

How to Bid Including Evaluation Criteria

Contract Reference: C22537

Scheduled Servicing, Planned Maintenance & Reactive Repair of Lifting and Hoisting Equipment

Contents

1. How To Make Your Bid	2
2. How The Questionnaires Are Structured:.....	3
3. Award Criteria	10
4. Marking Scheme	12
5. Technical Evaluation	13
6. Commercial Evaluation	14
7. Final Decision to Award	16
8. Further Information.....	17

1. How To Make Your Bid

- 1.1. Your bid must be made by the organisation that will be responsible for providing the deliverables if your bid is successful.
- 1.2. Remember to:
 - 1.2.1. Accept or Decline this Bid Pack. If you Decline please provide a reason for doing so
 - 1.2.2. Make sure you answer every question
 - 1.2.3. Each question must be answered in its own right. You must not answer any of the questions by cross referencing other questions or other materials e.g. reports located on your website.
 - 1.2.4. Submit your bid in good time and before the bid submission deadline.
 - 1.2.5. Upload **ONLY** those attachments we have asked for in line with the requirements specified – any other supporting evidence, certificates for example, will be requested separately by us.
 - 1.2.6. If we **do not** require attachments and have specified this please only use the Text Boxes provided for your answer.
 - 1.2.7. Check for messages within the Contracts Finder portal throughout the competition.
 - 1.2.8. If you are unsure about anything, please ask questions before the Clarification Questions Deadline.

2. How The Questionnaires Are Structured:

- 2.1. A summary of all the questions in the technical questionnaire, along with the marking scheme, and weightings for each question is set out below:
- 2.2. QUESTIONNAIRE 1 – QUALIFICATION - KEY PARTICIPATION REQUIREMENTS
- 2.3. QUESTIONNAIRE 2 – QUALIFICATION - CONFLICTS OF INTEREST
- 2.4. QUESTIONNAIRE 3 – QUALIFICATION - INFORMATION ONLY
- 2.5. QUESTIONNAIRE 4 - TECHNICAL – SERVICE DELIVERY
- 2.6. QUESTIONNAIRE 5 - TECHNICAL – SOCIAL VALUE
- 2.7. QUESTIONNAIRE 6 - TECHNICAL- COMMERCIAL EVALUATION

QUESTIONNAIRE 1 – QUALIFICATION - KEY PARTICIPATION REQUIREMENTS		
Response Guidance		
The following questions are ‘Pass/Fail’ questions. If Potential Bidders are unwilling or unable to answer “Yes”, their submission will be deemed non-compliant and shall be rejected. Potential Bidders should confirm their answer by selecting the appropriate option from the drop down menu.		
Question Number	Question	Your Response
1.1	Do you accept the competition rules as described in Attachment 1 – About the Procurement?	Yes/No
1.2	Have you read, understood and accepted the Bid Pack and all associated attachments, specifically Attachment 3 - Statement of Requirements?	Yes/No
1.3	Do you agree, without caveats or limitations, that in the event that you are successful, standard Terms and Conditions will govern the provision of this contract (Attachment 5 – Short Form Contract)?	Yes/No

1.4	Do you confirm your Organisation's information supplied is complete and accurate at the time the bid closed and that any amendments made following acceptance of this event will be notified to the buyer in writing?	Yes/No
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QUESTIONNAIRE 2 – QUALIFICATION - CONFLICTS OF INTEREST

Response Guidance

Question 2.1 is a 'Yes/No' question and will dictate whether or not question 2.2 needs to be answered.

Question 2.2 is a Pass / Fail question. Potential Bidders are required to provide details of how the identified conflict will be mitigated.

The Contracting Authority will review the mitigation in line with the perceived conflict of interest, to determine what level of risk this poses to them. Therefore, if Potential Bidders cannot or are unwilling to suitably demonstrate that they have suitable safeguards to mitigate any risk then their Bid will be deemed non-compliant and will be rejected.

Question Number	Question	Your Response
2.1	Please confirm whether you have any potential, actual or perceived conflicts of interest that may be relevant to this requirement.	Yes/No
2.2	We require that any potential, actual or perceived conflicts of interest in respect of this Bid Pack are identified in writing and that companies outline what safeguards would be put in place to mitigate the risk of actual or perceived conflicts arising during the delivery of these services.	
TEXT BOX		

QUESTIONNAIRE 3 – QUALIFICATION - INFORMATION ONLY

Response Guidance

The following questions are for information only and do not form part of the evaluation. Information provided in response to these questions may be used in preparation of any Contract Award and any omissions may delay completion of this procurement.

Question Number	Question	Your Response
3.1	Please provide details of where the Award Outcome should be directed. Your response must include their; <ul style="list-style-type: none">• Full Name• Role/Title• Registered Address• Email Address	Text Box
3.2	Please provide details of any sub-contractors you propose to use in order to meet your obligations should you be awarded a Contract. Your response must include their; <ul style="list-style-type: none">• Trading Name(s)• Registered Address(ees) and contact details• Goods/Services to be provided	Text Box

QUESTIONNAIRE 4 - TECHNICAL – SERVICE DELIVERY **WEIGHTING 55%**

Response Guidance

Potential Bidders MUST answer ALL the following questions. The method of response; page limit on attachments and evaluation criteria is set per question.

Questions 4.1 and 4.2 are pass or fail questions. Unless otherwise specified, you must upload your response as an Attachment.

Attachments may be submitted in Microsoft Word, Excel. PDF format and must be in Arial font size 11. Page limits include the use of headers footers and diagrams. Upload ONLY those attachments we have asked for – any other supporting evidence, certificates for example, will be requested separately by us.

No costings should be included in responses to this Questionnaire.

Question Number	Question	Your Response		
4.1	Please confirm that you have enough trained engineers/ qualified staff to visit each site to undertake servicing, maintenance and repair of all equipment within OEM and H&S guidelines.	YES / NO		
4.2	Please confirm that you are not already contracted to Border Force to inspect or certify the operational worthiness or safety of any exiting Border Force Lifting & Hoisting Equipment. <i>(If you are already contracted, your bid submission cannot be considered for this opportunity).</i>	Contracted / Not Contracted		
Question Number	Question	Minimum Acceptable Score	Maximum Available Score	Weighting
4.3	a. Please provide details of the IT/ software platform you will use to record servicing, maintenance and repair of lifting and hoisting equipment. b. How frequently will this system be updated? c. How will this system be accessed by the Authority?	70	100	45%
Your Response (max 750 words)				
Text Box				
4.4	Please detail what contingency measures you have in place to ensure that all servicing and maintenance dates will be met, should you face staffing shortages or transport issues.	70	100	30%

Your Response (max 750 words)

Text Box

4.5	Please detail how you will work with the Buyer to plan all service and maintenance needs. Please detail: <ul style="list-style-type: none">a. How far ahead you will plan;b. How you will aim to maximise service schedules and maintenance/ repairs to reduce costs;c. How you will inform the Buyer of all service, maintenance and repair outcomes and monitor these to ensure they are completed.	70	100	25%
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Your Response (max 750 words)

Text Box

QUESTIONNAIRE 5 - TECHNICAL – SOCIAL VALUE**WEIGHTING 5%****Response Guidance**

Potential Bidders **MUST** answer ALL the following questions. The method of response; page limit on attachments and evaluation criteria is set per question.

Unless otherwise specified, you must upload your response as an Attachment.

Attachments may be submitted in Microsoft Word, Excel. PDF format and must be in Arial font size 11. Page limits include the use of headers footers and diagrams. Upload **ONLY** those attachments we have asked for – any other supporting evidence, certificates for example, will be requested separately by us

No costings should be included in responses to this Questionnaire.

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C22537

Question Number	Question	Minimum Acceptable Score	Maximum Available Score	Weighting
5.1	Please detail what steps you have taken to reduce the impact of emissions upon the environment.	70	100	100%
Your Response (max 500 words)				
Text Box				

QUESTIONNAIRE 6 – COMMERCIAL EVALUATION				WEIGHTING
40%				
Response Guidance				
Potential Bidders must enter costs by uploading the relevant Attachment 4 - Price Schedule, at the question level on the e-Sourcing event.				
Prices should be submitted in pounds Sterling inclusive of any expenses but exclusive of VAT.				
Potential Bidders will be scored in accordance with the marking scheme at Section 2.				
Question Number	Question	Minimum Acceptable Score	Maximum Available Score	Weighting
6.1	Please complete the price schedule in Attachment 4, ensuring that you: <ol style="list-style-type: none"> 1. Detail the holistic cost of reactive repairs against the list of common repairs 2. Detail the holistic cost of each location (complete cost of service & maintenance). <ol style="list-style-type: none"> i. Each service and value of any maintenance required 	70	100	100%

	including standard servicing parts, but excluding non-standard repairs); ii. Total annual cost of each location. iii. Total cost annually of all locations. iv. Cost of any additional locations that may be added at a later date by the Authority.			
Your Response				
<i>Please complete attached Price Schedule</i>				
6.2	Please confirm, by selecting 'YES' that you have attached a completed Price Schedule to the response to this question. In so doing, you are also confirming that prices offered are inclusive of any expenses, exclusive of VAT and firm for the period following the Deadline for Submission as stated in the Attachment 1 – About the Procurement.	Yes / No Attachment		
6.3	Please confirm, by selecting 'YES', that you have uploaded a formal, company-headed price quote for the items, in addition to completing Attachment 4 - Price Schedule?	Yes / No Attachment		

3. Award Criteria

- 3.1. The award stage consists of a technical evaluation and a commercial evaluation.
- 3.2. The award of the resultant contract will be a combination of cost and ability to deliver. If the minimum requirements can be met then cost will be the deciding factor, The weighting for the technical evaluation is 55%; and, the commercial evaluation is 40% and the Social Value is 5%.
- 3.3. **Award process - What you need to do**
 - 3.3.1. Answer the questions in section 2 above.
 - 3.3.2. Complete the Attachment 4 – Price Schedule.
 - 3.3.3. You must upload your completed Price Schedule.
- 3.4. **What we will do**

Compliance Check

First, we will complete a mandatory evaluation to make sure that you have answered all questions and have completed the Attachment 4 - Price Schedule in line with our instructions. All bids passing the mandatory evaluation will be progressed to the Technical Evaluation.

TECHNICAL Evaluation

We will give your responses to the **TECHNICAL questionnaires** to the Contracting Authority's evaluation panel. Each evaluator will independently assess your responses to the technical questions using the response guidance and the evaluation criteria.

They will give a score and a reason for their score for each question they are assessing. The evaluators will enter the scores and reasons into the e-Sourcing suite.

If the evaluation panel wishes to clarify any areas of your bid, bid clarification questions will be issued on an individual basis.

Consensus

Once the evaluators have independently assessed your answers to the questions we will arrange for the evaluators to meet. We will facilitate the discussion.

At this meeting, the evaluators will discuss the technical responses and review their scores and reasons for that score. The discussion will continue until they reach a consensus regarding the score, and reason for that score, for each question.

These final scores will be used to calculate your technical score.

If the evaluation panel wishes to clarify any areas of your bid, bid clarification questions will be issued via the e-sourcing suite on an individual basis.

TECHNICAL Threshold

If you have not met the minimum acceptable score for each question, you will be excluded from the competition. We will tell you that you have been excluded from the procurement and why at award stage.

Evaluate COMMERCIAL

We will then evaluate your commercial response and calculate your score using the evaluation criteria specified.

If we wish to clarify any areas of your bid, bid clarification questions will be issued via the e-sourcing suite on an individual basis.

Final Score

Your technical score will be added to your commercial score, to create your final score.

Award

Awards will be made to the successful bidder, subject to contract.

We will notify successful and unsuccessful bidders providing feedback.

4. Marking Scheme

- 4.1. The evaluation criteria set out below will be used during the Technical Evaluation:

Marking Scheme	Description
100 - Good	<p>The response fully meets all requirements with detail provided minimising risks to delivery.</p> <p>The response is comprehensive and unambiguous, demonstrating a thorough understanding of the requirements and provides details of how the requirement will be met in full without additional support from the Contracting Authority, other than that outlined within the Statement of Requirements.</p>
70 – Acceptable – Minor Concerns	<p>The response is acceptable and meets all the basic requirements. However, the response, is not sufficiently detailed to minimise risk and/or the proposed approach may require additional support (in addition to that outlined in the Statement of Requirements) from the Contracting Authority to meet its deliverables.</p>
30 – Non Acceptable - Major Concerns	<p>The response has met some, but not all elements of the requirement, which poses risk that the proposal will not meet the deliverables required.</p> <p>The response does not demonstrate a full understanding of the requirement posing major concerns.</p>
0 - Unsuitable	<p>The response does not meet any of the requirements or no response has been provided. An unacceptable and/or non-compliant response with serious reservations, demonstrating no understanding of the requirement.</p>

5. Technical Evaluation

- 5.1. Questionnaires Q1, Q2 and Q4.1 are mandatory question(s) and will be evaluated PASS / FAIL. If you fail any of these questions, you will be excluded from the competition. We will tell you that your bid has been excluded.
- 5.2. When the consensus meeting has taken place and the final score for each question has been agreed by the evaluators, your final score for each question will be multiplied by that question's weighting to calculate your weighted score for that question.
- 5.3. Each weighted score for each question will then be added together to calculate your technical score.
- 5.4. Please see table A below for an example of how your technical score will be calculated.

Table A – EXAMPLE ONLY

				Bidder A			Bidder B			Bidder C		
Questionnaire	Questionnaire Weighting	Question	Question Weighting	Consensus Score (Max 100)	Weighted Question Score	Weighted Questionnaire Score	Consensus Score (Max 100)	Weighted Question Score	Weighted Questionnaire Score	Consensus Score (Max 100)	Weighted Question Score	Weighted Questionnaire Score
4. Service Delivery	40%	4.1	50%	100	50	33.2	66	33	26.4	100	50	26.6
		4.2	50%	66	33		66	33		33	16.5	
Questionnaire 4 Totals					83			66			66.5	
5. Account Management	30%	5.1	75%	66	49.5	22.35	66	49.5	17.33	33	24.75	9.9
		5.2	25%	100	25		33	8.25		33	8.25	
Questionnaire 5 Totals					74.5			57.75			33	
Quality Total Score						55.55			43.73			36.5

6. Commercial Evaluation

6.1. This section contains information on how to complete Attachment 4 - Price Schedule and the commercial evaluation process.

6.2. **How to complete your Attachment 4 – Price Schedule**

6.2.1. Read and understand the instructions in the Attachment 4 - Price Schedule, and in this section before submitting your prices.

6.2.2. Your prices should compare with the technical requirements of your offer.

6.2.3. Your prices must be sustainable and inclusive of all costs for example your operating costs and profit.

6.2.4. Your prices are to exclude VAT.

6.2.5. Pricing is to be inclusive of expenses.

6.2.6. The currency is British pounds sterling, up to two decimal places.

6.2.7. The percentages submitted shall be up to two decimal places.

6.2.8. Pricing will be based on:

- Cost per return journey; and
- Rounded to the nearest £10.
- Zero bids will not be allowed.

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

6.2.10. The prices submitted shall not exceed the overarching commercial agreement rates.

6.2.11. You must download and complete the Attachment 4 – Price Schedule) you are submitting a bid for. Further detail may be provided within the Attachment 4 – Price Schedule.

6.2.12. When you have completed your Attachment 4 - If you do not upload your Attachment 4 – Price Schedule your bid may be rejected from this competition.

- 6.2.13. Do not alter, amend or change the format or layout of the Attachment 4 – Price Schedule.

6.3. Commercial Evaluation Process

- 6.3.1. This is how we will evaluate your pricing:
- 6.3.2. We will check you have completed the Attachment 4 – Price Schedule as instructed.
- 6.3.3. Failure to complete the Attachment 4 - Price Schedule as instructed may result in your bid being deemed non-compliant and it may be rejected from this competition.
- 6.3.4. The commercial evaluation will be undertaken separately to the technical evaluation process.
- 6.3.5. The Potential Bidder with the lowest total price will be awarded the maximum score available for that pricing table.
- 6.3.6. All other Potential Bidders will get a price score relative to the lowest total price.
- 6.3.7. The calculation we will use to evaluate your total price per element, is as follows:
- $$\text{Price Score} = \frac{\text{Lowest total price}}{\text{Potential Bidder's total price}} * \text{maximum score available}$$
- 6.3.8. Please see table B below for an example of how your Price score will be calculated.

Table B – EXAMPLE ONLY

		Bidder A				Bidder B				Bidder C			
Questionnaire	Questionnaire Weighting %	Bid Submitted	Lowest Bid Submitted	Score	Weighted Questionnaire Score	Bid Submitted	Lowest Bid Submitted	Score	Weighted Questionnaire Score	Bid Submitted	Lowest Bid Submitted	Score	Weighted Questionnaire Score
6. Price	30	£ 217,000.00	£ 217,000.00	100.00	30.00	£432,000.00	£217,000.00	50.23	15.07	£542,000.00	£217,000.00	40.04	12.01

- 6.3.9. The total score for each pricing table will be added together and the potential bidder with the highest total score will be awarded the maximum available commercial score.
- 6.3.10. All other bidders will get a score relative to the total highest score.
- 6.3.11. The calculation we will use to evaluate the total commercial score is as follows:
- $$\text{Commercial Score} = \frac{\text{Potential Bidders Total Score}}{\text{Highest Total Score}} * \text{maximum score available}$$
- 6.3.12. Where we consider any of the total price(s) you have submitted to be abnormally low will ask you to explain the price(s) you have submitted (as required in regulation 69 of the Public Contracts Regulations 2015).

7. Final Decision to Award

- 7.1. We will add your technical score to your commercial score to calculate your final score.
- 7.2. Please see table C below for an example of how your technical score and Price score will be added together to identify your final score.
- 7.3. Where the Final Score achieved by multiple Bidders ranks them in equal position and all such Bidders have achieved the Minimum Pass Mark or higher in all questions, the Bidder with the highest score for the question 4.1, followed by question 4.2, 4.3, 4.5 and 4.6 will be deemed the winner and awarded the Contract.

Table C – EXAMPLE ONLY:

Questionnaire	Weighted Questionnaire Score		
	Bidder A	Bidder B	Bidder C
4. Service Delivery	33.20	26.40	26.60
5. Account Management	22.35	17.33	9.90
6. Price	30.00	15.07	12.01
Total Score	85.55	58.80	48.51

7.4. The bidder with the highest final score will be awarded the contract.

8. Further Information

8.1. We will tell you if you have been successful or unsuccessful.