

Invitation to Tender

Attachment 2 – How to bid

RM6324 – Conversion Therapy - Victim Support Service

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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 services if your bid is successful.
   2. Your bid must be **entered into the eSourcing suite.** We can only accept bids that we receive through the eSourcing suite.
   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 6 “Timelines for the competition” in Attachment 1 About the Contract.
   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 7 “When and how to ask questions” in Attachment 1 About the Contract.
   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**

2.1Your bid must be **entered into the eSourcing suite**. We can only accept bids that we receive through the eSourcing suite.

2.2 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.

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 of the Selection Questionnaire (qualification envelope) 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 of the Selection Questionnaire (qualification envelope) 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. If you are unsure, ask questions before the clarification questions deadline, see paragraph 6 ‘Timelines for the competition’ and paragraph 7 ‘When and how to ask questions’ in Attachment 1 - About the Contract document.
   6. Please refer to Attachment 2a Selection questionnaire, and paragraph 4 of this document. Remember you must complete the questionnaire online in the eSourcing suite (qualification envelope).
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. As stated in paragraph 1.9, failure to respond within the time required, or to provide an adequate response may result in the rejection of your bid and your exclusion from this competition.
   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:
      * 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 Attachment 1 - About the Contract, or not followed the instructions given in this ITT pack.
   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**

If you have successfully passed the selection stage, you will proceed to the award stage.

We have tried to make our award stage as simple as possible, whilst achieving the best possible commercial outcomes.

Your bid must deliver what our buyers need, at the best possible price you can give.

When completing your bid you must:

* Read through the entire ITT pack specifically Attachment 1a – 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 6 ‘Timelines for the competition’ and paragraph 7 ‘When and how to ask questions’ in Attachment 1 - About the Contract 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**

The Award Stage consists of a quality evaluation (see paragraph 9 and 10 of this document) and a price evaluation (see paragraph 12 of this document).

The award of this Contract will be on the basis of the ‘Most Economically Advantageous Tender’ (MEAT).

The weighting for the quality evaluation is 70 marks; and, the price evaluation is worth 30 marks.

1. **Award process**
   1. What **YOU** need to do

* answer the quality questions of the quality questionnaire in the eSourcing suite in the technical envelope.
* Complete the Attachment 3 Price Matrix and upload your completed price matrix into the eSourcing suite in the commercial envelope to question PQ1.

9.2 What **WE** will do at the award stage

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| --- | --- |
| 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 your bid. |
| 4. | **Quality Threshold**  If you have received a mark of zero for any of the quality 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 table at paragraph 10 for an example of how your **quality score** 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 Section 12 – Price Evaluation. |
| 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. |
| 7. | **Award**  An award of the Contract will be made to the successful bidder following the standstill period. |

1. **Quality Evaluation**

Question 2.1 is a mandatory question 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.

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.

Each of the quality questions, in section B, of the quality questionnaire will be independently assessed by our evaluation panel.

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 questions weighting to calculate your weighted mark for that question.

Each weighted mark for each question you have submitted will then be added together to calculate your quality score.

Please see table A below for an example of how your quality score will be calculated.

Table A

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Question** | **Question Weighting** | **Marking Scheme** | **Maximum mark available** | **Example final mark** | **Your weighted mark** |
| Question 2.2 | 15% | 100/75/50/25/0 | 100 | 100 | 15.00 |
| Question 2.3 | 15% | 100/75/50/25/0 | 100 | 100 | 15.00 |
| Question 2.4 | 15% | 100/75/50/25/0 | 100 | 50 | 7.50 |
| Question 2.5 | 15% | 100/75/50/25/0 | 100 | 100 | 15.00 |
| Question 2.6 | 10% | 100/75/50/25/0 | 100 | 75.00 | 11.25 |
| **Quality score** | | | | | **63.75** |

1. **Award quality questionnaire**
   1. The quality questionnaire is split into three sections:

* Section A – Mandatory questions
* Section B – Generic question
  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:

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| --- | --- |
| **Section A – Mandatory service requirements** | |
| **2.1 Compliance with Attachment 1a - Specification** | |
| If you are awarded a Contract, will you unreservedly deliver in full, all the mandatory service requirements as set out in Attachment 1a – Specification.  Please answer ‘Yes’ or ‘No’  **Yes -** You will unreservedly deliver in full all of the mandatory service requirements as set out in Attachment 1a – Specification.  No **-** You will not, or cannot, deliver in full all the mandatory service requirements as set out in Attachment 1a – Specification. | |
| **2.1 Response guidance**  This is a Pass/Fail question.  If you cannot or are unwilling to select ‘Yes’ to this question, you will be disqualified from further participation in this competition.  You are required to select either option YES, NO from the drop down list.  Providing a ‘Yes’ response means you will unreservedly deliver in full all of the mandatory service requirements as set out in Attachment 1a – Specification.  If you select ‘No’ (or do not answer the question) to indicate that you will not, or cannot, deliver in full all of the mandatory service requirements as set out in Attachment 1a – Specification you will be excluded from further participation in this competition. | |
| **Marking scheme** | **Evaluation guidance** |
| Pass | You have selected option ‘Yes’ confirming that you will unreservedly deliver in full all of the mandatory service requirements as set out in Attachment 1a – Specification. |
| Fail | You have selected ‘No’ confirming that you will not, or cannot, deliver in full all of the mandatory service requirements as set out in Attachment 1a – Specification.  OR  You have not selected either ‘Yes’ or ‘No’ |

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| **Section B – Generic questions** | |
| **2.2 Requirement:**  The Authority requires you to provide a service to support individuals who feel they have been through a form of conversion therapy. Conversion therapy is an issue that mostly affects LGBT people, however practices may affect people outside of this bracket too.  Provide support to people affected by attempts to change their sexual orientation, for example, from gay to straight, and transgender people who may be affected by attempts to reverse their transition from one gender to another.  The Authority requires you to provide a detailed proposal for how you will deliver the work described above, and as outlined in section 5 and 6 of Attachment 1a – Specification.  You must provide a detailed proposal of how you will consider the scope of identities (e.g. sexual orientations), Conversion Therapy experiences, and how you will respond to these. | |
| **2.2 Response guidance**  **All bidders must answer this question.**  **You must insert your response into the text fields in the eSourcing suite.**  In order to satisfy the requirement, your response must:   1. Demonstrate an understanding of the scope of identities (e.g. sexual orientations), and conversion therapy experiences that users are likely to have undergone detailing the range of identities and how you will ensure you are inclusive to all the range of identities that you anticipate. 2. Please outline how you will ensure that the service quality is the same for each caller, across such a wide range of identities and experiences   Whilst you may want to use examples in your response to help demonstrate how you will satisfy the requirement, please note that the marking scheme will assess your future ability to deliver the requirement and not past experience.  Your response should be limited to, and focused on, each of the points in the Response Guidance above (a - b) for this question.   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 – 6000 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 or links are permitted; any additional documents submitted will be ignored in the evaluation of this question.  You are required to insert your response to this question in the technical envelope in boxes 2.2.1, 2.2.2, and 2.2.3, each box has a character count of 2,000 characters. | |
| **Marking scheme 100/75/50/25/0** | |
| **Marking scheme** | **Evaluation criteria** |
| **100** | **A VERY GOOD ANSWER**  The response is relevant to the requirement.  The response is comprehensive, clear, and fully demonstrates your ability to meet the requirement.  The response provides comprehensive evidence that fully demonstrates to the evaluator that the requirement, including the points listed within the response guidance, has been fully satisfied.  The response provides the evaluator with a high level of confidence that the approach will meet, and potentially exceed, the requirement. There are no concerns with the approach set out in the response. |
| **75** | **A GOOD ANSWER**  The response is relevant to the requirement.  The response is sufficiently detailed and clear to demonstrate your ability to meet the requirement.  The response provides a good level of evidence that demonstrates to the evaluator that the requirement, including the points listed within the response guidance, has been sufficiently satisfied.  The response provides the evaluator with a good level of confidence that the approach will meet the requirement. There are only minor concerns with the approach set out in the response. |
| **50** | **A SATISFACTORY ANSWER**  The response is relevant to the requirement.  Whilst there is some detail included within the response, it is insufficient to clearly demonstrate your ability to meet the requirement.  The response provides a satisfactory level of evidence, with some gaps, and demonstrates to the evaluator that the requirement, including the points listed within the response guidance, has been partially satisfied.  The response provides the evaluator with an adequate level of confidence that the approach will meet the requirement.  There are moderate concerns with the approach set out in the response. |
| **25** | **A BELOW-SATISFACTORY ANSWER**  The response is not entirely relevant to the requirement.  The response includes a significant lack of detail, and only demonstrates that you have minor ability to meet the requirement.  The response provides a significant lack of evidence. This demonstrates to the evaluator that the requirement, including the points within the response guidance, has not been satisfied beyond a minor extent.  The response provides the evaluator with a low level of confidence that the approach will meet the requirement. There are considerable concerns with the approach set out in the response. |
| **0** | **A POOR ANSWER**  The response is not relevant to the requirement,  **AND / OR**  The response includes no, or very little, detail, and demonstrates no ability to meet the requirement.  The response provides a very significant lack of evidence related to the requirement. This demonstrates to the evaluator that the requirement, including the points listed within the response guidance, has not been satisfied at all.  The response provides the evaluator with no confidence that the approach will meet the requirement.  **OR**  No response provided. |

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| **Section B – Generic questions** | |
| **2.3 Requirement:**  CCS requires you to provide an outline of your approach to creating a helpline and website, and associated materials. This must include such considerations as a draft timeline, resources, and the anticipated use of third parties (e.g. consultants). | |
| **2.3 Response guidance**  **All bidders must answer this question.**  **You must insert your response into the text fields in the eSourcing suite.**  In order to satisfy the requirement, your response must:   1. Outline how you would create and mobilise a helpline to provide support to victims of conversion therapy, in line with sections 5 and 6 of Attachment 1a - Specification, detailing a draft timeline, resources, and the anticipated use of third parties, for example consultants. 2. Outline how you would create and mobilise a **website** to provide support to victims of conversion therapy, in line with sections 5 and 6 of Attachment 1a - Specification, detailing a draft timeline, resources, and the anticipated use of third parties, for example consultants.   Whilst you may want to use examples in your response to help demonstrate how you will satisfy the requirement, please note that the marking scheme will assess your future ability to deliver the requirement and not past experience.  Your response should be limited to, and focused on, each of the points in the Response Guidance above (a - b) for this question.   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 – 8000 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 or links are permitted; any additional documents submitted will be ignored in the evaluation of this question.  You are required to insert your response to this question in the technical envelope in boxes 2.3.1, 2.3.2, 2.3.3, and 2.3.4, each box has a character count of 2,000 characters. | |
| **Marking scheme 100/75/50/25/0** | |
| **Marking scheme** | **Evaluation criteria** |
| **100** | **A VERY GOOD ANSWER**  The response is relevant to the requirement.  The response is comprehensive, clear, and fully demonstrates your ability to meet the requirement.  The response provides comprehensive evidence that fully demonstrates to the evaluator that the requirement, including the points listed within the response guidance, has been fully satisfied.  The response provides the evaluator with a high level of confidence that the approach will meet, and potentially exceed, the requirement. There are no concerns with the approach set out in the response. |
| **75** | **A GOOD ANSWER**  The response is relevant to the requirement.  The response is sufficiently detailed and clear to demonstrate your ability to meet the requirement.  The response provides a good level of evidence that demonstrates to the evaluator that the requirement, including the points listed within the response guidance, has been sufficiently satisfied.  The response provides the evaluator with a good level of confidence that the approach will meet the requirement. There are only minor concerns with the approach set out in the response. |
| **50** | **A SATISFACTORY ANSWER**  The response is relevant to the requirement.  Whilst there is some detail included within the response, it is insufficient to clearly demonstrate your ability to meet the requirement.  The response provides a satisfactory level of evidence, with some gaps, and demonstrates to the evaluator that the requirement, including the points listed within the response guidance, has been partially satisfied.  The response provides the evaluator with an adequate level of confidence that the approach will meet the requirement.  There are moderate concerns with the approach set out in the response. |
| **25** | **A BELOW-SATISFACTORY ANSWER**  The response is not entirely relevant to the requirement.  The response includes a significant lack of detail, and only demonstrates that you have minor ability to meet the requirement.  The response provides a significant lack of evidence. This demonstrates to the evaluator that the requirement, including the points within the response guidance, has not been satisfied beyond a minor extent.  The response provides the evaluator with a low level of confidence that the approach will meet the requirement. There are considerable concerns with the approach set out in the response. |
| **0** | **A POOR ANSWER**  The response is not relevant to the requirement,  **AND / OR**  The response includes no, or very little, detail, and demonstrates no ability to meet the requirement.  The response provides a very significant lack of evidence related to the requirement. This demonstrates to the evaluator that the requirement, including the points listed within the response guidance, has not been satisfied at all.  The response provides the evaluator with no confidence that the approach will meet the requirement.  **OR**  No response provided. |

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| **Section B – Generic questions** | |
| **2.4 Requirement:**  The Authority requires you to provide an outline, referencing past experience and expertise where relevant, of how you intend to deliver a quality service. | |
| **2.4 Response guidance**  **All bidders must answer this question.**  **You must insert your response into the text fields in the eSourcing suite.**  In order to satisfy the requirement, your response must:   1. Outline how you propose to capture and action user feedback and organisation learning to ensure continuous improvement in line with section 5 of Attachment 1a – Specification.   Demonstrate how you would provide assurance that all deliverables and outputs relating to the service will at all times be in line with Government policy and legislation.   1. Outline how you intend to keep up to date with new legislation on conversion therapy and apply this to the service you will provide.   Whilst you may want to use examples in your response to help demonstrate how you will satisfy the requirement, please note that the marking scheme will assess your future ability to deliver the requirement and not past experience.  Your response should be limited to, and focused on, each of the points in the Response Guidance above (a – c) for this question.   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 – 6000 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 or links are permitted; any additional documents submitted will be ignored in the evaluation of this question.  You are required to insert your response to this question in the technical envelope in boxes 2.4.1, 2.4.2, and 2.4.3, each box has a character count of 2,000 characters. | |
| **Marking scheme 100/75/50/25/0** | |
| **Marking scheme** | **Evaluation criteria** |
| **100** | **A VERY GOOD ANSWER**  The response is relevant to the requirement.  The response is comprehensive, clear, and fully demonstrates your ability to meet the requirement.  The response provides comprehensive evidence that fully demonstrates to the evaluator that the requirement, including the points listed within the response guidance, has been fully satisfied.  The response provides the evaluator with a high level of confidence that the approach will meet, and potentially exceed, the requirement. There are no concerns with the approach set out in the response. |
| **75** | **A GOOD ANSWER**  The response is relevant to the requirement.  The response is sufficiently detailed and clear to demonstrate your ability to meet the requirement.  The response provides a good level of evidence that demonstrates to the evaluator that the requirement, including the points listed within the response guidance, has been sufficiently satisfied.  The response provides the evaluator with a good level of confidence that the approach will meet the requirement. There are only minor concerns with the approach set out in the response. |
| **50** | **A SATISFACTORY ANSWER**  The response is relevant to the requirement.  Whilst there is some detail included within the response, it is insufficient to clearly demonstrate your ability to meet the requirement.  The response provides a satisfactory level of evidence, with some gaps, and demonstrates to the evaluator that the requirement, including the points listed within the response guidance, has been partially satisfied.  The response provides the evaluator with an adequate level of confidence that the approach will meet the requirement.  There are moderate concerns with the approach set out in the response. |
| **25** | **A BELOW-SATISFACTORY ANSWER**  The response is not entirely relevant to the requirement.  The response includes a significant lack of detail, and only demonstrates that you have minor ability to meet the requirement.  The response provides a significant lack of evidence. This demonstrates to the evaluator that the requirement, including the points within the response guidance, has not been satisfied beyond a minor extent.  The response provides the evaluator with a low level of confidence that the approach will meet the requirement. There are considerable concerns with the approach set out in the response. |
| **0** | **A POOR ANSWER**  The response is not relevant to the requirement,  **AND / OR**  The response includes no, or very little, detail, and demonstrates no ability to meet the requirement.  The response provides a very significant lack of evidence related to the requirement. This demonstrates to the evaluator that the requirement, including the points listed within the response guidance, has not been satisfied at all.  The response provides the evaluator with no confidence that the approach will meet the requirement.  **OR**  No response provided. |

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| **Section B – Generic questions** | |
| **2.5 Requirement:**  CCS requires you to provide an outline of how you would propose to operate a live service to support anybody who may have been affected by conversion therapy. | |
| **2.5 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, your response must:  Demonstrate the process you will have in place to ensure regular reporting to the Authority, explaining how you will comply with what is required in Attachment 8 Terms and Conditions.  Describe how you will be flexible in regards to amending and updating information and resources available to victims as part of the support service you will be providing in accordance with section 5 of Attachment 1a – Specification.   1. Describe the process that you will have in place to evaluate service provision based on the needs of service users, explaining the methods you will use to ensure you can expand or reduce the service offering as required.   Whilst you may want to use examples in your response to help demonstrate how you will satisfy the requirement, please note that the marking scheme will assess your future ability to deliver the requirement and not past experience.  Your response should be limited to, and focused on, each of the points in the Response Guidance above (a - c) for this question.   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 – 6000 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 or links are permitted; any additional documents submitted will be ignored in the evaluation of this question.  You are required to insert your response to this question in the technical envelope in boxes 2.5.1, 2.5.2, and 2.5.3, each box has a character count of 2,000 characters. | |
| **Marking scheme 100/75/50/25/0** | |
| **Marking scheme** | **Evaluation criteria** |
| **100** | **A VERY GOOD ANSWER**  The response is relevant to the requirement.  The response is comprehensive, clear, and fully demonstrates your ability to meet the requirement.  The response provides comprehensive evidence that fully demonstrates to the evaluator that the requirement, including the points listed within the response guidance, has been fully satisfied.  The response provides the evaluator with a high level of confidence that the approach will meet, and potentially exceed, the requirement. There are no concerns with the approach set out in the response. |
| **75** | **A GOOD ANSWER**  The response is relevant to the requirement.  The response is sufficiently detailed and clear to demonstrate your ability to meet the requirement.  The response provides a good level of evidence that demonstrates to the evaluator that the requirement, including the points listed within the response guidance, has been sufficiently satisfied.  The response provides the evaluator with a good level of confidence that the approach will meet the requirement. There are only minor concerns with the approach set out in the response. |
| **50** | **A SATISFACTORY ANSWER**  The response is relevant to the requirement.  Whilst there is some detail included within the response, it is insufficient to clearly demonstrate your ability to meet the requirement.  The response provides a satisfactory level of evidence, with some gaps, and demonstrates to the evaluator that the requirement, including the points listed within the response guidance, has been partially satisfied.  The response provides the evaluator with an adequate level of confidence that the approach will meet the requirement.  There are moderate concerns with the approach set out in the response. |
| **25** | **A BELOW-SATISFACTORY ANSWER**  The response is not entirely relevant to the requirement.  The response includes a significant lack of detail, and only demonstrates that you have minor ability to meet the requirement.  The response provides a significant lack of evidence. This demonstrates to the evaluator that the requirement, including the points within the response guidance, has not been satisfied beyond a minor extent.  The response provides the evaluator with a low level of confidence that the approach will meet the requirement. There are considerable concerns with the approach set out in the response. |
| **0** | **A POOR ANSWER**  The response is not relevant to the requirement,  **AND / OR**  The response includes no, or very little, detail, and demonstrates no ability to meet the requirement.  The response provides a very significant lack of evidence related to the requirement. This demonstrates to the evaluator that the requirement, including the points listed within the response guidance, has not been satisfied at all.  The response provides the evaluator with no confidence that the approach will meet the requirement.  **OR**  No response provided. |

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| **Section B – Social Value** | |
| **2.6 Requirement:**  CCS requires you to provide a description of how your organisation will support the health and wellbeing, including physical and mental health, in the contract workforce. | |
| **2.6 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, your response must:   1. Demonstrate your existing measures to improve the physical and mental health, and wellbeing, of all staff, including volunteers. 2. Demonstrate your commitments to improving the physical and mental health of contract staff, such as implementation of the 6 standards in the Mental Health at work Commitment: https://www.mentalhealthatwork.org.uk/commitment/   Whilst you may want to use examples in your response to help demonstrate how you will satisfy the requirement, please note that the marking scheme will assess your future ability to deliver the requirement and not past experience.  Your response should be limited to, and focused on, each of the points in the Response Guidance above (a - b) for this question.   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 – 4000 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 or links are permitted; any additional documents submitted will be ignored in the evaluation of this question.  You are required to insert your response to this question in the technical envelope in boxes 2.6.1, and 2.6.2, each box has a character count of 2,000 characters. | |
| **Marking scheme 100/75/50/25/0** | |
| **Marking scheme** | **Evaluation criteria** |
| **100** | **A VERY GOOD ANSWER**  The response is relevant to the requirement.  The response is comprehensive, clear, and fully demonstrates your ability to meet the requirement.  The response provides comprehensive evidence that fully demonstrates to the evaluator that the requirement, including the points listed within the response guidance, has been fully satisfied.  The response provides the evaluator with a high level of confidence that the approach will meet, and potentially exceed, the requirement. There are no concerns with the approach set out in the response. |
| **75** | **A GOOD ANSWER**  The response is relevant to the requirement.  The response is sufficiently detailed and clear to demonstrate your ability to meet the requirement.  The response provides a good level of evidence that demonstrates to the evaluator that the requirement, including the points listed within the response guidance, has been sufficiently satisfied.  The response provides the evaluator with a good level of confidence that the approach will meet the requirement. There are only minor concerns with the approach set out in the response. |
| **50** | **A SATISFACTORY ANSWER**  The response is relevant to the requirement.  Whilst there is some detail included within the response, it is insufficient to clearly demonstrate your ability to meet the requirement.  The response provides a satisfactory level of evidence, with some gaps, and demonstrates to the evaluator that the requirement, including the points listed within the response guidance, has been partially satisfied.  The response provides the evaluator with an adequate level of confidence that the approach will meet the requirement.  There are moderate concerns with the approach set out in the response. |
| **25** | **A BELOW-SATISFACTORY ANSWER**  The response is not entirely relevant to the requirement.  The response includes a significant lack of detail, and only demonstrates that you have minor ability to meet the requirement.  The response provides a significant lack of evidence. This demonstrates to the evaluator that the requirement, including the points within the response guidance, has not been satisfied beyond a minor extent.  The response provides the evaluator with a low level of confidence that the approach will meet the requirement. There are considerable concerns with the approach set out in the response. |
| **0** | **A POOR ANSWER**  The response is not relevant to the requirement,  **AND / OR**  The response includes no, or very little, detail, and demonstrates no ability to meet the requirement.  The response provides a very significant lack of evidence related to the requirement. This demonstrates to the evaluator that the requirement, including the points listed within the response guidance, has not been satisfied at all.  The response provides the evaluator with no confidence that the approach will meet the requirement.  **OR**  No response provided. |

1. **Price evaluation**

This paragraph 12 contains information on how to complete the Attachment 3 Price Matrix and the price evaluation process.

* 1. How to complete your price matrix:

Read and understand the instructions in the price matrix, and in this paragraph, before submitting your prices.

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

Your prices submitted must:

* + exclude VAT.
  + be inclusive of expenses/travel and subsistence
  + be in British pounds sterling, up to two decimal places
  + submitted up to two (2) decimal places and the nearest £1
  + be sustainable and include your operating overhead costs and profit.

Zero or negative bids will not be allowed, and we will investigate where we consider your bid to be abnormally low.

In the event that you are successful in this procurement, the values inserted into the price matrix will be incorporated into Contract Schedule 3 – Charges.

The price and rates submitted will be the maximum prices and rates payable under this contract.

You must download and complete the Attachment 3 Price Matrix, and provide a price, where one has been requested, in the cells highlighted yellow.

When you have completed your Attachment 3 Price Matrix, you must upload this into the eSourcing suite at question PQ1 in the commercial envelope. If you do not upload your pricing matrix your bid may be rejected from this competition.

Do not alter, amend or change the format or layout of the Attachment 3 Price Matrix

* 1. Price evaluation process

This is how we will evaluate your pricing:

We will check you have completed all the yellow cells within Attachment 3 – Price Matrix.

Failure to insert prices in yellow cells 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.

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

The bidder with the lowest total basket price will be awarded the maximum mark available (a price score of 30).

All other bidders will get a price score relative to the lowest total basket price.

The calculation we will use to evaluate your total basket price, is as follows:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Mark |  | Lowest total price |  | Maximum mark available  (30.00) |
| = |  | x |
|  | Bidders total price |  |

Example:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Bidder A |  | Bidder B |  | Bidder C |
| Total basket price |  | Total basket price |  | Total basket price |
| £ 70,000 |  | £ 80,000 |  | £ 84,000 |

1. Bidder A has the lowest basket price of £70,000. Bidder A is awarded the maximum mark available for price, which is 30.00;
2. Bidder B submits a total basket price of £80,000. Bidder B is awarded a price score of 26.25
3. Bidder C submits a total basket price of £84,000.00 and is awarded a price score of 25.00.
   1. Abnormally low tenders

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

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

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 from highest to lowest.

We will offer the bidder with the highest score the Contract as set out in paragraph 3 of Attachment 1 – About the Contract.

* 1. Intention to award

We will tell you if you have been successful or unsuccessful via the eSourcing suite. We will send intention to award letters to all bidders who are still in the competition i.e. 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 the Contract, we reserve the right to delay the award of the Contract.

The successful bidder will be required to provide all the due ‘certificates, statements and other means of proof’ as detailed in this paragraph 13.3 prior to the Contract Award date, please see Attachment 1 – About the Contract paragraph 6 Timelines for the competition, for the Contract Award date.

If the successful bidder cannot provide all the due ‘certificates, statements and other means of proof’ as detailed in paragraph 13.3 prior to the Contract Award date, then the Authority reserves the right to withdraw the offer of the Contract and offer the Contract to the bidder with the next highest Final Score. This process will be repeated until the Contract is offered to a bidder who can provide the due ‘certificates, statements and other means of proof’ prior to the Contract Award date.

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

* 1. Contract

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

The conclusion of the 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 prior to the Contract Award date.

This means:

Certification for your organisation of the following:

* Professional Indemnity Insurance - £1m
* Employer’s Liability Insurance - £5m
* Public Liability Insurance - £5m

Certification for your organisation, and consortia members and key subcontractors if applicable, the following:

* Cyber Essentials Basic Certificates

You are required to send the documentary evidence of the above 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 the Contract.