, in response to the award quality questions.

1. Award criteria
   1. The Award Stage consists of a quality evaluation (see paragraph 10 of this document) and a price evaluation (see paragraph 12 of this document).
   2. The award of this framework will be on the basis of the ‘Most Economically Advantageous Tender’ (MEAT).
   3. The weighting for the quality evaluation for all lots is 70 marks; and, the price evaluation for all lots is worth 30 marks.
2. Award process
   1. What YOU need to do

* answer the quality questions for the lots you are bidding for, in sections A, B, C, D, E, F, G and H of the quality questionnaire in the eSourcing suite in the technical envelope.
* Complete the price matrix for the lots you are bidding for (Attachment 3a-f).
* Upload your completed price matrix into the eSourcing suite in the commercial envelope for each applicable lot to questions PQ1-PQ6.
  1. What **WE** will do at the award stage

|  |  |
| --- | --- |
| 1. | **Compliance Check**  First, we will do a check to make sure that you completed the pricing matrix in line with our instructions. |
| 2. | **Quality Evaluation**  We will give your responses to our evaluation panel. Each evaluator will independently assess your responses to the quality questions using the response guidance and the evaluation criteria. Each evaluator will give a mark and a reason for their mark for each question they are assessing. Each evaluator will enter their marks and reasons into the eSourcing suite. |
| 3. | **Consensus**  Once the evaluators have independently assessed your answers to the questions we will arrange for the evaluators to meet and we will facilitate the discussion. At this consensus meeting, the evaluators will discuss the quality of your answers and discuss their marks and reasons for that mark. The discussion will continue until they reach a consensus regarding the mark, and a reason for that mark, for each question. These final marks will be used to calculate your quality score for each lot you have bid for. |
| 4. | **Quality Threshold**  If you have received a zero for any of the quality questions (applicable to the lots you are bidding for) or if you have not met a minimum quality score of 35.00 for each of the lots that you are bidding for, we will reject your bid and you will be excluded from the competition. We will tell you that your bid has been excluded from the competition and why.  Refer to tables at paragraph 10 for an example of how your **quality score** for each lot will be calculated. |
| 5. | **Evaluate Pricing**  We will then give your pricing to the price evaluation panel, who are different evaluators from those who assessed your quality responses.  They will calculate your **price score** using the evaluation criteria in paragraph 12 ‘price evaluation’ of this document. |
| 6. | **Final Score**  Your quality score will be added to your price score, to create your **final score** as illustrated in paragraph 13 ‘final decision to award’ of this document. |
| 7. | **Award**  Awards will be made to the successful bidders following the standstill period, subject to contract. |

1. Quality Evaluation
   1. Question A1 in section A of the quality questionnaire is a mandatory question, applicable to the lot(s) you are bidding for, and will be evaluated Pass / Fail. If you answer ‘no’ to this question, 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. Question A2 in section A of quality questionnaire is applicable to all lots and will be scored as detailed at paragraph 10.10
   3. Questions B1 and B2 in section B of the quality questionnaire are applicable to lots 1-5 and will each be scored as detailed at paragraph 10.10.
   4. The questions in sections C, D, E, and F, G and H of the quality questionnaire are lot specific questions applicable to each lot, and will each be scored as detailed in paragraph 10.10.
   5. Each question must be answered in its own right. You must not answer any of the questions by cross-referencing to other questions or other materials, for example reports or information located on your website.
   6. Each of the quality questions in sections A, B, C, D, E, F, G and H of the quality questionnaire, will be independently assessed by our evaluation panel.
   7. 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 the question.
   8. Each weighted mark for each question, applicable to each lot you have submitted a bid for, will then be added together to calculate your total weighted mark. Your total weighted mark will then be multiplied by the quality weighting (70%) to calculate your quality score for each lot.
   9. Please see tables A, B, C, D, E, and F below for an example of how your quality score will be calculated for lot 1, lot 2, lot 3, lot 4(a-l), lot 5(a-l), lot 5(m) and lot 6.
   10. Table A – lot 1 and/or lot 5 (a–l)

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Question** | | **Question Weighting** | **Maximum mark available** | **Your final mark** | **Your weighted mark** |
| A2 | Social Value Initiatives | 10% | 100 | 100 | 10.00 |
| B1 | Appointment and Recruitment of Interpreters/Translators | 30% | 100 | 100 | 30.00 |
| B2 | Booking and Selection of Interpreters/Translators | 30% | 100 | 100 | 30.00 |
| C1 | Service Delivery and Management | 30% | 100 | 100 | 30.00 |
| **Total weighted mark** *(max 100)* | | | | | **100.00** |
| **lot 1 and/or lot 5(a-l) quality score** *(Total weighted mark multiplied by 70% quality)* | | | | | **70.00** |

Table B – lot 2:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Question** | | **Question Weighting** | **Maximum mark available** | **Your final mark** | **Your weighted mark** |
| A2 | Social Value Initiatives | 10% | 100 | 66 | 6.60 |
| B1 | Appointment and Recruitment of Interpreters/Translators | 30% | 100 | 33 | 9.90 |
| B2 | Booking and Selection of Interpreters/Translators | 30% | 100 | 100 | 30.00 |
| D1 | Service delivery | 30% | 100 | 66 | 19.80 |
| **Total weighted mark** *(max 100)* | | | | | **66.30** |
| **lot 2 quality score** *(Total weighted mark multiplied by 70% quality)* | | | | | **46.41** |

Table C – lot 3:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Question** | | **Question Weighting** | **Maximum mark available** | **Your final mark** | **Your weighted mark** |
| A2 | Social Value Initiatives | 10% | 100 | 100 | 10.00 |
| B1 | Appointment and Recruitment of Interpreters/Translators | 30% | 100 | 66 | 19.80 |
| B2 | Booking and Selection of Interpreters/Translators | 30% | 100 | 33 | 9.90 |
| E1 | Service Delivery | 30% | 100 | 100 | 30.00 |
| **Total weighted mark** *(max 100)* | | | | | **69.70** |
| **lot 3 quality score** *(Total weighted mark multiplied by 70% quality)* | | | | | **48.79** |

Table D – lot 4(a-l):

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Question** | | **Question Weighting** | **Maximum mark available** | **Your final mark** | **Your weighted mark** |
| A2 | Social Value Initiatives | 10% | 100 | 100 | 10.00 |
| B1 | Appointment and Recruitment of Interpreters/Translators | 30% | 100 | 100 | 30.00 |
| B2 | Booking and Selection of Interpreters/Translators | 30% | 100 | 100 | 30.00 |
| F1 | Service Delivery | 30% | 100 | 75 | 22.50 |
| **Total weighted mark** *(max 100)* | | | | | **92.50** |
| **lot 4(a-l) quality score** *(Total weighted mark multiplied by 70% quality)* | | | | | **64.75** |

Table E – lot 5(m):

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Question** | | **Question Weighting** | **Maximum mark available** | **Your final mark** | **Your weighted mark** |
| A2 | Social Value Initiatives | 10% | 100 | 66 | 6.60 |
| B1 | Appointment and Recruitment of Interpreters/Translators | 30% | 100 | 66 | 19.80 |
| B2 | Booking and Selection of Interpreters/Translators | 30% | 100 | 66 | 19.80 |
| G1 | Service Delivery - Overseas | 30% | 100 | 33 | 9.90 |
| **Total weighted mark** *(max 100)* | | | | | **56.10** |
| **lot 5(m) quality score** *(Total weighted mark multiplied by 70% quality)* | | | | | **39.27** |

Table F – lot 6:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Question** | | **Question Weighting** | **Maximum mark available** | **Your final mark** | **Your weighted mark** |
| A2 | Social Value Initiatives | 10% | 100 | 66 | 6.60 |
| H1 | Framework of Assessment | 30% | 100 | 33 | 9.90 |
| H2 | Capability Assessment] | 30% | 100 | 33 | 9.90 |
| H3 | Recruitment Processes | 30% | 100 | 33 | 9.90 |
| **Total weighted mark** *(max 100)* | | | | | **36.30** |
| **lot 6 quality score** *(Total weighted mark multiplied by 70% quality)* | | | | | **25.41** |

1. Award quality questionnaire
   1. The quality questionnaire is split into the following sections:

* Section A – mandatory questions (applicable to all lots)
* Section B – lot 1, lot 2, lot 3, lot 4(a-l) and lot 5(a-m) scored questions
* Section C – lot 1 and/or lot 5(a-l) only scored question
* Section D – lot 2 only scored question
* Section E – lot 3 only scored question
* Section F – lot 4(a-l) only scored question
* Section G – lot 5(m) only scored question
* Section H – lot 6 scored only 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:

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Question** | | **Marking scheme** | **Weighting %** | | | | | | |
| **L 1** | **L2** | **L3** | **L4**  **a-l** | **L5**  **a-l** | **L5**  **m** | **L 6** |
| A1 | Compliance with Framework Schedule 1 (Specification) | Pass/Fail | N/A | | | | | | |
| A2 | Social Value Initiatives | 100/66/33/0 | X | X | X | X | X | X | X |
| B1 | Recruitment and Appointment of Interpreters/Translators | 100/66/33/0 | X | X | X | X | X | X |  |
| B2 | Booking and Selection of Interpreters/Translators | 100/66/33/0 | X | X | X | X | X | X |  |
| C1 | Service Delivery and Management | 100/75/50/25/0 | X |  |  |  | X |  |  |
| D1 | Service Delivery | 100/66/33/0 |  | X |  |  |  |  |  |
| E1 | Service Delivery | 100/75/50/25/0 |  |  | X |  |  |  |  |
| F1 | Service Delivery | 100/75/50/25/0 |  |  |  | X |  |  |  |
| G1 | Service Delivery - Overseas | 100/66/533/0 |  |  |  |  |  | X |  |
| H1 | Framework of Assessment | 100/66/533/0 |  |  |  |  |  |  | X |
| H2 | Capability Assessment | 100/66/533/0 |  |  |  |  |  |  | X |
| H3 | Recruitment  Processes | 100/66/533/0 |  |  |  |  |  |  | X |

* 1. The quality questionnaire is set out below:

|  |  |
| --- | --- |
| **Section A – Mandatory service requirements** | |
| **A1 Compliance with Framework Schedule 1 (Specification) – Lot 1 - 6** | |
| If you are awarded a framework contract, will you unreservedly deliver in full, all the mandatory service requirements as set out in Attachment 1a - Framework Schedule 1 (Specification).  Please answer ‘Yes’ or ‘No’  Yes **-** You will unreservedly deliver in full all the mandatory service requirements applicable to the lot(s) you are bidding for as set out in Attachment 1a - Framework Schedule 1 (Specification).  No **-** You will not, or cannot, deliver in full all the mandatory service requirements applicable to the lot(s) you are bidding for as set out in Attachment 1a - Framework Schedule 1 (Specification). | |
| **A1 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, from the drop down list.  Providing a ‘Yes’ response means you will unreservedly deliver in full all the mandatory service requirements as set out in Attachment 1a - 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 the mandatory service requirements as set out in Attachment 1a - 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 the mandatory service requirements as set out in Attachment 1a - Framework Schedule 1 (Specification). |
| Fail | You have selected ‘No’ confirming that you will not, or cannot, deliver in full all the mandatory service requirements as set out in Attachment 1a - Framework Schedule 1 (Specification).  OR  You have not selected either ‘Yes’ or ‘No’ |

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| **A2 – Social Value - All Lots** | |
| **A2 Requirement:**  CCS requires the Supplier to adopt a positive stance on delivering community benefits and fair work practices throughout the life of this Framework.  You are required to demonstrate how you will support communities through social or economic initiatives, including effective policies and processes to promote equality and diversity in the workplace and how you will ensure that fair working practices are embedded into your services, in accordance with the mandatory service requirements set out in section 24 of Attachment 1a - Framework Schedule 1 (Specification), as set out in the response guidance for this question. | |
| **A2 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, and the question associated with the requirement, you must:   1. Demonstrate the social or economic initiatives you will adopt throughout the life of the Framework to support the community you will be serving and how you will measure the positive impact.      1. Demonstrate how you will ensure fair working practices for all personnel engaged in the delivery of services under this Framework, including how these will be measured to seek improvements throughout the duration of the Framework. 2. Demonstrate how you will ensure equality and diversity in the workplace, including how this will be measured and how you will seek improvements throughout the duration of the Framework.   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 the applicable text boxes provided, each box has a character count of 2,000 characters. | |
| **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. |

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| **Section B – Appointment and Recruitment (Lots 1 – 5 only)** | |
| **B1 Requirement:**  CCS requires you to have robust recruitment and appointment processes in place to ensure suitably qualified Interpreters/Translators are available to deliver the services of this Framework and any Call-Off Contracts.  You are required to demonstrate how you will ensure that Interpreters/Translators within the UK are recruited and appointed in accordance with the mandatory service requirements set out in section 7 and 24 of Attachment 1a - Framework Schedule 1 (Specification), as set out in the response guidance for this question. | |
| **B1 Response guidance**  **All bidders must answer this question.**  **You must insert your response into the text fields in the eSourcing suite.**  If **not** bidding for all Lots 1-5 please insert N/A into the first B1 text box in the eSourcing suite.  In order to satisfy the requirement, and the question associated with the requirement, you must:   1. Demonstrate the policies you will have in place to support fair recruitment practices from within the local area and community in which your services will be delivered, including how you will measure the impact and how you will seek to implement improvements throughout the lifetime of the Framework? 2. Demonstrate how you will ensure the requirements set out in paragraph 7.6 of Attachment 1a - Framework Schedule 1 (Specification) are met, including how you will gather, validate and store the information gathered as part of the process? 3. Demonstrate the processes you will have in place to ensure that any Interpreter/Translator being considered for recruitment will be appropriately tested to confirm they can communicate effectively in English and their chosen language. Your response should include how this will be measured and how the Interpreter/Translator will be assigned to the appropriate Bandings set out in Annex 2 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 the applicable text boxes provided, each box has a character count of 2,000 characters. | |
| **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. |

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| **Section B – Booking and Selection of Interpreters/Translators (Lots 1 – 5 only)** | |
| **B2 Requirement:**  CCS requires you to deliver a robust booking, booking management and selection processes which ensures that an appropriately qualified and experienced Interpreter/Translator is assigned for each booking.  You are required to demonstrate how you will ensure the Buyer has a full understanding of the booking process, including how you will provide ongoing support via a helpdesk to resolve any issues, and how you will access each booking independently to ensure an appropriate Interpreter/Translator is selected for assignment, in accordance with the mandatory service requirements set out in section 12 of Attachment 1a - Framework Schedule 1 (Specification). | |
| **B2 Response guidance**  **All bidders must answer this question.**  **You must insert your response into the text fields in the eSourcing suite.**  If **not** bidding for all Lots 1-5 please insert N/A into the first B2 text box in the eSourcing suite.  In order to satisfy the requirement, and the question associated with the requirement, you must:   1. Demonstrate how you will deliver training to the Buyer on your booking process, including the use of booking forms/portals and how this will be tailored to meet the varying needs of Buyers under the Framework?  Para ref? 2. Demonstrate the processes you will have in place to ensure that your helpdesk facility is sufficiently resourced, including how you will ensure that those staff are knowledgeable and have authority to resolve any issues in accordance with paragraph 12.9 of Attachment 1a - Framework Schedule 1 (Specification) 3. Demonstrate the processes you will have in place to ensure an appropriate Interpreter/Translator is selected in line with the Buyer’s requirements, including how you will ensure that the individual requirements set out in paragraph 12.10 and 12.14 of Attachment 1a - Framework Schedule 1 (Specification) are included in the process?   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 the applicable text boxes provided, each box has a character count of 2,000 characters. | |
| **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. |

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| --- | --- |
| **Section C – Service Delivery and Management (Lot 1 and/or Lot 5 (a-l) only)** | |
| **C1 Requirement:**  CCS requires the Supplier to have effective processes in place to ensure that all of the mandatory services for Lot 1 and/or Lot 5, as set out in Appendix 1 and/or Appendix 5 of Attachment 1a - Framework Schedule 1 (Specification), will be delivered.  You are required to demonstrate how you will deliver the services for Lot 1 and/or Lot 5 whilst maintaining service levels for new and existing Buyers, including how you will manage the quality of service both operationally and from an account management perspective, and how you will adopt a philosophy of continuous improvement throughout the lifetime of the Framework. | |
| **C1 Response guidance**  **All bidders must answer this question.**  **You must insert your response into the text fields in the eSourcing suite.**  If **not** bidding for Lot 1 and/or Lot 5 please insert N/A into the first C1 text box in the eSourcing suite.  In order to satisfy the requirement, and the question associated with the requirement, you must:   1. Demonstrate how you will ensure continuity of service, including how you will maintain service levels in existing contracts whilst onboarding new Buyers throughout the lifetime of the Framework, in accordance with paragraph 3.3 of Attachment 1a - Framework Schedule 1 (Specification). 2. Demonstrate the processes you will have in place to identify cost savings and efficiencies to enhance the delivery of service and how you will support the Buyer to implement any changes. 3. Demonstrate the processes and resources you will have in place to ensure that all Buyers receive a quality account management service, including how you will work with the Buyer to provide management information and resolve any issues and complaints regarding the delivery of service. 4. Demonstrate the processes you will have in place to ensure Interpreters/Translators are adhering to a Code of Conduct including how you will ensure that any potential breach of a Code of Conduct is investigated and managed appropriately in accordance with Section 4 - paragraph 4.3 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 the applicable text boxes provided, each box has a character count of 2,000 characters. | |
| **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. |
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| **Section D –Service Delivery - Lot 2 only** | |
| **D1 Requirement:**  CCS requires the Supplier to have effective processes in place to ensure that all of the mandatory services for Lot 2, as set out in Appendix 2 of Attachment 1a - Framework Schedule 1 (Specification), will be delivered.  You are required to demonstrate how you manage the resources and all information utilised in the delivery of services under Lot 2 including the processes you will have in place to ensure translations are delivered in a cost effective manner without impacting on the quality or accuracy of the translation. | |
| **D1 Response guidance**  **All bidders must answer this question.**  **You must insert your response into the text fields in the eSourcing suite.**  If you are **not** bidding for Lot 2 please insert N/A into the first D1 text box in the eSourcing suite.  In order to satisfy the requirement, and the question associated with the requirement, you must:   1. Demonstrate the processes you will have in place to ensure that the use of any overseas Translators and Transcribers will meet the requirements set out in paragraph 1.13 of Appendix 2 in Attachment 1a - Framework Schedule 1 (Specification), including how you will validate the information provided. 2. Demonstrate the processes you will have in place to identify where Machine Translation can be utilised and how this service will be delivered to ensure Buyers receive cost savings without impacting on the quality of the Translation. 3. Demonstrate how you will ensure that all information is shared and stored in an appropriate manner, including how you would manage Secret and Top Secret information for Translation and Transcription services if request by the Buyer as set out in paragraph 11.4 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 the applicable text boxes provided, each box has a character count of 2,000 characters. | |
| **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. |

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| **Section E –Service Delivery - Lot 3 only** | |
| **E1 Requirement:**  CCS requires the Supplier to have effective processes in place to ensure that all of the mandatory requirements for Lot 3, as set out in Appendix 3 of Attachment 1a - Framework Schedule 1 (Specification), will be delivered.  You are required to demonstrate that you will have the necessary processes and systems in place which include functionality to support the delivery of all services for Lot 3, as well as the capacity to deliver this requirement throughout the lifetime of the Framework. | |
| **E1 Response guidance**  **All bidders must answer this question.**  **You must insert your response into the text fields in the eSourcing suite.**  If you are **not** bidding for Lot 3 please insert N/A into the first E1 text box in the eSourcing suite.  In order to satisfy the requirement, and the question associated with the requirement, you must:   1. Demonstrate how your platform will be user friendly and have the necessary functionality in place to enable a Buyer to receive an on-demand Telephone Interpretation Service, in accordance with paragraph 1.3 of Appendix 3 of Attachment 1a - Framework Schedule 1 (Specification). 2. Demonstrate the processes you will have in place to ensure that a Buyer can access the full spectrum of languages listed in Annex 3 - Language List of Attachment 1a - Framework Schedule 1 (Specification), on demand, including how you will ensure that services will be delivered in accordance with paragraph 3.2 of Attachment 1a - Framework Schedule 1 (Specification).      1. Demonstrate the processes you will have in place for a Buyer to request a Video Interpretation Service hosted by you. Your response should also demonstrate how this can be integrated into the Buyer’s own platform, in accordance with paragraph 1.18 of Appendix 3 in Attachment 1a - Framework Schedule 1 (Specification). 2. Demonstrate how you will increase your capacity to deliver Video Interpretation Services during peaks in demand, including how you will ensure continuity of service for existing Buyers and how your platform has capacity to support these peaks.   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 the applicable text boxes provided, each box has a character count of 2,000 characters. | |
| **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. |

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| **Section F –Service Delivery - Lot 4 only** | |
| **F1 Requirement:**  CCS requires the Supplier to have effective processes in place to ensure that all of the mandatory services for Lot 4, as set out in Appendix 4 of Attachment 1a - Framework Schedule 1 (Specification), will be delivered.  You are required to demonstrate that you will have the necessary processes and systems in place with functionality to support the delivery of all Video service requirements for Lot 4, as well as quality processes that protect the Buyer and the end user. | |
| **F1 Response guidance**  **All bidders must answer this question.**  **You must insert your response into the text fields in the eSourcing suite.**  If you are **not** bidding for Lot 4 please insert N/A into the first F1 text box in the eSourcing suite.  In order to satisfy the requirement, and the question associated with the requirement, you must:   1. Demonstrate the processes you will have in place to ensure that all interpreters will be monitored to ensure they remain registered with the National Registers for Communication Professionals working with Deaf and Deafblind People (NRCPD) or The Scottish Register of Language Professionals with the Deaf Community (SRLDPC) throughout the lifetime of the Framework and any Call-Off Contracts.      1. Demonstrate how your platform will be user friendly and have the necessary functionality in place to enable a Buyer to receive an on-demand Video Interpretation Service (connected within 60 seconds), in accordance with paragraph 1.12 of Appendix 4 of Attachment 1a - Framework Schedule 1 (Specification). 2. Demonstrate the quality assurance processes you have in place to ensure that all non-spoken Translations and Transcriptions meet the requirements of the Buyer and how you will ensure the overall quality and accuracy of the documents prior to return. 3. Demonstrate the processes you will have in place to enable the end user to submit complaints regarding the quality of service provided by an Interpreter/Translator and how you will manage the complaint through to resolution, in accordance with section 22 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 the applicable text boxes provided, each box has a character count of 2,000 characters. | |
| **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. |

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| **Section G –Service Delivery Overseas - Lot 5 m only** | |
| **G1 Requirement:**  CCS requires the Supplier to have effective processes in place to ensure that all of the mandatory services for Lot 5m, as set out in Appendix 5 of Attachment 1a - Framework Schedule 1 (Specification), will be delivered.  You are required to demonstrate how you will deliver overseas requirements, including the recruitment and effective management of the Interpreters/Translators and how you will manage urgent requirements from overseas Buyers for all services listed in Appendix 5 of Attachment 1a - Framework Schedule 1 (Specification). | |
| **G1 Response guidance**  **All bidders must answer this question.**  **You must insert your response into the text fields in the eSourcing suite.**  If you are **not** bidding for Lot 5m please insert N/A into the first G1 text box in the eSourcing suite.  In order to satisfy the requirement, and the question associated with the requirement, you must:   1. Demonstrate the processes you will have in place to source and recruit Interpreters based overseas, including how the processes will adhere to the requirements set out in paragraph 1.75 of Appendix 5 in Attachment 1a - Framework Schedule 1 (Specification). 2. Demonstrate your capability to mobilise and deliver an urgent overseas requirement for face to face interpreters, including the deployment of UK based Interpreters and operational staff overseas at short notice in accordance with 1.8 of Appendix 5.      1. Demonstrate how you will ensure Interpreters/Translators deployed in the delivery of any overseas Call Off Contract are supported as set out in section 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 the applicable text boxes provided, each box has a character count of 2,000 characters. | |
| **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. |

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| **Section H –Framework for Assessment - Lot 6** | |
| **H1 Requirement:**  CCS requires the Supplier to have a consistent, fair and transparent process in place which can assess the different bandings of Interpreters/Translators.  Your response should include how you will tailor an assessment to the individual sectors the Buyer may represent when calling off the Framework using industry standards as set out in 1.5 of Appendix 6 of Framework Schedule 1 (Specification) - Attachment 1a. | |
| **H1 Response guidance**  **All bidders must answer this question.**  **You must insert your response into the text fields in the eSourcing suite.**  If you are **not** bidding for Lot 6 please insert N/A into the first H1 text box in the eSourcing suite.  In order to satisfy the requirement, and the question associated with the requirement, you must:   1. Demonstrate how you will ensure that the ‘Framework for Assessment’ enables an assessment to be undertaken based on the different bandings, in accordance with paragraph 1.5 of Appendix 6 in Attachment 1a - Framework Schedule 1 (Specification). 2. Demonstrate how you will ensure that the ‘Framework for Assessment’ allows for sector specific assessments to be undertaken, in accordance with paragraph 1.5 of Appendix 6 in Attachment 1a - Framework Schedule 1 (Specification). 3. Demonstrate how you will ensure that the ‘Framework for Assessment’ will comply with recognised industry standards, in accordance with paragraph 1.5 of Appendix 6 in 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 the applicable text boxes provided, each box has a character count of 2,000 characters. | |
| **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. |

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| **Section H –Capability Assessment - Lot 6 only** | |
| **H2 Requirement:**  CCS requires the Supplier to collaborate with the Buyer to develop and deliver an effective quality assurance plan. You are required to demonstrate in your response that you have the capability and capacity to develop this plan and deliver across a variety of Call Off contracts with different requirements.  Your response should include how you will effectively safeguard the Framework by ensuring any reinstatement of an Interpreter/Translator is done so appropriately as set out in Appendix 6 of attachment 1a - Framework Schedule 1 (Specification). | |
| **H2 Response guidance**  **All bidders must answer this question.**  **You must insert your response into the text fields in the eSourcing suite.**  If you are **not** bidding for Lot 6 please insert N/A into the first H2 text box in the eSourcing suite.  In order to satisfy the requirement, and the question associated with the requirement, you must:   1. Demonstrate how you will work with the Buyer to understand their requirements and how you will support the Buyer in developing a plan using your inherent knowledge of the industry to identify where best to concentrate assessments in accordance with paragraph 1.16 of Appendix 6 in Attachment 1a - Framework Schedule 1 (Specification). 2. Demonstrate how you will ensure you will have the capacity and capability to deliver a variety of Call Off contracts for different Buyers with requirements for multiple assessments in different languages (spoken and non-spoken) by qualified and experienced assessors as per paragraph 1.36 Appendix 6 3. Demonstrate how you will communicate a ‘Failed’ assessment to the Buyer including the reasons and how you will provide detailed feedback to the Interpreter/Translator as set out in paragraph 1.24.3 of Appendix 6?   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 the applicable text boxes provided, each box has a character count of 2,000 characters. | |
| **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. |

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| **Section H – Recruitment Processes - Lot 6 only** | |
| **H3 Requirement:**  CCS requires the Supplier to have robust processes to recruit suitably qualified Assessors to deliver the requirements set out in Appendix 6 as well as the capability to review how Suppliers in Lots 1-5 have met their appointments and recruitment procedures as set out in 7.6 of attachment 1a - Framework Schedule 1 (Specification). | |
| **H3 Response guidance**  **All bidders must answer this question.**  **You must insert your response into the text fields in the eSourcing suite.**  If you are **not** bidding for Lot 6 please insert N/A into the first H3 text box in the eSourcing suite.  In order to satisfy the requirement, and the question associated with the requirement, you must:   1. Demonstrate the procedures you have in place and how they will ensure that any Assessor recruited to deliver services under the Framework have been through a robust recruitment process in accordance with paragraph 1.38 of Appendix 6 of attachment 1a - Schedule 1 (Specification)? 2. Demonstrate how you will ensure the requirements set out in paragraph 1.41 of Appendix 6 off Attachment 1a - Framework Schedule 1 (Specification) are met, including how you will gather, validate and store the information gathered as part of the process? 3. Demonstrate your process for undertaking in -depth compliance checks on Suppliers in Lot 1-5. as set out in paragraph 1.18 of Appendix 6 of attachment 1a - Schedule 1 (Specification). Your response should include how you will verify the validity of such documentation.   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 the applicable text boxes provided, each box has a character count of 2,000 characters. | |
| **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. |

1. Price Evaluation

This paragraph 12 contains information on how to complete the pricing matrix (Attachment 3) and the price evaluation process for each lot.

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

You should read and understand the instructions in the pricing matrix, and in this paragraph, before submitting your price values in the price matrix for each lot you are bidding for.

Your price values must be sustainable in providing all of the mandatory requirements set out in Attachment 1a - Framework Schedule 1 (Specification) for each applicable lot, and include the following:-

* an insurance level sufficient to cover the limit of liability listed in Joint Schedule 3 (Insurance Requirements) of the framework contract;
* cancellations as set out in Sections 13 - 17 of Attachment 1a - Framework Schedule 1 (Specification);
* travel costs and travel time up to a 5 mile radius, the point of origin of the journey being the Interpreters home or current location, whichever is the closest to the place of the assignment;
* all second tier (and subsequent tier) supply chain partners commission and /or mark ups;
* direct labour costs (the basic rate paid by the supplier to its staff including any premium time payment, fringe benefits and bonus payments). Please refer to Framework Schedule 3 (Framework Prices);
* payroll burden (all costs of taxes and contributions imposed by law, or regulations e.g. employer’s liability insurance, unemployment compensation, old age benefits, pensions and annuities and disability insurance);
* all costs of the supplier’s standard employee benefits e.g. retirement funds, health and life assurances and any bonus schemes;
* all costs associated with holidays with pay, sickness leave with pay, customary and public holidays;
* all costs associated with recruitment, training and security vetting; and
* your operating overhead costs and profit.

You should also take into account our management charge of 1%, which shall be paid by you to us as set out in the Framework Award Form and Framework Schedule 5 (Management Charges and Information).

Zero bids are not permitted. We will investigate where we consider your bid to be abnormally low.

CCS reserves the right to seek verification of any prices that it deems to be unsustainable in respect of the delivery of the goods and services required.

You should have read and understood the information on TUPE in paragraph 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 at the call-off stage 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.

In the event that you are successful in this procurement the values inserted into the pricing matrix, for each applicable lot, will be incorporated into Framework Schedule 3 (Framework Prices). Refer to Framework Schedule 3 (Framework Prices) and Framework Schedule 7 (Call-Off Award Procedure).

You must download and complete the applicable pricing matrix for each lot that you are bidding for (e.g. Attachment 3(a-f)).

You must input prices (£) into the cells shaded YELLOW, GREEN and ORANGE in each pricing matrix, in accordance with the instructions provided for each lot. The prices submitted in the YELLOW cells will be used in the price evaluation for each applicable lot and as such, failure to insert an applicable price may result in your bid being excluded from this competition.

You must input the prices we have asked for in the cells shaded GREEN and ORANGE. The information submitted in the GREEN and ORANGE cells will not be evaluated or form part of the price evaluation for each applicable lot. However, if you are successful in this competition the values submitted into the GREEN cells will be inserted into your Framework Contract and will be the maximum rates chargeable under this Framework.

Do not alter, amend or change the format or layout of the pricing matrix for each lot (Attachment 3a-f). You must not insert or attach any notes or comments into any of the worksheets, any additional information will be disregarded by CCS.

When you have completed your pricing matrix for each applicable lot, you must upload the price matrix for each lot you are bidding for into the eSourcing suite (commercial envelope), as follows:

* Attachment 3a – lot 1 pricing matrix to question PQ1. You must name the file: [insert your organisation name\_L1 price matrix].
* Attachment 3b – lot 2 pricing matrix to question PQ2. You must name the file: [insert your organisation name\_L2 price matrix].
* Attachment 3c – lot 3 pricing matrix to question PQ3. You must name the file: [insert your organisation name\_L3 price matrix].
* Attachment 3d – lot 4(a-l) pricing matrices to questions PQ4a-l.   
  You must name each file and upload it for each region as follows:
  + For Lot 4a - name your file [yourorganisationname\_Lot 4a Pricing Matrix] and upload to question PQ4a.
  + For Lot 4b - name your file [yourorganisationname\_Lot 4b Pricing Matrix] and upload to question PQ4b
  + For Lot 4c - name your file [yourorganisationname\_Lot 4c Pricing Matrix] and upload to question PQ4c
  + For Lot 4d - name your file [yourorganisationname\_Lot 4d Pricing Matrix] and upload to question PQ4d
  + For Lot 4e - name your file [yourorganisationname\_Lot 4e Pricing Matrix] and upload to question PQ4e
  + For Lot 4f - name your file [yourorganisationname\_Lot 4f Pricing Matrix] and upload to question PQ4f
  + For Lot 4g - name your file [yourorganisationname\_Lot 4g Pricing Matrix] and upload to question PQ4g
  + For Lot 4h - name your file [yourorganisationname\_Lot 4h Pricing Matrix] and upload to question PQ4h
  + For Lot 4i - name your file [yourorganisationname\_Lot 4i Pricing Matrix] and upload to question PQ4i
  + For Lot 4j - name your file [yourorganisationname\_Lot 4j Pricing Matrix] and upload to question PQ4j
  + For Lot 4k - name your file [yourorganisationname\_Lot 4k Pricing Matrix] and upload to question PQ4k
  + For Lot 4l - name your file [yourorganisationname\_Lot 4l Pricing Matrix] and upload to question PQ4l

* Attachment 3e – lot 5(a-m) pricing matrices to question PQ5a-m. You must name the file and upload it for each region as follows:
  + For Lot 5a - name your file [yourorganisationname\_Lot 5a Pricing Matrix] and upload to question PQ5a.
  + For Lot 5b - name your file [yourorganisationname\_Lot 5b Pricing Matrix] and upload to question PQ5b
  + For Lot 5c - name your file [yourorganisationname\_Lot 5c Pricing Matrix] and upload to question PQ5c
  + For Lot 5d - name your file [yourorganisationname\_Lot 5d Pricing Matrix] and upload to question PQ5d
  + For Lot 5e - name your file [yourorganisationname\_Lot 5e Pricing Matrix] and upload to question PQ5e
  + For Lot 5f - name your file [yourorganisationname\_Lot 5f Pricing Matrix] and upload to question PQ5f
  + For Lot 5g - name your file [yourorganisationname\_Lot 5g Pricing Matrix] and upload to question PQ5g
  + For Lot 5h - name your file [yourorganisationname\_Lot 5h Pricing Matrix] and upload to question PQ5h
  + For Lot 5i - name your file [yourorganisationname\_Lot 5i Pricing Matrix] and upload to question PQ5i
  + For Lot 5j - name your file [yourorganisationname\_Lot 5j Pricing Matrix] and upload to question PQ5j
  + For Lot 5k - name your file [yourorganisationname\_Lot 5k Pricing Matrix] and upload to question PQ5k
  + For Lot 5l - name your file [yourorganisationname\_Lot 5l Pricing Matrix] and upload to question PQ5l
  + For Lot 5m - name your file [yourorganisationname\_Lot 5m Pricing Matrix] and upload to question PQ5m
* Attachment 3f – lot 6 pricing matrix to question PQ6. You must name the file: [insert your organisation name\_L6 price matrix].

If you do not upload your pricing matrix for each applicable lot your bid may be excluded from this competition.

* 1. **Price Evaluation process**

We will check you have completed all the YELLOW, GREEN and ORANGE cells, applicable to each lot you are bidding for.

Failure to insert an applicable price (£) may result in your bid being deemed not compliant and excluded from this competition.

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

* + 1. **Lot 1**

The instructions in this paragraph should be read in conjunction with the instructions provided in Attachment 3a – Pricing Matrix for Lot 1 and Framework Schedule 3 (Framework Prices) of Attachment 10 – Framework Contract Documents.

You must enter a figure to five decimal places excluding VAT in Pounds Sterling (£).

The Lot 1 pricing will be evaluated on the basis of a basket of rates consisting of:

* Translation, transcription and ancillary services pricing for the language groups in tab 6 of the lot 1 pricing matrix.
* Telephone and video interpretation services pricing in tab 7 of the lot 1 pricing matrix.
* Non-spoken services pricing in tab 8 of the lot 1 pricing matrix; and
* Spoken face to face services pricing in tab 9 of the lot 1 pricing matrix.

For tab 6, we will evaluate the prices submitted for each table in tab 6 (e.g. table A price, table B price and table C price) by comparing it against all other prices submitted by other bidders for the same table.

The bidder who submits the lowest price for each table in the pricing matrix will receive 100% of the maximum score available for the applicable table, as detailed below.

The maximum number of marks available for each table in tab 6 are as follows:

|  |  |  |
| --- | --- | --- |
| **Total Price for each Table** | **Weighting (%)** | **Maximum Mark Available** |
| TABLE A PRICE | 38% | 38.00 |
| TABLE B PRICE | 38% | 38.00 |
| TABLE C PRICE | 24% | 24.00 |
| **Total** | **100%** | **100.00** |

The ‘basket for evaluation’ in tab 6 will be calculated by adding together the mark awarded for each table in the tab, as set out above.

For tab 7, we will evaluate the prices submitted for each table in tab 7 (e.g. table A price, table B price and table C price) by comparing it against all other prices submitted by other bidders for the same table.

The bidder who submits the lowest price for each table in the pricing matrix will receive 100% of the maximum score available for the applicable table, as detailed.

The maximum number of marks available for each table in tab 7 are as follows:

|  |  |  |
| --- | --- | --- |
| **Total Price for each Table** | **Weighting (%)** | **Maximum Mark Available** |
| TABLE A PRICE | 60% | 60.00 |
| TABLE B PRICE | 25% | 25.00 |
| TABLE C PRICE | 15% | 15.00 |
| **Total** | **100%** | **100.00** |

The ‘basket for evaluation’ in tab 7 will be calculated by adding together the mark awarded for each table in the tab, as set out above.

For tab 8, we will evaluate the prices submitted for each table in tab 8 (e.g. table A price, table B price, table C price, table D price, table E price, table F price and table G price) by comparing it against all other prices submitted by other bidders for the same table.

The bidder who submits the lowest price for each table in the pricing matrix will receive 100% of the maximum score available for the applicable table, as detailed below.

The maximum number of marks available for each table in tab 8 are as follows:

|  |  |  |
| --- | --- | --- |
| **Total Price for each Table** | **Weighting (%)** | **Maximum Mark Available** |
| TABLE A PRICE | 5% | 5.00 |
| TABLE B PRICE | 25% | 25.00 |
| TABLE C PRICE | 5% | 5.00 |
| TABLE D PRICE | 15% | 15.00 |
| TABLE E PRICE | 15% | 15.00 |
| TABLE F PRICE | 20% | 20.00 |
| TABLE G PRICE | 15% | 15.00 |
| **Total** | **100%** | **100.00** |

The ‘basket for evaluation’ in tab 8 will be calculated by adding together the mark awarded for each table in the tab, as set out above.

For tab 9, we will evaluate the prices submitted for each table in tab 9 (e.g. table A price and table B price) by comparing it against all other prices submitted by other bidders for the same table.

The bidder who submits the lowest price for each table in the pricing matrix will receive 100% of the maximum score available for the applicable table, as detailed below.

The maximum number of marks available for each table in tab 9 are as follows:

|  |  |  |
| --- | --- | --- |
| **Total Price for each Table** | **Weighting (%)** | **Maximum Mark Available** |
| TABLE A PRICE | 60% | 60.00 |
| TABLE B PRICE | 40% | 40.00 |
| **Total** | **100%** | **100.00** |

The ‘basket for evaluation’ in tab 9 will be calculated by adding together the mark awarded for each table in the tab, as set out above.

~~The lot 1 pricing matrix will automatically calculate a ‘basket price for evaluation’ in each of the tabs 6, 7, 8 and 9.~~

~~The ‘basket price for evaluation’ in each tab will then be added together to calculate your ‘lot 1 total basket price’ which will be used in the price evaluation.~~

~~Refer to tab 10 of the lot 1 pricing matrix to see how your ‘lot 1 total basket price’ will be calculated.~~

The lot 1 ‘total basket price to be used in price evaluation’ will be calculated by adding together the ‘basket for evaluation’ for each of the tabs 6, 7, 8 and 9.

For example:

|  |  |
| --- | --- |
| **TOTAL BASKET PRICE TO BE USED IN PRICE EVALUATION** | **Maximum Mark Available** |
| TAB 6 BASKET FOR EVALUATION | 100 |
| TAB 7 BASKET FOR EVALUATION | 100 |
| TAB 8 BASKET FOR EVALUATION | 100 |
| TAB 9 BASKET FOR EVALUATION | 100 |

* + 1. **Lot 2**

The instructions in this paragraph should be read in conjunction with the instructions provided in Attachment 3b – Pricing Matrix for lot 2 and Framework Schedule 3 (Framework Prices) of Attachment 10 – Framework Contract Documents.

You must enter a figure to five decimal places excluding VAT in Pounds Sterling (£).

The lot 2 pricing will be evaluated on the basis of a basket of translation, transcription and ancillary rates consisting of:

* translation pricing for target language group in table A;
* translation pricing for source language group in table B; and
* translation pricing and services (including listening charge) in table C.

Tables A and B

The translation pricing for the target language group in table A and source language group in table B are for:

* English (non-technical) charge per word;
* English (technical) charge per word;
* marketing/publication charge per word; and
* proof reading charge per word.

The weightings which will be applied to tables A and B are as follows:

|  |  |
| --- | --- |
| **Language Group** | **Weighting (%)** |
| Group A – Western Europe (Tier 1 Clearances) | 35% |
| Group B – Eastern Europe (Tier 1 Clearances) | 35% |
| Group C – Asian, Arabic & Oriental (Tier 1 Clearances) | 24% |
| Group D – African (Tier 1 Clearances) | 3% |
| Group E – Specialist (Rare) (Tier 1 Clearances) | 3% |

The lot 2 pricing matrix will automatically calculate a ‘table A price’ by adding together the weighted price for each target language group in table A. The ‘table B price’ will be automatically calculated by adding together the weighted price for each source language group in table B.

Table C

The transcription pricing and services (including listening charge) in table C are the total costs for:

* Mon - Fri 08:00-18:00 charge per minute;
* Out of Hours (including Public Holidays) charge per minute.

The weightings which will be applied to table C are as follows:

|  |  |
| --- | --- |
| **Language Group** | **Weighting (%)** |
| English to English (Tier 1) | 30% |
| Group A – Western Europe (Tier 1 Clearances) | 25% |
| Group B – Eastern Europe (Tier 1 Clearances) | 25% |
| Group C – Asian, Arabic & Oriental (Tier 1 Clearances) | 14% |
| Group D – African (Tier 1 Clearances) | 3% |
| Group E – Specialist (Rare) (Tier 1 Clearances) | 3% |

The lot 2 pricing matrix will automatically calculate a ‘table C price’ by adding together the weighted price for each language group in table C.

~~The table A price, table B price and table C price will then be added together to automatically calculate a ‘lot 2 total basket price’ which will be used in the lot 2 price evaluation.~~

~~Refer to tab 5 of the lot 2 pricing matrix to see how the ‘lot 2 total basket price’ will be calculated.~~

We will evaluate the prices submitted for each table (e.g. table A price; table B price and table C price) by comparing it against all other prices submitted by other bidders for the same table.

The bidder who submits the lowest price for each table in the pricing matrix will receive 100% of the maximum score available for the applicable table, as detailed below.

The maximum number of marks available for each table are as follows:

|  |  |  |
| --- | --- | --- |
| **Total Price for each Table** | **Weighting (%)** | **Maximum Mark Available** |
| TABLE A PRICE | 38% | 38.00 |
| TABLE B PRICE | 38% | 38.00 |
| TABLE C PRICE | 24% | 24.00 |
| **Total** | **100%** | **100.00** |

The ‘basket for evaluation’ will be calculated by adding together the mark awarded for each table in the tab, as set out above.

* + 1. **Lot 3**

The instructions in this paragraph should be read in conjunction with the instructions provided in Attachment 3c – Pricing Matrix for Lot 3 and Framework Schedule 3 (Framework Prices) of Attachment 10 – Framework Contract Documents.

You must enter a figure to five decimal places excluding VAT in Pounds Sterling (£).

The lot 3 pricing will be evaluated on the basis of a basket of telephone and spoken video interpretation rates consisting of:

* telephone interpretation pricing for the top 10 languages in table A;
* spoken video language pricing per hour in table B; and
* spoken video language pricing per minute in table C.

Table A

The telephone interpretation pricing in table A are for band 1/2 on-demand tier 1 clearances.

The weightings which will be applied to table A are as follows:

|  |  |
| --- | --- |
| **Top 10 Languages** | **Weighting (%)** |
| Polish | 15% |
| Romanian | 15% |
| Arabic | 15% |
| Slovak | 10% |
| Kurdish (Sorani) | 10% |
| Spanish | 5% |
| Portuguese | 5% |
| Albanian | 5% |
| Mandarin | 5% |
| Urdu | 5% |
| Any Other Language | 10% |

The lot 3 pricing matrix will automatically calculate a ‘table A price’ by adding together the weighted price for each language in table A.

Table B and C

The spoken video language services pricing per hour in table B and per minute in table C, are for bands 1, 2, 3, 4 and 5 for the following:

* Rate 1 (Tier 1 Clearances); and
* Rate 2 (Tier 1 Clearances).

The weightings which will be applied to tables B and C are as follows:

|  |  |
| --- | --- |
| **Spoken Video Language Services** | **Weighting (%)** |
| Rate 1 (Tier 1 Clearances) | 60% |
| Rate 2 (Tier 1 Clearances) | 40% |

The lot 3 pricing matrix will automatically calculate a ‘table B price’ by adding together the weighted price for each rate in table B.

The lot 3 pricing matrix will automatically calculate a ‘table C price’ by adding together the weighted price for each rate in table C.

~~The table A price, table B price and table C price will then be added together to automatically calculate a ‘lot 3 total basket price’ which will be used in the lot 3 price evaluation.~~

~~Refer to tab 5 of the lot 3 pricing matrix to see how the ‘lot 3 total basket price’ will be calculated.~~

We will evaluate the prices submitted for each table (e.g. table A price, table B price and table C price) by comparing it against all other prices submitted by other bidders for the same table.

The bidder who submits the lowest price for each table in the pricing matrix will receive 100% of the maximum score available for the applicable table, as detailed.

The maximum number of marks available for each table are as follows:

|  |  |  |
| --- | --- | --- |
| **Total Price for each Table** | **Weighting (%)** | **Maximum Mark Available** |
| TABLE A PRICE | 60% | 60.00 |
| TABLE B PRICE | 25% | 25.00 |
| TABLE C PRICE | 15% | 15.00 |
| **Total** | **100%** | **100.00** |

The ‘basket for evaluation’ in tab 7 will be calculated by adding together the mark awarded for each table in the tab, as set out above.

* + 1. **Lot 4(a-l)**

The instructions in this paragraph should be read in conjunction with the instructions provided in Attachment 3d – Pricing Matrix for Lot 4(a-l) and Framework Schedule 3 (Framework Prices) of Attachment 10 – Framework Contract Documents.

You are required to complete a Pricing Matrix for each region (a-l) that you are bidding for in lot 4, using Attachment 3d as a template. You must ensure that the completed Pricing Matrix for each region is uploaded to the applicable question in the e-Sourcing Suite (commercial envelope).

You must enter a figure to five decimal places excluding VAT in Pounds Sterling (£).

The lot 4(a-l) pricing will be evaluated (for each region) on the basis of a basket of rates for non-spoken services consisting of:

* non spoken face to face hourly rate pricing for Greater London in table A; Please note if you are NOT biding for Greater London please leave these cells BLANK
* non spoken face to face hourly rate pricing for the rest of the UK in table B;
* non spoken face to face half day and full day pricing for Greater London in table C;
* non spoken face to face half day and full day pricing for the rest of the UK in table D;
* non spoken video interpreting pricing per minute on-demand in table E;
* non spoken video interpreting pricing per minute pre-booked in table F;
* non spoken video interpreting pricing per hour pre-booked in table G.

Tables A and B

The non spoken face to face hourly rates for Greater London in table A and the rest of the UK in table B are for British Sign Language (Tier 1) for the following:

* Rate 1 qualified interpreter
* Rate 1 trainee
* Rate 2 qualified interpreter
* Rate 2 trainee.

The lot 4 pricing matrix will automatically calculate a ‘table A price’ by adding together the price for each of the hourly rates for British Sign Language (Tier 1) for Greater London in table A.

The lot 4 pricing matrix will automatically calculate a ‘table B price’ by adding together the price for each of the hourly rates for British Sign Language (Tier 1) for the rest of the UK in table B.

Tables C and D

The non spoken face to face half day and full day rates for Greater London in table C and the rest of the UK in table D for British Sign Language (Tier 1) are for the following:

* Rate 1 qualified interpreter
* Rate 1 trainee
* Rate 2 qualified interpreter
* Rate 2 trainee.

The lot 4 pricing matrix will automatically calculate a ‘table C price’ by adding together the price for each of the British Sign Language (Tier 1) half day and full day rates for Greater London in table C.

The lot 4 pricing matrix will automatically calculate a ‘table D price’ by adding together the price for each of the half day and full day rates for British Sign Language (Tier 1) for the rest of the UK in table D.

Table E

The non spoken video interpreting rates per minute on-demand in table E for British Sign Language (Tier 1) are for the following:

* Rate 1 qualified interpreter
* Rate 2 qualified interpreter

The lot 4 pricing matrix will automatically calculate a ‘table E price’ by adding together the price for each of the qualified interpreter rates per minute for British Sign Language (Tier 1) in table E.

Tables F and G

The non spoken video interpreting rates per minute pre-booked in table F and per hour pre-booked in table G for British Sign Language (Tier 1) are for the following:

* Rate 1 qualified interpreter
* Rate 1 trainee
* Rate 2 qualified interpreter
* Rate 2 trainee.

The lot 4 pricing matrix will automatically calculate a ‘table F price’ by adding together the price for each of the rates per minute (pre-booked) for British Sign Language (Tier 1) in table F.

The lot 4 pricing matrix will automatically calculate a ‘table G price’ by adding together the price for each of the rates per hour (pre-booked) for British Sign Language (Tier 1) in table G.

~~The table A price, table B price, table C price, table D price, table E price, table F price and table G price will then be added together to automatically calculate a ‘lot 4 total basket price’ for each region (a-l) which will then be used in the lot 4 price evaluation applicable to each region.~~

~~Refer to tab 4 of the lot 4 pricing matrix to see how the ‘lot 4 total basket price’ for each region will be calculated.~~

We will evaluate the prices submitted for each table (e.g. table A price, table B price, table C price, table D price, table E price, table F price and table G price) by comparing it against all other prices submitted by other bidders for the same table.

The bidder who submits the lowest price for each table in the pricing matrix will receive 100% of the maximum score available for the applicable table, as detailed below.

The maximum number of marks available for each table are as follows:

|  |  |  |
| --- | --- | --- |
| **Total Price for each Table** | **Weighting (%)** | **Maximum Mark Available** |
| TABLE A PRICE | 5% | 5.00 |
| TABLE B PRICE | 25% | 25.00 |
| TABLE C PRICE | 5% | 5.00 |
| TABLE D PRICE | 15% | 15.00 |
| TABLE E PRICE | 15% | 15.00 |
| TABLE F PRICE | 20% | 20.00 |
| TABLE G PRICE | 15% | 15.00 |
| **Total** | **100%** | **100.00** |

The ‘basket for evaluation’ will be calculated by adding together the mark awarded for each table in the tab, as set out above.

* + 1. **Lot 5 (a-m)**

The instructions in this paragraph should be read in conjunction with the instructions provided in Attachment 3e – Pricing Matrix for Lot 5(a-m) and Framework Schedule 3 (Framework Prices) of Attachment 10 – Framework Contract Documents.

You are required to complete a Pricing Matrix for each region (a-m) that you are bidding for in lot 5, using Attachment 3e as a template. You must ensure that the completed Pricing Matrix for each region is uploaded to the applicable question in the e-Sourcing Suite (commercial envelope). Please note if you are NOT biding for Greater London please leave these cells BLANK

You must enter a figure to five decimal places excluding VAT in Pounds Sterling (£).

The lot 5 pricing will be evaluated on the basis of a basket of rates consisting of:

* Translation, transcription and ancillary services pricing for the language groups in tab 6 of the lot 5 pricing matrix.
* Telephone and video interpretation services pricing in tab 7 of the lot 5 pricing matrix.
* Non-spoken services pricing in tab 8 of the lot 5 pricing matrix; and
* Spoken face to face services pricing in tab 9 of the lot 5 pricing matrix.

For tab 6, we will evaluate the prices submitted for each table in tab 6 (e.g. table A price, table B price and table C price) by comparing it against all other prices submitted by other bidders for the same table.

The bidder who submits the lowest price for each table in the pricing matrix will receive 100% of the maximum score available for the applicable table, as detailed below.

The maximum number of marks available for each table in tab 6 are as follows:

|  |  |  |
| --- | --- | --- |
| **Total Price for each Table** | **Weighting (%)** | **Maximum Mark Available** |
| TABLE A PRICE | 38% | 38.00 |
| TABLE B PRICE | 38% | 38.00 |
| TABLE C PRICE | 24% | 24.00 |
| **Total** | **100%** | **100.00** |

The ‘basket for evaluation’ in tab 6 will be calculated by adding together the mark awarded for each table in the tab, as set out above.

For tab 7, we will evaluate the prices submitted for each table in tab 7 (e.g. table A price, table B price and table C price) by comparing it against all other prices submitted by other bidders for the same table.

The bidder who submits the lowest price for each table in the pricing matrix will receive 100% of the maximum score available for the applicable table, as detailed.

The maximum number of marks available for each table in tab 7 are as follows:

|  |  |  |
| --- | --- | --- |
| **Total Price for each Table** | **Weighting (%)** | **Maximum Mark Available** |
| TABLE A PRICE | 60% | 60.00 |
| TABLE B PRICE | 25% | 25.00 |
| TABLE C PRICE | 15% | 15.00 |
| **Total** | **100%** | **100.00** |

The ‘basket for evaluation’ in tab 7 will be calculated by adding together the mark awarded for each table in the tab, as set out above.

For tab 8, we will evaluate the prices submitted for each table in tab 8 (e.g. table A price, table B price, table C price, table D price, table E price, table F price and table G price) by comparing it against all other prices submitted by other bidders for the same table.

The bidder who submits the lowest price for each table in the pricing matrix will receive 100% of the maximum score available for the applicable table, as detailed below.

The maximum number of marks available for each table in tab 8 are as follows:

|  |  |  |
| --- | --- | --- |
| **Total Price for each Table** | **Weighting (%)** | **Maximum Mark Available** |
| TABLE A PRICE | 5% | 5.00 |
| TABLE B PRICE | 25% | 25.00 |
| TABLE C PRICE | 5% | 5.00 |
| TABLE D PRICE | 15% | 15.00 |
| TABLE E PRICE | 15% | 15.00 |
| TABLE F PRICE | 20% | 20.00 |
| TABLE G PRICE | 15% | 15.00 |
| **Total** | **100%** | **100.00** |

The ‘basket for evaluation’ in tab 8 will be calculated by adding together the mark awarded for each table in the tab, as set out above.

For tab 9, we will evaluate the prices submitted for each table in tab 9 (e.g. table A price and table B price) by comparing it against all other prices submitted by other bidders for the same table.

The bidder who submits the lowest price for each table in the pricing matrix will receive 100% of the maximum score available for the applicable table, as detailed below.

The maximum number of marks available for each table in tab 9 are as follows:

|  |  |  |
| --- | --- | --- |
| **Total Price for each Table** | **Weighting (%)** | **Maximum Mark Available** |
| TABLE A PRICE | 60% | 60.00 |
| TABLE B PRICE | 40% | 40.00 |
| **Total** | **100%** | **100.00** |

The ‘basket for evaluation’ in tab 9 will be calculated by adding together the mark awarded for each table in the tab, as set out above.

~~The lot 5 pricing matrix will automatically calculate a ‘basket price for evaluation’ in each of the tabs 6, 7, 8 and 9.~~

~~The ‘basket price for evaluation’ in each tab will then be added together to calculate your ‘lot 5 total basket price’ which will be used in the price evaluation.~~

~~Refer to tab 10 of the lot 5 pricing matrix to see how your ‘lot 5 total basket price’ will be calculated.~~

* + 1. **Lot 6**

The instructions in this paragraph should be read in conjunction with the instructions provided in Attachment 3f – Pricing Matrix for Lot 6 and Framework Schedule 3 (Framework Prices) of Attachment 10 – Framework Contract Documents.

You must enter a figure to five decimal places excluding VAT in Pounds Sterling (£).

The Lot 6 pricing will be evaluated on the basis of a basket of quality assurance rates consisting of the following in table A:

* administrative checks;
* face to face;
* telephone and video interpretation;
* video role play assessments; and
* translation and transcription.

The weightings which will be applied to table A are as follows:

|  |  |
| --- | --- |
| **Quality assurance checks** | **Weighting (%)** |
| Administrative checks | |
| Compliance Check Interpreters/Translators Credentials | 10% |
| Face to Face | |
| Assessment of recording of a face to face booking (audio or video) | 5% |
| Assessment of a live booking in person (Spoken) | 10% |
| Assessment of a live booking in person (Non-Spoken) | 5% |
| Telephone and Video Interpretation | |
| Assessment of a telephone interpretation | 15% |
| Assessment of a video interpretation (spoken) | 15% |
| Assessment of a video interpretation (non-spoken) | 5% |
| Video Role Play Assessments | |
| Assessment of a spoken language interpreter | 10% |
| Assessment of a non spoken language interpreter | 10% |
| Translation and Transcriptions | |
| Assessment of a Translation | 10% |
| Assessment of a Transcription | 5% |

The lot 6 pricing matrix will automatically calculate a ‘lot 6 total basket price’ by adding together the weighted price for each quality assurance checks in table A, which will be used in the lot 6 price evaluation.

Refer to tab 3 of the lot 6 pricing matrix to see how the ‘lot 6 total basket price’ will be calculated.

* 1. **This is how we will evaluate your pricing**
     1. We will evaluate your ‘total basket price’ for each lot by comparing it against all other ‘total basket prices’ submitted by other Bidders for the same lot (or regional sub-lot for lot 4 and/or lot 5).
     2. The Bidder who submits the lowest ‘total basket price’ for each lot will receive 100% of the maximum score available for the lot.
     3. Where two or more Bidders submit an equal ‘total basket price’ which is the lowest, then these Bidders will each achieve 100% of the maximum score available for the lot.
     4. All other Bidders will receive a price score relative to the lowest ‘total basket price’ submitted for the lot.
     5. Example applicable to all lots:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Bidder A |  | Bidder B |  | Bidder C |
| Total basket price |  | Total basket price |  | Total basket price |
| £ 217,000.00 |  | £ 432,000.00 |  | £ 542,000.00 |
|  |  |  |  |  |

* Bidder A has the lowest total basket price of £217,000.00. Bidder A is awarded the maximum mark available for price, which is 30.00.
* Bidder B submits a total basket price of £432,000.00. Bidder B is awarded a Price Score of 15.07.
* Bidder C submits a total basket price of £542,000.00 and is awarded a Price Score of 12.01
  + 1. The following calculation will be applied to all other submissions:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Price Score** |  | Lowest total basket price |  | 30 (maximum mark available) |
|  |  | x |
|  | Bidders total basket price |  |

* 1. **Abnormally low tenders**

Where we consider that any of the prices you have submitted to have no correlation with the quality of your offer or to be potentially **abnormally low** (for example, where there are significant variations from other submissions received), we 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.

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.

Example:

|  |  |  |  |
| --- | --- | --- | --- |
| Bidder | Quality score | Price score | Final score |
| (Maximum score available 70) | (Maximum score available 30) | (Maximum score available 100) |
| Bidder A | 70.00 | 30.00 | 100.00 |
| Bidder B | 60.00 | 15.00 | 75.00 |
| Bidder C | 50.00 | 12.00 | 62.00 |

We will then rank all final scores for each lot (and each Regional lot for lot 4 and lot 5) from highest to lowest.

We will offer the number of bidders a framework contract as set out in paragraph 3.6 of attachment 1 – about the framework.

Lot 1-5

The maximum number of bidders for lot 1-5 of this framework may increase where two (2) or more bidders have tied scores in last position only.

Lot 6

The lot 6 framework contract will be awarded to a single supplier.

Where there are two or more bidders who have tied scores and are placed 1st position for lot 6, CCS will apply a tie breaker and the bidder who obtained the highest ‘overall lot 6 quality score’ will be awarded the framework contract for lot 6.

In the event that there are still two or more bidders who have tied scores following the tie break process outlined above, then CCS will use the ‘mark awarded for question A2 Social Value’ in the quality evaluation. The bidder with the highest ‘A2 mark’ will be awarded the framework contract for lot 6.

* 1. **Reserved rights**

Lot 1-5

We reserve the right to award a framework to any bidders whose final score is within 1% of the last position for lot 1-5.

* the last position for lot 1 is 6th position.
* the last position for lot 2 is 6th position.
* the last position for lot 3 is 3th position.
* the last position for lot 4 is 6th position
* the last position for lot 5 is 8th position.

Example:

If the bidder in 6th place, for lot 1 last position has a final score of 60.00

The calculation we will use is:

Lot 1 - 6th place bidders final score is 60.00

1% of 60.00 = 0.60

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

60.00 - 0.60 = 59.40

So any bidder whose final score is 59.40 or above will be awarded a lot 1 place on the framework.

* 1. **Intention to award**

You can submit a bid for one or more lots. If you have submitted a bid for lot 6 and are successful on any of the lots 1 to 5, you will only be awarded a place on the lot you have told us in question 1.11.2 of the selection questionnaire, is your preference. You will not be awarded a framework contract on Lot 6 and any of the other lots (lots 1 to 5).

We will tell you if you have been successful or unsuccessful via the eSourcing suite. We will send intention to award letters to all bidders who are still in the competition i.e. who have not been excluded.

At this stage, a standstill period of ten (10) calendar days will start, the term standstill period is set out in regulation 87(2) of the Regulations. During this time, you can ask questions that relate to our decision to award. We cannot provide advice to unsuccessful bidders on the steps they should take and they should seek independent legal advice, if required.

If during standstill we do receive a substantive challenge to our decision to award and the challenge is for a certain lot, we reserve the right, to conclude a framework contract with successful bidders for the lot(s) that have not been challenged.

Following the standstill period, and if there are no challenges to our decision, successful bidders will be formally awarded a framework contract subject to signatures.

* 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.

This means:

* Employer’s (Compulsory) Liability Insurance\* = £5,000,000
* Public Liability Insurance = £1,000,000
* Professional Indemnity Insurance = £1,000,000
* Cyber Essentials certificate

Please note, if you have indicated in your response to the selection questionnaire that you already have a:

* Cyber Essentials Plus certificate
* Services Management Standard ISO 9001:2015 (or equivalent) certification
* Services Management Standard ISO 22301:2012/2019 (or equivalent) certification
* Security Management Standard ISO 27001:2013/2017 (or equivalent) certification

You will be required to provide evidence at the Framework award stage.

If you have indicated that you are working towards the Cyber Essentials Plus and the ISO certifications above, you will be required to provide evidence of the certifications prior to the end of the first framework contract year.