

Invitation to Tender

Attachment 2 – How to bid

RM6323 Insurance and Related Services 4

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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 of Attachment 1 - About the Framework.
	3. Your bid must be **entered into the eSourcing suite.** We can only accept bids that we receive through the eSourcing suite.

If you are bidding as a Consortium, please submit your bid in the name of the Lead member and follow the instructions when completing the Qualification envelope, including providing the name of the consortium in Section 1.8.2.

If you are bidding as a single entity on a Lot and as a Consortium on another Lot, you will need to set up an additional account in the eSourcing suite. Please submit your bids as follows:

* For your bid as a single entity, please submit your bid in the eSourcing suite in the name of your organisation.
* For your bid as a consortium, please create an additional account in the eSourcing suite in the name of your consortium

In both cases, when submitting your bid(s) please continue to follow the instructions when completing the Qualification envelope section 1.8 Group or Consortium Details.

* 1. Upload ONLY those attachments we have asked for. Do not upload any attachments we haven’t asked for.
	2. Make sure you answer every question.
	3. You must submit your bid before the bid submission deadline, in paragraph 5 “Timelines for the competition” in Attachment 1 - About the framework.
	4. It will be our decision whether we will accept bids submitted after the bid submission deadline.
	5. You must regularly check for messages in the eSourcing suite throughout the competition. You must log on to the eSourcing suite and access your message inbox for this competition to check for messages.
	6. If anything is unclear, or you are unsure how to complete your bid submission, you can raise a question before the clarification question deadline, via the eSourcing suite. Read paragraph 6 “When and how to ask questions” in Attachment 1 - About the framework.
	7. We may require you to clarify aspects of your bid in writing and/or provide additional information. Failure to respond within the time required, or to provide an adequate response will result in the rejection of your bid and your exclusion from this competition.
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 for the Attachment 2b(i), (ii) and (iii) applicable to each lot carefully and ensure that you allow plenty of time to send to your Contract Customer, for them to complete and return to you
	6. It is essential that you clearly and unambiguously fall within the scope of the requirement for each lot you are bidding for, as set out in Framework Schedule 1 (Specification) and fully comply with the instructions contained within Attachment 2b Certificate of Technical and Professional Ability (COTPA) - Contract Example Template.
	7. Remember CCS may contact the Contract Customer to verify the information provided in your Attachment 2b(s), if the Contract Customer cannot or will not verify the information or fails to respond to a verification request from CCS, your bid may be rejected and you may be excluded from the 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 theevaluation guidance.
3. **Selection criteria**
	1. We may exclude you from the competition at the selection stage if:
		* you receive a ‘fail’ for any of the evaluated selection questions.
		* any of the information you have provided proves to be false or misleading.
		* you have broken any of the competition rules in Section 9 Attachment 1 About the framework, or not followed the instructions given in this ITT pack.
		* you receive a ‘fail’ for any of the selection questions contained in part 12 technical and professional ability. For the avoidance of doubt, if a customer indicates OPTION B when completing TABLE B of your Attachment 2b(s) or cannot or will not verify the information you have provided or fails to respond to a verification request from CCS, this may result in you being awarded a fail.
	2. If we exclude you from the competition we will tell you and explain why.
4. **Selection questionnaire**

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

1. **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 9 of this document) and a price evaluation (see paragraph 11 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 Social Value is 10%, quality evaluation is 30%; and, the price evaluation is worth 60%.
2. **Award process**
	1. What YOU need to do
* Answer the quality questions section A and section B of the quality questionnaire in the eSourcing suite in the technical envelope.
* Complete the price matrix attachment 3 for the lots for which you are bidding.
* Upload your completed price matrix into the eSourcing suite in the commercial envelope to question PQ1 for lot 1, PQ2 for lot 2 and PQ3 for lot 3.
	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 not met a minimum quality score of 33% for any of the questions, we will reject your bid and you will be excluded from the competition. We will tell you that your bid has been excluded from the competition and why. Refer to tables A - D at paragraph 9.6 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 Part 11 – Price Evaluation. |
| 6. | **Final Score**Your quality score will be added to your price score, to create your final score as illustrated in Part 12 - Final decision to award. |
| 7. | **Award** Awards will be made to the successful bidders following the standstill period, subject to contract.We also reserve the right to award a framework to any bidders whose final score is within 1% of the last position in the competition for each lot. |

1. **Quality Evaluation**
	1. Question(s) QA1 (all Lots) and QA2 (Lot 1 Only), are mandatory question(s) and will be evaluated PASS / FAIL. If you answer no to any of these questions associated with a lot 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 and why.
	2. Each question must be answered in its own right. You must not answer any of the questions by cross referencing other questions or other materials for example reports or information located on your website.
	3. Each of the quality questions, in section B, and Section C of the quality questionnaire will be independently assessed by our evaluation panel.
	4. When the consensus meeting has taken place and the final mark for each question has been agreed by the evaluators, your final mark for each question will be multiplied by that question's weighting to calculate your weighted mark for that question.
	5. Once the consensus meetings have taken place, the consensus manager(s) will review the consensus marks and reasons for the marks agreed with evaluators for any errors or discrepancies. If any errors or discrepancies are identified, marks may be changed as a result of this moderation exercise. The reasons for revisiting the marks and the outcome of revisiting the marks will be fully recorded.
	6. Each weighted mark for each question for each lot you have submitted a bid for will then be added together to calculate your quality score.
	7. Please see tables A, B, C and D below for an example of how your quality score will be calculated.

Table A – **All Lots – Social Value Question**

| **Question**  | **Question Weighting**  | **Maximum mark available**  | **Your final mark** | **Your weighted mark** |
| --- | --- | --- | --- | --- |
| QB1  | Social Value (All Lots) | 10% | 100 | 100 | 10.00 |

Table B – **Lot 1 – Brokerage and Related Services - Specific Questions**

| **Question**  | **Question Weighting**  | **Maximum mark available**  | **Your final mark** | **Your weighted mark** |
| --- | --- | --- | --- | --- |
| QC1  | Service Delivery and Account Management - Lot 1 only | 14% | 100 | 100 | 14.00 |
| QC2 | Delivering Value for Money and a Transparent Approach to all Costs – Lot 1 only | 8% | 100 | 66 | 5.28 |
| QC3 | Continuous Improvement and Innovation – Lot 1 only | 8% | 100 | 100 | 8.00 |
| **Quality score**  | **27.28** |

Table C – **Lot 2 – Claims Handling and Related Services** - **Specific Questions**

| **Question**  | **Question Weighting**  | **Maximum mark available**  | **Your final mark** | **Your weighted mark** |
| --- | --- | --- | --- | --- |
| QC4 | Supply Chain Management – Lot 2 only | 14% | 100 | 100 | 14.00 |
| QC5  | Service Delivery – Lot 2 only | 8% | 100 | 66 | 5.28 |
| QC6 | Value for Money and Transparency of Costs – Lot 2 only | 8% | 100 | 100 | 8.00 |
| **Quality score**  | **27.28** |

Table D – **Lot 3 – Social Housing, Low Value Insurance Services and**

**Related Services**

| **Question**  | **Question Weighting**  | **Maximum mark available**  | **Your final mark** | **Your weighted mark** |
| --- | --- | --- | --- | --- |
| QC7 | Delivering Value and Transparent costs to the Social Housing Sector – Lot 3 only | 10% | 100 | 100 | 10.00 |
| QC8  | Service Delivery and Account Management - Lot 3 only | 10% | 100 | 100 | 10.00 |
| QC9  | Supporting social housing providers to meet their insurance needs - Lot 3 only | 10% | 100 | 66.00 | 6.60 |
| **Quality score**  | **26.60** |

1. **Award quality questionnaire**
	1. The quality questionnaire is split into three sections:
* Section A – Mandatory questions
* Section B – Generic question
* Section C – Lot specific questions
	1. A summary of all the questions in the quality questionnaire, along with the marking scheme, and weightings for each question is set out below:

| **Question**  | **Marking scheme**  |
| --- | --- |
|
| QA1 | Compliance with Attachment 1a (Lot 1), Attachment 1b (Lot 2) and Attachment 1c (Lot 3) of Framework Schedule 1 (Specification) | Pass/Fail |
| QA2 | Providing Insurance Brokerage – Lot 1 only | Pass/Fail |

| **Question**  | **Marking scheme**  | **Weighting %** |
| --- | --- | --- |
| **Lot 1** | **Lot 2** | **Lot 3** |
| QB1 | Social Value  | 100/66/33/0  | 10% | 10% | 10% |

| **Question**  | **Marking scheme**  | **Weighting %** |
| --- | --- | --- |
| **Lot 1** | **Lot 2** | **Lot 3** |
| QC1 | Service Delivery and Account Management - Lot 1 only | 100/66/33/0 | 14% |  |  |
| QC2 | Delivering Value for Money and a Transparent Approach to all Costs – Lot 1 only | 100/66/33/0 | 8% |  |  |
| QC3 | Continuous Improvement and Innovation – Lot 1 only | 100/66/33/0 | 8% |  |  |
| QC4 | Supply Chain Management – Lot 2 only | 100/66/33/0 |  | 14% |  |
| QC5 | Service Delivery – Lot 2 only | 100/66/33/0 |  | 8% |  |
| QC6 | Value for Money and Transparency of Costs – Lot 2 only | 100/66/33/0 |  | 8% |  |
| QC7 | Delivering Value and Transparent costs to the Social Housing Sector – Lot 3 only | 100/66/33/0 |  |  | 10% |
| QC8 | Service Delivery and Account Management - Lot 3 only | 100/66/33/0 |  |  | 10% |
| QC9 | Supporting social housing providers to meet their insurance needs - Lot 3 only | 100/66/33/0 |  |  | 10% |

| **Section A – Mandatory service requirements All Lots**  |
| --- |
| **QA1 Compliance with Framework Schedule 1 (Specification) All Lots** |
| **QA1 Requirement:**If you are awarded a framework contract, will you unreservedly deliver in full all the mandatory service requirements for the lot(s) you are bidding for, in accordance with Attachment 1a (Lot 1), Attachment 1b (Lot 2) and Attachment 1c (Lot 3) of 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 for which you are bidding for, in accordance with Framework Schedule 1 (Specification).**No** **-** You will not, or cannot, deliver in full all the mandatory service requirements applicable to the lot for which you are bidding for, in accordance with Framework Schedule 1 (Specification). |
| **QA1 Response Guidance**This is a Pass/Fail question. If you cannot or are unwilling to select ‘Yes’ to this question, you will be disqualified from further participation in this competition.You are required to select either option YES or NO from the drop-down list.Providing a ‘Yes’ response means you will unreservedly deliver in full all the mandatory service requirements applicable to the lot(s) for which you are bidding for, in accordance with Attachment 1a, 1b and 1c of Framework Schedule 1 (Speciflowication).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 applicable to the lot(s) for which you are bidding for, in accordance with Attachment 1a, 1b and 1c of 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 applicable to the lot(s) for which you are bidding for, in accordance with Framework Schedule 1 (Specification). |
| Fail  | You have selected ‘No’ confirming that you will not, or cannot, deliver in full all the mandatory service requirements applicable to the lot(s) for which you are bidding for, in accordance with Framework Schedule 1 (Specification).**OR**You have not selected either ‘Yes’ or ‘No’. |

| **Section A – Mandatory service requirements** |
| --- |
| **QA2 Providing Insurance Brokerage – Lot 1 only**  |
| **QA2 Requirement:**Please indicate by selecting either option ‘Yes’, ‘No’ or ‘N/A’, that in the event you are awarded a place on the Framework Agreement, whether you can offer one or more Core Classes **(or one or more other subclasses)** of insurance brokerage as listed in in Attachment 1a (Lot 1), Framework Schedule 1 (Specification).**Yes -** You can offer one or more Core Classes **(or one or more other subclasses)** of insurance brokerage as listed in Attachment 1a (Lot 1), Framework Schedule 1 (Specification).**No -** You will not, or cannot, offer one or more Core Classes of insurance brokerage **(or one or more other subclasses)** as listed in Attachment 1a (Lot 1), Framework Schedule 1 (Specification).**N/A -** You are not bidding for Lot 1. |
| **QA2 Response Guidance**This is a Pass/Fail question. If you cannot or are unwilling to select ‘Yes’ to this question, you will be disqualified from further participation in this competition.You are required to select either option YES, NO or N/A from the drop down list.Providing a YES response means you can offer one or more Core Classes **(or one or more other subclasses)** of insurance brokerage as listed in Attachment 1a (Lot 1), Framework Schedule 1 (Specification).If you select NO (or do not answer the question) to indicate that you will not, or cannot, offer one or more Core Classes **(or one or more other subclasses)** of insurance brokerage as listed in Attachment 1a (Lot 1), Framework Schedule 1 (Specification), then you will be disqualified from further participation in this Procurement. |
| **Marking scheme** | **Evaluation guidance** |
| Pass | You have selected option ‘Yes’ confirming that you can offer one or more Core Classes of insurance brokerage **(or one or more other subclasses)** as listed in Attachment 1a (Lot 1), Framework Schedule 1 (Specification).OR You have selected option N/A confirming that you are not applying for Lot 1. |
| Fail  | You have selected ‘No’ confirming that you will not, or cannot, offer one or more Core Classes of insurance brokerage as listed in Attachment 1a (Lot 1), Framework Schedule 1 (Specification). |

| **Section B – Social Value - All Lots**  |
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| **QB1 – Social Value** |
| **QB1 Requirement:** CCS requires the Bidder to show howyou will support and upskill the UK public sector in its ability to apply social value through education programmes/technical guidance in the insurance services sector for the buyer in accordance with paragraphs 2.5 and 2.6 of Attachment 1a (Lot 1) ,1b (Lot 2) and 1c (Lot 3) of Framework Schedule 1 (Specification).  |
| **QB1 Response Guidance****You must provide one response which will be evaluated for each of the Lot(s) you are bidding for.**In order to satisfy the requirement, your response must include the following: 1. Demonstrate the efficacy of the processes you will put in place to ensure that the insurance programme design and/or wider insurance related support, is presented to the market ensuring you have included social value along with all the essential insurance requirements;
2. Demonstrate the processes you will put in place to provide an effective education programme to drive social value best practice in the public sector Insurance arena, the content that will be included, and any key capability gaps the bidder can identify as priority areas; and
3. Demonstrate how you will effectively build and enhance your support for social value over the life of this contract, including how you will collaborate with customers to generate continuous improvement in the application of social value to insurance services for the public sector.

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 – 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 100/66/33/0**  |
| **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.ORA response has not been provided to this question. |

| **Section C – Lot 1 – Brokerage and Related Services - Specific Questions** |
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| **QC1 – Service Delivery and Account Management - Lot 1 only** |
| **QC1 Requirement:** CCS requires the Bidder to have proven systems and processes covering accountmanagement, finance and governance processes that will ensure delivery of brokerage Services to the Buyer.The Bidder shall demonstrate how you will deliver brokerage Services in accordance with Attachment 1a (Lot 1), Framework Schedule 1 (Specification). |
| **QC1 Response Guidance****All bidders submitting a tender for Lot 1 must answer this question.****You must insert your response into the text fields in the eSourcing suite.**In order to satisfy the requirement your response must include the following: 1. Demonstrate the robust processes you will put in place to ensure that the insurance programme design, effective coordination with the DPS (RM6138) and placement requirements in accordance with paragraph 3.3 of Attachment 1a (Lot 1), Framework Schedule 1 (Specification) will be consistently delivered on a bespoke basis to meet the Buyers requirements;
2. Demonstrate how you will provide effective account management, including management of any potential cost changes to ensure that the Buyer can access tailored advice and support in accordance with paragraph 3.4 of Attachment 1a (Lot 1), Framework Schedule 1 (Specification); and
3. Demonstrate how your processes will ensure that all administration associated with the placement of an insurance policy(s) shall be undertaken in accordance with paragraph 3.5 of Attachment 1a (Lot 1), 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 – 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 100/66/33/0**  |
| **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.ORA response has not been provided to this question. |

| **Section C – Lot 1 – Brokerage and Related Services - Specific Questions** |
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| **QC2 – Delivering Best Value for Money and a Transparent Approach to all Costs – Lot 1 only** |
| **QC2 Requirement:** CCS requires the Bidder to provide a professional Service whilst ensuring costs are minimised wherever possible to deliver best value for money to the Buyer.The Bidder shall demonstrate how they will ensure that all costs during the entire period involved remain competitive and sustainable, including:* Commission(s);
* Premium finance; and
* Additional earnings such as: profit share agreement, volume commission override, any other e.g. ISB, Admin fees etc.

While ensuring they are provided in a comprehensive and transparent way, and that the Service offers best value for money whilst minimising costs wherever possible in accordance with Attachment 1a (Lot 1), Framework Schedule 1 (Specification). |
| **QC2 Response Guidance****All bidders submitting a tender for Lot 1 must answer this question.****You must insert your response into the text fields in the eSourcing suite.**In order to satisfy the requirement, your response must include the following: 1. Demonstrate how you will ensure that your Broker Remuneration (including commission / ISB, broker fees and any other costs) remains competitive within the market in accordance with paragraph 3.7.2, 3.7.3, 3.7.4 and 3.7.5 of Attachment 1a (Lot 1), Framework Schedule 1 (Specification);
2. Demonstrate how you will ensure that all remuneration associated with a call off agreement including Insurance Service Brokerage is presented in a clear and transparent manner to the Buyer in accordance with paragraph 3.7.3 and 3.7.5 of Attachment 1a (Lot 1), Framework Schedule 1 (Specification); and
3. Demonstrate how you will effectively reduce the cost of insurance for individual Buyers, including how you will identify commercial benefits to offer best value in accordance with paragraph 3.3.12 of Attachment 1a (Lot 1), 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 – 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 100/66/33/0**  |
| **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.ORA response has not been provided to this question. |

| **Section C – Lot 1 – Brokerage and Related Services** - **Specific Questions** |
| --- |
| **QC3 – Continuous Improvement and Innovation – Lot 1 only** |
| **QC3 Requirement:** CCS requires the Bidder to have in place a process of continuous development, innovation and improvement for the benefit of the Buyer in accordance with Attachment 1a (Lot 1), Framework Schedule 1 (Specification) and Call Off Schedule 3.The Bidder shall demonstrate how they will work with CCS and Buyers to capture lessons learnt, improve existing processes and create and share innovative and better ways of working to drive continuous improvement for the benefit of the Buyer. |
| **QC3 Response Guidance****All bidders submitting a tender for Lot 1 must answer this question.****You must insert your response into the text fields in the eSourcing suite.**In order to satisfy the requirement your response must include the following:1. Demonstrate with evidence how your continuous improvement culture will be used to benefit a customer when considering their renewal in accordance with Call Off Schedule 3;
2. Demonstrate how you will comprehensively maintain and develop your knowledge of the public sector insurance market throughout the life of the contract in accordance with paragraph 3.3.11 of Attachment 1a (Lot 1), Framework Schedule 1 (Specification); and
3. Demonstrate how you will robustly capture and apply lessons learnt in relation to the Services so that Buyers will benefit from best practice becoming working practice in accordance with paragraph 2.8 of Attachment 1a (Lot 1), 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 – 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 100/66/33/0**  |
| **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.ORA response has not been provided to this question. |

| **Section C – Lot 2 – Claims Handling and Related Services - Specific Questions** |
| --- |
| **QC4 – Supply Chain Management – Lot 2 only** |
| **QC4 Requirement:** CCS requires the Bidder to have processes in place to manage Key Subcontractor(s) appointed under this Framework Agreement.The Bidder shall demonstrate their ability to appoint and manage Key Subcontractor(s) under this Framework Agreement in accordance with Attachment 1b (Lot 2), Framework Schedule 1 (Specification) and Joint Schedule 6.**Please note, Bidders who do not intend to use Key Subcontractor(s), must still answer this question in the context of how they would appoint and manage Key Subcontractor(s), in the future, if required.** |
| **QC4 Response Guidance****All bidders submitting a tender for Lot 2 must answer this question.****You must insert your response into the text fields in the eSourcing suite.**In order to satisfy the requirement your response must include the following:1. Demonstrate the process you will have in place to enter into a new Key Subcontract or replace a Key Subcontractor(s) in accordance with paragraph 3.22.1 of Attachment 1b Framework Schedule 1 (specification) (Lot 2), Joint Schedule 6 (Key – Subcontractors) paragraphs 1.3 and 1.4;
2. Demonstrate the process you will have in place to manage cost effectiveness of your Key Subcontractor(s), in accordance with paragraphs 3.22.2 of Attachment 1b (Lot 2), Framework Schedule 1 (Specification); and
3. Demonstrate how you will manage your Key Subcontractor(s) performance in a consistent way to ensure high quality delivery is managed effectively in accordance with paragraphs 3.22.2, 3.22.3 and 3.22.4 of Attachment 1b (Lot 2), 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 – 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 100/66/33/0** |
| **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.ORA response has not been provided to this question. |

| **Section C – Lot 2 – Claims Handling and Related Services** - **Specific Questions** |
| --- |
| **QC5 – Service Delivery – Lot 2 only** |
| **QC5 Requirement:** CCS requires the Bidder to have effective processes in place to deliver compensation claims handling to public sector bodies.The Bidder shall demonstrate how compensation claims handling will be delivered in accordance with Attachment 1b (Lot 2), Framework Schedule 1 (Specification). |
| **QC5 Response Guidance****All bidders submitting a tender for Lot 2 must answer this question.****You must insert your response into the text fields in the eSourcing suite.**In order to satisfy the requirement your response must include the following:1. Demonstrate the process you will put in place to ensure that fraudulent claims are identified and effectively managed in accordance with paragraph 3.8 of Attachment 1b (Lot 2), Framework Schedule 1 (Specification);
2. Demonstrate the process you will put in place to ensure that all claims (inclusive of fraudulent claims) are effectively managed to conclusion (including at contract end and transfer when appropriate), and closed in accordance with paragraph 3.6 of Attachment 1b (Lot 2), Framework Schedule 1 (Specification); and
3. Demonstrate the process you will put in place to effectively manage “reserving” in accordance with paragraph 3.7, Attachment 1b (Lot 2), 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 – 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 100/66/33/0** |
| **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.ORA response has not been provided to this question. |

| **Section C – Lot 2 – Claims Handling and Related Services** - **Specific Questions** |
| --- |
| **QC6 – Value for Money and Transparency of Costs – Lot 2 only** |
| **QC6 Requirement:** CCS requires the Bidder to provide a high quality service, whilst ensuring value for money and transparency to the public sector to deliver an efficient, end to end claims service to the public sector.The Bidder shall demonstrate how they will provide transparent costings and minimise these costs wherever possible to public sector bodies whilst ensuring a quality service in accordance with Attachment 1b (Lot 2), Framework Schedule 1 (Specification). |
| **QC6 Response Guidance****All bidders submitting a tender for Lot 2 must answer this question.****You must insert your response into the text fields in the eSourcing suite.**In order to satisfy the requirement, your response must include the following: 1. Demonstrate how you will effectively work with public sector bodies to deliver value for money and seek opportunities to achieve savings and minimise costs without affecting quality of service in accordance with paragraph 3.3.5 of Attachment 1b (Lot 2), Framework Schedule 1 (Specification);
2. Demonstrate how you will effectively minimise settlement costs to public sector bodies and the processes you will follow to achieve this in accordance with paragraph 3.9.2 of Attachment 1b (Lot 2), Framework Schedule 1 (Specification); and
3. Demonstrate how you will deliver a consistent loss adjustment service that prioritises the Buyer’s interests whilst remaining competitive and transparent in accordance with paragraph 3.2.1.5 of Attachment 1b (Lot 2) 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 – 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 100/66/33/0**  |
| **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.ORA response has not been provided to this question. |

| **Section C – Lot 3 – Social Housing, Low Value Insurance Services and Related Services - Specific Questions** |
| --- |
| **QC7 – Delivering Value and Transparent costs to the Social Housing Sector – Lot 3 only** |
| **QC7 Requirement:** CCS requires the Bidder to provide a professional Service whilst ensuring costs are clear and deliver best value for money to the Buyer.The Bidder shall demonstrate how they will ensure that all costs remain competitive and sustainable, while ensuring they are provided in a comprehensive and transparent way, and that the Service offers best value for money whilst minimising costs wherever possible in accordance with Attachment 1c (Lot 3), Framework Schedule 1 (Specification).  |
| **QC7 Response Guidance****All bidders submitting a tender for Lot 3 must answer this question.****You must insert your response into the text fields in the eSourcing suite.**In order to satisfy the requirement your response must include the following: 1. Demonstrate the process you will have in place to ensure that your Professional Remuneration (including commission / ISB, broker fees and any other costs) remains competitive within the market in accordance with paragraph 3.7.2, 3.7.4 and 3.7.5 of Attachment 1c (Lot 3), Framework Schedule 1 (Specification);
2. Demonstrate the process you will have in place to support the cost effective delivery of specific services such as consultancy, tender management, strategy advice, analysis and project management in accordance with paragraph 2.7 of Attachment 1c (Lot 3) of Framework Schedule 1 (Specification); and
3. Demonstrate the specific processes you will have in place to support the social housing sector to deliver value for money across their insurance needs, identifying any commercial benefits achieved whilst ensuring that the resultant Policy terms continue to offer best value in accordance with paragraph 3.3.12 of Attachment 1c (Lot 3), 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 – 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 100/66/33/0**  |
| **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.ORA response has not been provided to this question. |

| **Section C – Lot 3 – Insurance Advice and Related Services - Specific Questions** |
| --- |
| **QC8 ~~–~~ Service Delivery and Account Management - Lot 3 only** |
| **QC8 Requirement:** CCS requires the Bidder to have proven systems and processes covering accountmanagement, finance and governance processes that will ensure delivery of insurance Services to the Buyer.The Bidder shall demonstrate how you will deliver insurance Services in accordance with Attachment 1c (Lot 3), Framework Schedule 1 (Specification). |
| **QC8 Response Guidance****All bidders submitting a tender for Lot 3 must answer this question.****You must insert your response into the text fields in the eSourcing suite.**In order to satisfy the requirement your response must include the following: a) Demonstrate how you will work with the Buyer to develop a Market Presentation that allows DPS Suppliers to provide a value for money response at further Competition in accordance with paragraph 3.3.3 of Attachment 1c (Lot 3) of Framework Schedule 1 (Specification);b) Demonstrate the account management processes you will have in place to facilitate the provision of insurance services, that will ensure that the Buyer (whether a social housing provider or any other part of the public sector) can access tailored advice and support in accordance with paragraph 3.4 of Attachment 1c (Lot 3), Framework Schedule 1 (Specification); andc) Demonstrate how you will effectively ensure that an appropriate level of service is provided that takes into account the requirements and complexity of a social housing insurance policy in accordance with paragraph 3.5 of Attachment 1c (Lot 3), 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 – 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 100/66/33/0**  |
| **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.ORA response has not been provided to this question. |

| **Section C – Lot 3 – Insurance Advice and Related Services - Specific Questions** |
| --- |
| **QC9 – Supporting social housing providers to meet their insurance needs - Lot 3 only** |
| **QC9 Requirement:** CCS requires the Bidder to show their understanding of the social housing sector, its specific needs and how they will ensure delivery of insurance Services and related support service to the Buyer.The Bidder shall demonstrate how you will deliver insurance Services in accordance with Attachment 1c (Lot 3), Framework Schedule 1 (Specification). |
| **QC9 Response Guidance****All bidders submitting a tender for Lot 3 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 your response must include the following: a) Demonstrate the processes you will have in place to ensure that the insurance programme design and/or wider insurance related support, effective coordination with the DPS (RM6138) and placement requirements in accordance with paragraph 3.3 of Attachment 1c (Lot 3), Framework Schedule 1 (Specification) will be consistently delivered on a bespoke basis to meet the Buyers requirements;b) Demonstrate how your specialised knowledge of the social housing sector will be used to benefit the Buyer when developing their insurance requirements in accordance with paragraph 2.7 of Attachment 1c (Lot 3) of Framework Schedule 1 (Specification); andc) Demonstrate how you will ensure that a high level of service, and proactive account management is delivered to buyers in accordance with paragraph 3.5 of Attachment 1c (Lot 3), 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 – 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. |

1. **Price evaluation**
	1. This paragraph 11 contains information on how to complete the pricing matrix Attachment 3 and the price evaluation process.
	2. How to complete your pricing matrix:
* Read and understand the instructions in the pricing matrix, and in this paragraph, before submitting your prices.
* Your prices should compare with the quality of your offer.
* Your prices must be sustainable and include your operating overhead costs and profit.
* You should also take into account our management charge of 0.45% which shall be paid by you to us, as set out in the Framework Award form of the Terms and Conditions.
	1. 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 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.
	2. Your prices submitted must:
* exclude VAT
* exclude expenses/travel and subsistence.
* where a Price (£) is requested be in British pounds sterling and to two decimal places i.e. (£25) would be £25.00
* The maximum daily blended rate must be based on an 8 hour working day for Lot 1 and Lot 3 only.
	1. Zero or negative bids will not be allowed. We will investigate where we consider your bid to be abnormally low.
	2. The prices and discounts submitted will be the maximum payable under this framework. Prices may be lowered further at the call-off stage. Refer to Framework Schedule 3 – Framework Prices.
	3. You must download and complete the pricing matrix Attachment 3 for the lots you are submitting a bid for.
* Lot 1 - Attachment 3a
* Lot 2 - Attachment 3b
* Lot 3 - Attachment 3c
	1. Ensure that you read and understand the instructions in each of the price Matrix for the Lot(s) you are bidding for.
	2. When you have completed your pricing matrix, you must upload this into the eSourcing suite at question PQ1 Lot 1, PQ2 Lot 2 and PQ3 Lot 3 in the commercial envelope. If you do not upload your pricing matrix your bid may be rejected from this competition.
	3. Do not alter, amend or change the format or layout of the pricing matrix Attachment 3.
	4. **Attachment 3a - Lot 1 and Attachment 3c - Lot 3 instructions**
	5. You MUST enter a Percentage (%) Discount in the BLUE cell in Table A. This is the overall % discount that you will provide based on prices submitted in Tables B, C & D. The BLUE cell WILL BE EVALUATED and ranked from highest percentage discount to lowest percentage discount and marks awarded in accordance with paragraph 11.29. If successfully appointed, framework rate cards will be formulated based on the rates in Tables B/C/D minus the % discount offered and these discounted rates will form the maximum rates that can be quoted at call-off stage. This is the overall % discount (flat discount to be applied to all offered services), that you will provide.
	6. You must insert a Price (£) in the GREEN cells in Tables B and C for any of the associated and additional support services you are able to offer. If you do not offer any of the associated support services or the additional associated services, you should populate each of the cells highlighted in GREEN with N/A.
	7. Bidders must enter a Price (£) in the GREEN cell for the Maximum Blended Daily rate in Table D. This is for information only and will NOT BE EVALUATED.
	8. The information entered in the GREEN cells WILL NOT BE EVALUATED but will be incorporated into Framework Schedule 3 - Framework Prices.
	9. Failure to insert a Price where one is required or N/A in the GREEN cells may result in your tender being deemed non-compliant and may be rejected from this competition.
	10. **Attachment 3b – Lot 2 instructions**
	11. You MUST enter a Cost per claim price (£) in the BLUE cells. Prices are to be in pound sterling and to two decimal places i.e. (£25) would be £25.00.
	12. Prices entered into the BLUE cells in Tables A, B, C and D WILL BE EVALUATED. The BLUE cells will be added together in Table E for a total basket price. The total basket price will be ranked from lowest to highest across all bidders and marks awarded in accordance with paragraph 11.32.
	13. You must enter a price (£) in the GREEN cells in Table F for any of the services you are able to offer. If you do not offer any of the services, you should populate each of the cells highlighted in GREEN with N/A.
	14. You must also enter a price (£) in the GREEN cells in Table G for each of the Legal Grades.
	15. The information entered in the GREEN cells WILL NOT BE EVALUATED but will be incorporated into Framework Schedule 3 - Framework Prices.
	16. Failure to insert a Price where one is required or N/A in the GREEN cells may result in your tender being deemed non-compliant and may be rejected from this competition.
	17. **Price evaluation process**

This is how we will evaluate your pricing:

* 1. We will check you have completed all the Blue and Green cells for each lot you are bidding for.
	2. Failure to insert the required information may result in your bid being deemed non-compliant and may be rejected from this competition. Remember zero or negative prices will not be accepted.
	3. The price evaluation will be undertaken separately to the quality evaluation process.
	4. **Lot 1 and/or Lot 3 evaluation process**
	5. The bidders will be ranked from highest percentage (%) discount to lowest percentage (%) discount. The bidder that is ranked with the highest percentage (%) discount will be awarded the maximum price mark available (a price score of 60).
	6. All other bidders will get a price score relative to the highest percentage (%) discount offered.
	7. The calculation we will use to evaluate your percentage (%) discount, for lot 1 and/or lot 3, is as follows:

| Price Score  |  | Your percentage discount  |  | x 60 (maximum mark available) |
| --- | --- | --- | --- | --- |
|  |  |  |
|  | Bidders highest percentage discount |  |

Example

| Bidder A |  | Bidder B |  | Bidder C |
| --- | --- | --- | --- | --- |
| Percentage Discount |  | Percentage Discount |  | Percentage Discount |
| 20% |  | 15% |  | 10% |

1. Bidder A has the highest percentage discount of 20%. Bidder A is awarded the maximum mark available for price, which is 60;
2. Bidder B submits a percentage discount of 15%. Bidder B is awarded a price score of 45.00; and
3. Bidder C submits a percentage discount of 10% and is awarded a price score of 30.00.
	1. **Lot 2 evaluation process**
	2. The bidder with the lowest total basket price will be awarded the maximum mark available (a price score of 60).
	3. All other bidders will get a price score relative to the lowest total basket price.
	4. The calculation we will use to evaluate your total basket price, for lot 2, is as follows:

| Price Score  |  | Lowest total basket price  |  | 60 (maximum mark available) |
| --- | --- | --- | --- | --- |
| = |  | x |
|  | Bidders total basket price |  |

Example

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

1. Bidder A has the lowest basket price of £217,000.00. Bidder A is awarded the maximum mark available for price, which is 60;
2. Bidder B submits a total basket price of £432,000.00. Bidder B is awarded a price score of 30.13; and
3. Bidder C submits a total basket price of £542,000.00 and is awarded a price score of 24.00.
	1. Abnormally low tenders
	2. Where we consider any of the total basket price(s) you have submitted to have no correlation with the quality of your offer or to be **abnormally low** or will ask you to explain the price(s) you have submitted (as required in regulation 69 of the Regulations).
	3. 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 40) | (Maximum score available 60) | (Maximum score available 100) |
| Bidder A | 40.00 | 60.00 | 100.00 |
| Bidder B | 30.00 | 30.00 | 60.00 |
| Bidder C | 20.00 | 20.00 | 40.00 |

* 1. We will then rank all final scores from highest to lowest.
	2. We will offer the number of bidders a framework contract as set out in paragraph 3.6 of Attachment 1 – About the Framework.

| Lot  | Anticipated Maximum number of Suppliers per Lot  |
| --- | --- |
| 1 | 15 |
| 2 | 4 |
| 3 | 3 |

* 1. The maximum number of bidders for a Lot on this framework may increase where two (2) or more bidders have tied scores in last position only.
	2. Reserved rights

We also reserve the right to award a framework to any bidders whose final score is within 1% of the last position in the competition for each lot.

**Example:** for Lot 3

If the bidder in 3rd place, last position has a final score of 60.00

The calculation we will use is:

Lot 3 - 3rd place bidder 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 place on Lot 3 of the framework.

* 1. Intention to award
	2. You can submit a bid for one or more lots. If you have submitted a bid for more than one (1) lot and are successful on both Lot 1 and Lot 3 you should tell us which of these lots is your preferred choice in the Selection Questionnaire Question 1.11.2. If your bid is successful within the number of places available on Lot 1 and/or Lot 3 we will use your response to 1.11.2 to award either Lot 1 or Lot 3
	3. If a bidder is successful in gaining a place on their preferred Lot due to being within 1% of the last position in the competition for that lot then their preferred choice as per 1.11.2 in the Selection Questionnaire will be the lot they are awarded.
	4. We will tell you if you have been successful or unsuccessful via the eSourcing suite. We will send an intention to award letters to all bidders who are still in the competition i.e. who have not been excluded.
	5. 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.
	6. 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.
	7. 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.
	8. Framework contract
	9. 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.
	10. 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.
	11. If you have bid as a consortium, the conclusion of a framework contract is subject to the provision of due ‘certificates, statements and other means of proof’ from EACH member of the consortium.
	12. This means a valid certificate for each of the standards listed below:

| **Insurances** |
| --- |
| **Insurance** | **Lots** | **Value** |
| Employer’s (Compulsory) Liability Insurance | All Lots | £10,000,000 |
| Public Liability Insurance | All Lots | £1,000,000 |
| Professional Indemnity Insurance | All Lots | £1,000,000 |

(Required insurances and coverage levels are set out in full at Joint Schedule 3 - Insurance Requirements)

| **Certification** |
| --- |
| **Certification** | **Lots** | **Evidence**  |
| Cyber Essentials Basic ~~Plus~~ certificate | All Lots | Award Stage |

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