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**Bid Pack**

Please submit all bids by return of email to gds-digital-buyer@digital.cabinet-office.gov.uk

# **Attachment 2 – How to Bid Including Evaluation Criteria**

Contract Reference: WP2236 Payment Provider for GOV.UK Pay

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##

## **Introduction**

The criteria and scoring mechanisms described in this document have been compiled to provide transparency to Bidders during the procurement event. This document should be read in conjunction with the questions and guidance notes for each of the respective sections as set out in the tender documentation. If you notice any ambiguities, please notify the procurement Team as early as possible so they can resolve any issues and provide further clarity that may be required. This document provides an overall view of the scoring and evaluation criteria for the procurement event.

Detailed selection criteria to be invited to submit tenders are set out in the Selection Questionnaire (SQ) which can be found in Attachment 4.

In respect of the submissions to be made by those invited to tender:

* the criteria for the Technical Evaluation are found in Attachment 6 of this Bid Pack;
* the criteria for the Social Value Evaluation are found in Attachment 9 of this Bid Pack;
* the requirements for the commercial submission are set out in Attachment 5 of this Bid Pack as supplemented by the explanation in this Attachment.

The assessment of Bidders’ submissions shall be carried out in accordance with the criteria and scoring mechanisms detailed herein. The evaluation of each Bidder’s submission will be carried out using the information provided by the Bidders to the Contracting Authority in accordance with the communications requirements set out in Attachment 1 in response to the published tender on [Find A Tender Service](https://www.find-tender.service.gov.uk/Search) (FATS).

## **How to Make Your Bid**

* 1. Your bid must be made by the organisation that will be responsible for providing the deliverables if your bid is successful.
	2. The Contracting Authority intends to award one contract as a result of this procurement to the highest ranking bidder being the tender which is the most economically advantageous. The Contracting Authority reserves the right to not to award any contract at all.
	3. Remember to:
		1. Decline this Bid Pack if you do not wish to submit a response. If you decline, we would be grateful if you could provide your reasons for doing so.
		2. Make sure you answer every question required for Stage 1 submission.
		3. If you are subsequently invited to submit a Tender (ie a Stage 2 submission), make sure you answer every question required .
		4. 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. Any cross referenced information will not be taken into account in evaluating the response to the question unless otherwise expressly stated in writing to the contrary in relation to the question
		5. Submit your bid in good time and before the bid submission deadline (as may have been amended). Note submissions made after the deadline may be rejected
		6. Attach 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.
		7. If you are unsure, ask questions before the Clarification Questions Deadline.
	4. Bidders may be required by a written notification to answer queries and/or provide clarification and/or further information. Failure to provide the information within the time instructed in any such notification may result in the exclusion of the Bidder.
	5. Bidders should note that they are responsible for ensuring they submit a complete, accurate and compliant submission at each Stage of the Procurement. Bidders must avoid including assumptions and are encouraged to raise any clarification questions in relation to any assumptions they feel are needed via the process in Section 6. The Contracting Authority reserves the right to reject any submissions that are incomplete, do not comply with the requirements, are not submitted in accordance with the instructions and/or are submitted after the deadline for that submission.
	6. In accordance with best practice, the Contracting Authority will be relying on information provided by the Bidders, much of which will be self certified at Stage 1. The Contracting Authority may seek validation of the information provided at any point or points in the Procurement and in any event prior to entering into a contract with the successful Bidder. Should it be discovered that a Bidder has supplied incorrect information then this may result in exclusion of the Bidder from the Procurement and may be referred to appropriate bodies and the Contracting Authority may seek to recover any wasted costs in relation to the Procurement from that Bidder.

## **Evaluation Structure and Marking Scheme**

* 1. A summary of the evaluation is set out below:

| **STAGE** | **SCORE or Pass/ Fail** | **WEIGHTING** |
| --- | --- | --- |
| **Stage 1: Shortlisting -** Selection Questionnaire (please refer to ‘Attachment 4’) |
| Information Questions | Not assessed but failure to provide a response may result in exclusion | N/A |
| Mandatory and discretionary exclusion criteria | Pass/ Fail (subject to self cleaning) | N/A |
| Financial and Technical Capacity and Capability Questions | Pass/Fail | N/A |
| **The Suppliers who have Passed all questions will be invited to submit Technical, Social Value and Commercial responses in Stage 2. A “Fail” in respect of any question will result in that Bidder being excluded from the Procurement.** |
| **Stage 2: Initial Tender - Evaluation & Scoring** |
| Technical Evaluation - please refer to ‘Attachment 6’ | Minimum score 3 for each question | 60% |
| Social Value - please refer to ‘Attachment 9’ | Minimum score 1 for each question | 10% |
| Commercial (Price) | See Price Schedule ***(comprising attachments 5a - 5d)*** | 30% |
| **Stage 3: Negotiation**  |
| **Stage 4: Best and Final Tender - Evaluation and Scoring**  |
| **Technical Evaluation - please refer to ‘Attachment 6’** | Minimum score 3 for each question | 60% |
| **Social Value -** please refer to ‘Attachment 9’ | Minimum score 1 for each question | 10% |
| **Commercial (Price)** | See Price Schedule ***(comprising attachments 5a - 5d)*** | 30% |

* 1. The Stage 1 Selection Questionnaire can be found in **Attachment 4** of the Bid Pack. Complete the Selection Questionnaire and return it as part of your submission via email to the address provided for communications in Attachment 1.
	2. The Contracting Authority will contact the suppliers who meet the Stage 1 minimum criteria (including no Fails), with updated instructions about submitting responses for Stage 2.

**Only proceed to provide Stage 2 submissions (initial Tenders) if you have been invited by the Contracting Authority.**

* 1. The marking scheme for Technical Evaluation Criteria (or questions) in Stage 2 is set out below:

| **SCORE (1 - 5)** | **Description** | **Outcome** |
| --- | --- | --- |
| 1 | The response is unacceptable to the Contracting Authority because it: * does not address the majority of the requirements of the question; and/or
* fails to demonstrate an understanding of the relevant requirements and/or demonstrate how the majority of the relevant requirements will be achieved; and/or
* no evidence is provided, or the evidence provided does not give any confidence in the response.
 | Not Met |
| 2 | The response provides the Contracting Authority with a low level of confidence that the majority of the relevant requirements of the question will be delivered (or delivered at least to a satisfactory standard) because it: * addresses the majority, but not all, of the requirements of the question to an adequate level; and/or
* demonstrates a less than adequate understanding of the relevant requirements and/or a less than adequate demonstration of how the relevant requirements will be achieved; and/or
* contains less than adequate evidence to support any higher level of confidence.
 | Partially Met |
| 3 | The response provides the Contracting Authority with an adequate level of confidence that relevant requirements of the question will be delivered at least to a satisfactory standard because it: * addresses all the requirements of the question to an adequate level;
* demonstrates an adequate understanding of the relevant requirements and demonstrates a satisfactory degree of assurance that the relevant requirements are likely to be achieved; and
* contains relevant and adequate evidence to support such level of confidence.
 | Met |
| 4 | The response provides the Contracting Authority with a good level of confidence that all of the relevant requirements of the question will be delivered to a good standard because it: * Addresses all requirements of the question to a good level;
* demonstrates a good understanding of the relevant requirements and demonstrates a good degree of assurance that the relevant requirements will be achieved; and
* contains relevant and good evidence to support such level of confidence.
 | Good |
| 5 | The response provides the Contracting Authority with a very high level of confidence that all requirements of the question will be delivered to an excellent standard because it: * Addresses all requirements of the question comprehensively and to an excellent level;
* demonstrates excellent understanding of the relevant requirements, and demonstrates convincingly how these requirements will be achieved; and
* contains relevant and excellent evidence to support such levels of confidence
 | Exceptional |

* 1. Reference in the scoring table above to “requirements of the question” means all of:
		1. the specific requirements set out in the question that the answer is requested to address;
		2. the requirement that, so far as relevant to the subject matter of the question, the answer shall demonstrate how the response will secure achievement of the Statement of Requirements in an economic, efficient and effective manner; and
		3. the requirement that, so far as relevant to the subject matter of the question, the answer shall demonstrate that the Objectives (as set out in Section 2 of Attachment 1 will be met).
	2. The way in which the scoring table will be applied in the evaluation of the responses to the Evaluation Criteria questions is as follows: evaluators will allocate the highest score for which it is considered the response meets all the elements required to be satisfied to achieve that score as identified in relation to that score in the table. For example, where the response does not meet all those elements required to satisfy the description for the score of 5 (Exceptional), then the response will then be assessed against the description of the next lower score and so on until it is considered that all the elements required to satisfy the description of the relevant score are met (or exceeded) by the response.
	3. Notwithstanding that an Evaluation Criterion question may include a number of parts, subcriteria or more detailed elements, the response to the question shall be evaluated and scored in terms of its overall impact in demonstrating that the requirements will be met, or as may commonly be referred to as being marked “in the round”, unless otherwise expressly provided in the question. Consequently, save where the contrary intention is made clear in the question, none of the parts, subcriteria or subelements will be separately marked and neither shall any of them be attributed with any weighting or comparative importance in the evaluation of the response to the question.
	4. The Stage 2 Technical Evaluation Criteria can be found in **Attachment 6** of the Bid Pack. Your answers to the Technical Evaluation questions should be Word, Excel or PDF attachments (as specified in the instructions for each question) and returned as part of your submission via email in accordance with the communication requirements in Attachment 1.
	5. The Stage 2 Social Value Evaluation Criteria can be found in **Attachment 9** of the Bid Pack. Your answers to the Social Value Evaluation questions should be Word, Excel or PDF attachments (as specified in the instructions for each question) and returned as part of your submission via email in accordance with the communication requirements in Attachment 1.

| **STAGE 2: SOCIAL VALUE WEIGHTING: 10%** **Response Guidance**Bidders invited to Stage 2 MUST answer ALL the following questions. The method of response, page limit on attachments and evaluation criteria is set per question. Please complete Attachment 9, ‘WP2236\_Social\_Value\_Attachment 9’Maximum 1000 words for part A and 1000 words for Part B, including attachments.Section A is worth 5% of the overall score.Section B is worth 5% of the overall score.The maximum weighted score achievable for Social Value is 10% |
| --- |

| **Award Criteria** | **Assessment Criteria** |
| --- | --- |
|
| **(a) Deliver additional environmental benefits in the performance of the contract including working towards net zero greenhouse gas emissions.** | your ‘Method Statement’, stating how you will achieve this and how your commitment meets the Award Criteria (**10%)** |
| What we asked for;a timed project plan and process, including how you will implement your commitment and by when. Also, how you will monitor, measure and report on your commitments/the impact of your proposals. | timed action plan **(8%)** |
| use of metrics **(8%)** |
| tools/processes used to gather data **(8%)** |
| reporting **(8%)** |
| feedback and improvement transparency **(8%)** |
|  |  |
| **(b) Influence staff, suppliers, customers and communities through the delivery of the contract to support environmental protection and improvement.** | your ‘Method Statement’, stating how you will achieve this and how your commitment meets the Award Criteria (**10%)** |
| What we asked for;a timed project plan and process, including how you will implement your commitment and by when. Also, how you will monitor, measure and report on your commitments/the impact of your proposals. | timed action plan **(8%)** |
| use of metrics **(8%)** |
| tools/processes used to gather data **(8%)** |
| reporting **(8%)** |
| feedback and improvement transparency **(8%)** |

The way the weightings for each of the elements of the social value question (as identified above) will be applied in practice is demonstrated in the example scoring template below.

Example scoring template

| Question | Weighting | Score | WeightedQuestion Score |
| --- | --- | --- | --- |
| Qa(i) | 10% | 2.00 | 6.67 |
| Qa(ii) | 8% | 1.00 | 2.67 |
| Qa(iii) | 8% | 1.00 | 2.67 |
| Qa(iv) | 8% | 2.00 | 5.33 |
| Qa(v) | 8% | 1.00 | 2.67 |
| Qa(vi) | 8% | 1.00 | 2.67 |
| Qa Total | 50% |  | 22.67 |
| Qb(i) | 10% | 2.00 | 6.67 |
| Qb(ii) | 8% | 1.00 | 2.67 |
| Qb(iii) | 8% | 0.00 | 0.00 |
| Qb(iv) | 8% | 0.00 | 0.00 |
| Qb(v) | 8% | 1.00 | 2.67 |
| Qb(vi) | 8% | 1.00 | 2.67 |
| Qb Total | 50% |  | 14.67 |
| Total | 100% |  | 37.33 |
| **Total Weighted Score** |  |  | **3.733333333** |

The Contracting Authority will use the Scoring Methodology, below when awarding a score for Social Value.;

| **SCORE** **(0 - 3)** | **Description** | **Outcome** |
| --- | --- | --- |
| 0 | The response is unacceptable to the Contracting Authority because it: * does not properly address the question; and/or
* fails to demonstrate an understanding of the relevant requirements and/or demonstrate how the relevant requirements will be achieved; and/or
* no evidence is provided, or the evidence provided does not give any confidence in the response.
 | Not Met |
| 1 | The response provides the Contracting Authority with a low level of confidence that the relevant requirements of the question will be delivered because it: * addresses the majority, but not all, of the requirements of the question; and/or
* demonstrates a less than adequate understanding of the relevant requirements and/or a less than adequate demonstration of how the relevant requirements will be achieved; and/or
* contains less than adequate evidence.
 | Partially Met |
| 2 | The response provides the Contracting Authority with a good level of confidence that the relevant requirements of the question will be delivered to a good standard because it: * addresses the question to a good level;
* demonstrates a good understanding of the relevant requirements and demonstrates a good level of assurance that the relevant requirements will be achieved; and
* contains relevant and good evidence.
 | Met |
| 3 | The response provides the Contracting Authority with a very high level of confidence that the relevant requirements of the question will be delivered to an excellent standard because it: * addresses the question to an excellent level;
* demonstrates excellent understanding of the relevant requirements, and demonstrates convincingly how the relevant requirements will be achieved; and
* contains relevant and excellent evidence.
 | Exceeded |

3.6. The Stage 2 Commercial Envelope (Pricing) Criteria can be found below. Complete the Price Schedule attachments and return them as part of your submission via email in accordance with the communication requirements in Attachment 1.

| **STAGE 2: COMMERCIAL – Price WEIGHTING 30%****Response Guidance**Potential Bidders must provide pricing information by completing the Price Schedule attachments 5a, 5b, 5c and 5d. Include these four attachments in your submitted response. **Follow the guidance given in the Instructions tab of each attachment carefully**.Scenarios A to C are based on different volumes and transaction values for card payments. Scenario A has the lowest volume/transaction value, Scenario C has the highest volume/transaction value. Each of those attachments are intended to represent potential scenarios which have been developed to provide a means of evaluating a reasonable indication of the overall cost representation through combining the variations for each Tender (and do not represent any indication or warranty that the services required will match any of those scenarios). Pricing that will actually apply in any period of the contract will be calculated in accordance with the provisions set out in Schedule 3.Scenario D is based on expected volumes and transaction values for Open Banking payments (but again no warranty is provided as to the accuracy of this expectation).**Failure to complete Attachments 5a to 5d inclusive will result in a non-compliant bid.**Please note that we request Interchange costing (the element charged by the cardholder’s bank) for each scenario but this is not included in the scoring.Scenario A-C inclusive ask for Interchange ++ and blended pricing. The model works out the cost Blended and Interchange ++ (Card Acquiring fees, Scheme fees, Gateway & APM Service fees, Fraud Avoidance fees) as a 50/50 split for the Price Schedule.Please complete costs up to four decimal places. |
| --- |
| **Question Number** | **Question** | **Your Response** | **Weighting**  |
| 3.1 | Please complete Attachment 5a Price Schedule - Scenario A Please see volumes and transaction amounts in the “Drivers (Transactional Data)” tab.  | Attachment | 40% |
| 3.2 | Please complete Attachment 5b Price Schedule - Scenario BPlease see volumes and transaction amounts in the “Drivers (Transactional Data)” tab.  |  | 40% |
| 3.3 | Please complete Attachment 5c Price Schedule - Scenario CPlease see volumes and transaction amounts in the “Drivers (Transactional Data)” tab.  |  | 10% |
| 3.4 | Please complete Attachment 5d Price Schedule - Scenario DPlease see volumes and transaction amounts in Table F of the Cost Model tab.  |  | 10%  |

* 1. **How to complete Attachments 5a-5d – Price Schedules**
		1. Read and understand the Specification in Attachment 3 (Statement of Requirements) and the instructions in the Attachment 5 - Price Schedules, and in this section before submitting your prices.
		2. Your prices must relate to your Technical submission.
		3. The Price Schedule is broken into four sections. Scenarios A-C feature different potential scenarios for transaction volume and transaction amount for card payments. Scenario D is for the Open Banking requirement.
		4. Your prices must be sustainable and inclusive of all costs for example your operating costs and profit.
		5. Your prices are to exclude VAT.
		6. Pricing is to be inclusive of expenses.
		7. The currency is British pounds sterling, up to two decimal places.
		8. The percentages submitted shall be up to two decimal places.
		9. Pricing will be based on:
			+ Rounded to the nearest £10;
			+ Zero or abnormally low bids will not be allowed;
			+ We will investigate where we consider your bid to be abnormal;
		10. You may be required to answer queries, provide further information regarding your submissions and attend clarification and negotiation meetings as necessary to enable us to identify the most economically advantageous offers.
		11. We reserve the right to reject any Tenders that are incomplete, do not comply with the requirements of this Bid Pack, are not submitted in accordance with the instructions in this Bid Pack and/or are submitted after the deadline for submission.

## **Selection and Award Criteria**

* 1. **Award process - What you need to do**
		1. Answer all the questions in Stage 1 (Selection Questionnaire) above.
		2. If invited by the Contracting Authority:
			+ Answer all the questions in Stage 2 (Technical Evaluation Criteria)
			+ Answer all the questions in Stage 2 (Social Value Evaluation Criteria)
			+ Complete the Attachments 5a-d – Price Schedule

 4.1.3 If invited by the Contracting Authority:

* + - * Attend negotiation meetings
			* Submit BAFO Tenders
	1. **What we will do**

**The following summarises the procedure that will be adopted but please refer to Attachment 1 for more detail**

| **SHORTLISTING evaluation (Selection Questionnaire)**First, we will complete a mandatory evaluation of the Stage 1 Selection Questionnaire to make sure that you have answered all questions in line with our instructions.  |
| --- |
| **Invitation to submit Initial Tenders**The Bidders whose responses meet the minimum threshold as set out in [Attachment 4] will be taken forward to Stage 2 and invited to submit tenders. |
| **INITIAL TENDER evaluation (Technical & Social Value Evaluation)** Tenders submitted by the Tender deadline (see indicative timetable in [Attachment 1] as may be updated at the time of the invitation to submit Tenders) will be checked for compliance first. Tenders identified as not being compliant and complete may be rejected by the Contracting Authority at this stage and would not then proceed to be evaluated.The Contracting Authority will appoint team(s) of evaluators to assess the responses to the Technical & Social Value Evaluation Criteria questions. A team of evaluators may be chosen to evaluate one or multiple (or even all) questions.The evaluation will follow the process identified in Attachment 1.If the evaluation panel wishes to clarify any areas of your bid, bid clarification questions will be issued on an individual basis. |
| **INITIAL TENDER Threshold (Technical & Social Value Evaluation)**If you have not met the minimum acceptable score for each question, you will be excluded from the competition. Once a decision has been made in relation to the scoring of a question that the response does not meet the minimum acceptable score, the evaluation of any other questions that have not been completed (including moderation) will cease.  |
| **INITIAL TENDER (COMMERCIAL Evaluation)**We will consider your commercial response and conduct compliance checks, review for abnormal bids and conduct any clarifications required to formally evaluate your submission. This will be conducted in tandem with the technical evaluations and completed by a commercial evaluation panel.We will only calculate your commercial score using the scoring mechanism outlined within the Bid Pack. However, if you failed to meet the minimum acceptable score during the technical or social value evaluation you will not receive a score for the Commercial Envelope.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. |
| **INITIAL TENDER: Completion of Evaluation**The bidders submitting the top 3 scoring and compliant tenders will be invited to participate in negotiations. We will tell you if you have been excluded from the procurement, or have been unsuccessful in proceeding to the next stage and why.. |
| **NEGOTIATION (optional)**The current intention is that the top ranked [3] Bidders following the evaluation of the Initial Tenders will be invited to participate in negotiations with the intention of identifying any points that the Contracting Authority would like to clarify/improve as explained in Attachment 1. |
| **Invitation to Submit Best and Final Offers (BAFO)**Bidders that have participated in the negotiations will be invited to submit their best and final offers to reflect the negotiations which have taken place and any clarifications/updates issued by the Contracting Authority. |
| **Evaluation of BAFO Tenders**The evaluation of BAFO Tenders will follow the same approach as for the Initial Tenders set out above, save as otherwise provided in the instructions issued for submission of BAFO tenders. |
| **Award**The Award (if made) will be made to the successful bidder, subject to contract. The Contracting Authority intends to award a contract to the overall highest scoring compliant Tender. The Contracting Authority reserves the right not to award any contract at all.We will notify successful and unsuccessful bidder(s) providing feedback in writing. |

## **Final Decision to Award**

* 1. Save as otherwise expressly provided in the instructions to submit BAFO Tenders, we will apply the same scoring tables and calculation methodology to your BAFO Tenders as were applied in Stage 2.
	2. We reserve the right to refine and make changes to the award criteria used for BAFO Tenders and will notify all Bidders invited to submit BAFO Tenders of such refinements/changes. Without limitation this may include updating/refining the pricing models used for the evaluation of the “commercial” or price submission (including reducing the number of pricing models to be completed).
	3. This will result in a Total Aggregated Weighted Score for the BAFO Tenders (ie adding your weighted Technical evaluation and Social value scores from Stage 4 (BAFO Tender) to your weighted commercial score for Stage 4 to calculate your final score in Stage 4 (BAFO Tender). This is explained in Attachment 1.
	4. 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 and are otherwise compliant, then the tie will be broken by applying the criteria in section 12.18 of Attachment 1 - About The Procurement.
	5. If scores are still tied then the Contracting Authority reserves the right to request Presentations from the tied Bidders, which will be scored as per the scoring criteria communicated at such time this becomes applicable.