

Invitation to tender

Attachment 2 – How to bid

RM6155 - Training Estate Services

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1. How to make your bid
	1. Your bid must be made by the organisation that will be responsible for providing the services if your bid is successful.
	2. Ensure you read paragraph 2 of attachment 1.
	3. Your bid must be **entered into the eSourcing suite.** We can only accept bids that we receive through the eSourcing suite.
	4. Upload ONLY those attachments we have asked for. Do not upload any attachments we haven’t asked for.
	5. Make sure you answer every question.
	6. You must submit your bid before the bid submission deadline, in paragraph 5 “Timelines for the competition” in attachment 1 - About the framework.
	7. It will be our decision whether we will accept bids submitted after the bid submission deadline.
	8. 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.
	9. If anything is unclear, or you are unsure how to complete your bid submission, you can raise a question before the clarification question deadline, via the eSourcing suite. Read paragraph 6 “When and how to ask questions” in attachment 1 - About the framework.
	10. 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 may result in the rejection of your bid and your exclusion from this competition.
2. How to submit your bid in the eSourcing suite
	1. 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.
	2. You are required to complete and upload the following attachments (if applicable) to the relevant selection questions in the eSourcing suite:
* **Attachment 3 Pricing Matrix –** Complete the Pricing Matrix attachment, in accordance with the instructions provided in this document. Upload your completed Pricing Matrix into the eSourcing suite in the commercial envelope as detailed in the table at paragraph 11 of this document.
* **Attachment 4 Information and Declaration Workbook** - if you are relying upon any other organisation, key subcontractor or consortium member to meet the selection criteria, they must complete this attachment and you must upload it to the relevant Selection Question in the eSourcing Suite (qualification envelope).
* **Attachment 5 Consortia details -** if you are bidding as the lead member of a consortium, complete and upload this attachment to the relevant Selection Question in the eSourcing Suite (qualification envelope).
* **Attachment 6 Joint Venture details -** if you are bidding as the lead member of a joint venture, complete and upload this attachment to the relevant Selection Question in the eSourcing Suite (qualification envelope).
* **Attachment 7 Key Subcontractor details –** if you intend to use key subcontractors in your Bid, complete and upload this attachment to the relevant Selection Question in the eSourcing Suite (qualification envelope).
* **Attachment 9 Framework award population template –** complete and upload this attachment to the relevant Selection Question in the eSourcing suite, to enable us to populate your Framework Contract if you are successful in this competition.
1. Selection stage
	1. At the selection stage, we evaluate bidders’ technical, professional and financial capabilities. We will ask a range of questions appropriate to the procurement. It is important that you answer these questions accurately.
	2. If you are relying on any key subcontractors to provide the answers to the technical and professional ability or you are relying on a guarantor to pass the economic and financial assessment, they must complete Parts 2 and 3 for themselves.
	3. In addition, if you are the lead member of a consortium or joint venture, you must get each of the other members to answer the questions in question 1. 21. 2 and 1.21.3 for themselves.
	4. We are providing the ‘Information and declaration’ workbook (attachment 4) to enable you to collect and submit this data to us, whether from organisations on whom you are relying (for example a key subcontractor or a guarantor) or from other members of a consortium or joint venture. Or they can provide you with their European Single Procurement Document (ESPD).
2. Selection process
	1. After the bid submission deadline we will check all bids to make sure we have received everything we have asked for.
	2. We may ask you to clarify information you provide, if that is necessary. Don’t forget to check for messages in the eSourcing suite throughout the competition. You must log on to the eSourcing suite and access your message inbox for this competition to check for messages.
	3. If your bid is not compliant we will reject your bid and you will be excluded from the competition. We will tell you why your bid is not compliant.
	4. Not all selection questions need guidance as the questions are self-evident. However other questions such as the financial question, require a process to be undertaken before we can assess your response. In those instances we have told you what we will do in the **evaluation guidance**.
3. Selection criteria
	1. We may exclude you from the competition at the selection stage if:
		* 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 framework, 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
	1. Please refer to Attachment 2a Selection questionnaire. Remember you must complete the questionnaire online in the eSourcing suite (qualification envelope).
	2. You have the option of responding to Part 2 and Part 3 by attaching Parts II and III of your European Single Procurement Document (ESPD).
	3. If you are submitting an EU ESPD you must still complete Parts 2A, 2B, 4, 5, 6, 7, 8, 9, 10, 11 and the declaration.
5. Award stage
	1. If you have successfully passed the selection stage, you will proceed to the award stage.
	2. We have tried to make our award stage as simple as possible, whilst achieving the best possible commercial outcomes.
	3. Your bid must deliver what our buyers need, at the best possible price you can give.
	4. When completing your bid you must:
* Read through the entire ITT pack specifically Attachment 10 - Framework Schedule 1 (Specification)carefully, and read more than once
* Read each question, the response guidance, marking scheme and evaluation criteria
* Read the contract terms.
* If you are unsure, ask questions before the clarification questions deadline See paragraph 5 ‘Timelines for the competition’ and paragraph 6 ‘When and how to ask questions’ in attachment 1 - About the framework document
* Allow plenty of time to complete your responses; it always takes longer than you think to submit
* Your prices should be in line with the service level you offer, in response to the award quality questions.
1. Award criteria
	1. The Award Stage consists of a quality evaluation (see paragraph 10 of this document) and a price evaluation (see paragraph 11 of this document).
	2. The award of this framework will be on the basis of the ‘Most Economically Advantageous Tender’ (MEAT).
	3. The weighting for the quality evaluation is 80 marks; and, the price evaluation is worth 20 marks.
2. Award process
	1. What YOU need to do
* answer the quality questions section A and section B of the quality questionnaire in the eSourcing suite in the technical envelope.
* Complete the Price Matrix attachment 3.
* Upload your completed Price Matrix into the eSourcing suite in the commercial envelope to question PQ1.
	1. 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 each lot you have bid for.  |
| 4. | **Quality Threshold**If you have received a zero for any of the quality questions or if you have not met a minimum quality score of 55.6%, 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 12.1 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 paragraph 11.2 – Price Evaluation. |
| 6. | **Final Score**Your quality score will be added to your price score, to create your final score as illustrated in paragraph 12 Final decision to award. |
| 7. | **Award** Awards will be made to the successful bidders following the standstill period, subject to contract. |

1. Quality Evaluation

Question AQA1 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, 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** | **Maximum mark available** | **Your final mark** | **Your weighted mark** |
| AQB1 | Relationships | 25% | 100 | 100 | 20 |
| AQB2 | Flexibility, Resilience and Surge | 10% | 100 | 100 | 10 |
| AQB3 | Innovation | 15% | 100 | 100 | 15 |
| AQB4 | Social Value | 10% | 100 | 100 | 10 |
| AQB5 | Delivery of the Services | 25% | 100 | 100 | 25 |
| AQB6 | Delivery of Rural Estate Management Services | 20% | 100 | 100 | 20 |
| **Total weighted mark (max 100)** |  **100.00** |
|  **Quality score** **(Total weighted mark multiplied by 80% quality)** |  **80.00** |

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

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Question** | **Marking scheme** | **Weighting %** |
| AQA1 | Mandatory service requirements  | Pass/Fail |  |
| AQB1 | Relationships | 100/75/50/25/0 | 20.00 |
| AQB2 | Flexibility, Resilience and Surge | 100/66/33/0 | 10.00 |
| AQB3 | Innovation | 100/66/33/0 | 15.00 |
| AQB4 | Social Value | 100/66/33/0 | 10.00 |
| AQB5 | Delivery of the Services | 100/75/50/25/0 | 25.00 |
| AQB6 | Delivery of Rural Estate Management Services | 100/75/50/25/0 | 20.00 |

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|  | **Marking scheme** |
| **Section A – Mandatory service requirements**  |
| AQA1 | Mandatory service requirements Framework Schedule 2: Part A – Services | Pass / Fail |
|  |
|  | **Marking scheme** | **Weighting (%)** |
| **Section B – Delivery of the Services** |
| AQB1 | Relationships | 100/75/50/25/0 | **20%** |
| AQB2 | Flexibility, Resilience and Surge | 100/66/33/0 | **10%** |
| AQB3 | Innovation  | 100/66/33/0 | **15%** |
| AQB4 | Social Value | 100/66/33/0 | **10%** |
| AQB5 | Delivery of the Services |  100/75/50/25/0 | **25%** |
| AQB6 | Delivery of Rural Estate Management Services  | 100/75/50/25/0 | **20%** |

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| **Section A – Mandatory service requirements** |
| **AQA1 Compliance with Framework Schedule 1 (Specification)**  |
| If you are awarded a framework contract, will you unreservedly deliver in full, all the mandatory service requirements as set out in Framework Schedule 1 (Specification)Please answer ‘Yes’ or ‘No’ Yes **-** You will unreservedly deliver in full all of the mandatory service requirements as set out in Framework Schedule 1 (Specification).No **-** You will not, or cannot, deliver in full all of the mandatory service requirements as set out in Framework Schedule 1 (Specification). |
| **AQA1 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 the mandatory service requirements as set out in Framework Schedule 1 (Specification).If you select ‘No’ (or do not answer the question) to indicate that you will not, or cannot, deliver in full all the mandatory service requirements as set out in Framework Schedule 1 (Specification) you will be excluded from further participation in this competition. |
| **Marking scheme** | **Evaluation guidance** |
| Pass | You have selected option ‘Yes’ confirming that you will unreservedly deliver in full all the mandatory service requirements as set out in Framework Schedule 1 (Specification). |
| Fail  | You have selected ‘No’ confirming that you will not, or cannot, deliver in full all the mandatory service requirements as set out in Framework Schedule 1 (Specification). |

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| **Section B – Scored Questions** |
| **AQB1 Relationships**  |
| You are required to work with the Buyer, sub-contractor, supply chain and Small Medium Enterprise’s (SME’s) to build highly effective collaborative working relationships to ensure the successful delivery of the services.Tell us how you will develop and maintain relationships in line with the Buyers requirement(s) as set out in Framework Schedule 1 – Specification.Tell us how you will meet the requirement by fully addressing component parts (a to d) of the Response Guidance below. |
| **Response Guidance****All bidders must answer this question.****You must insert your response into the text fields in the e-Sourcing Suite.**Your response must:1. demonstrate with evidence how you will maintain a positive relationship with the Buyer and how you will provide a proactive and responsive customer service to both the Buyer and End Users as detailed in Work Package A – Contract Management;
2. demonstrate with evidence the process you will have in place to appoint and undertake due diligence on your key sub-contractors and how you will ensure that your key sub-contractors employ appropriately skilled and qualified staff to deliver the requirements as detailed in Work Package A – Contract Management;
3. demonstrate with evidence the process you will have in place with key sub-contractors and your supply chain to ensure effective problem solving, appropriate risk management and dispute resolution, including procedures to mitigate points of failure in service delivery and/or customer complaints within a Training Estate environment as detailed in Work Package A – Contract Management; and
4. demonstrate with evidence how you will work with the Buyer, key sub-contractors and supply chain to drive added value and improved performance throughout a Call-Off Period.

Your response should be limited to, and focused on each of the component parts of the question posed (a to d). You should refrain from making generalized statements and providing information not relevant to the topic.Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attentions is paid to these areas and you address each of the component parts in this response guidance in the order that are listed above and highlight which par (a to d) you are responding to.**Maximum character count – 8000 characters including spaces and punctuation.****This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will not be taken into consideration for the purposes of the evaluation of this question.** |
| **Marking Scheme** | **Evaluation Marking Scheme** |
| **100** | The Bidders response fully addresses all 4 of the component parts (a to d) of the response guidance above |
| **75** | The Bidders response fully addresses 3 of the 4 component parts (a to d) of the response guidance above |
| **50** | The Bidders response fully addresses 2 of the 4 component parts (a to d) of the response guidance above |
| **25** | The Bidders response fully addresses 1 of the 4 component parts (a to d) of the response guidance above |
| **0** | The Bidders response has not addressed any of the 4 component parts (a to d) of the response guidance above.ORA response has not been provided to this question |

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| **AQB2 Flexibility, Resilience and Surge**  |
| You are required to deliver a flexible and resilient service on a national, regional and/or limited overseas basis, meeting unexpected surges in demand above and beyond what is normally required by the Buyer while continuing to deliver the services as per the required standards as set out in Framework Schedule 1 – Specification.Tell us how you will deliver the required services flexibly ensuring resilience when faced with Surges in demand in line with the Buyers requirement(s) as set out in Framework Schedule 1 – Specification.Tell us how you will meet the requirement by fully addressing component parts (a to c) of the Response Guidance below.  |
| **Response Guidance****All bidders must answer this question.****You must insert your response into the text fields in the e-Sourcing Suite.**Your response must:1. demonstrate with evidence how you will show flexibility in response to a Buyer’s changing requirements in relation to:
	1. a Surge in the required mandatory services across the Training Estate; and
	2. a Surge in Demand due to unforeseen emergency situations where the supplier shall be expected to work in conjunction with the Buyer to meet demand.

ensuring that the approach you will take in both i and ii will not affect the overall performance of mandatory service delivery as set out in Framework Schedule 1 – Specification.1. demonstrate with evidence how you will work with the Buyer to ensure successful delivery of projects and billable works enabled through additional surges in funding by the Buyer, whilst maintaining normal operational delivery of mandatory services as set out in Framework Schedule 1 – Specification and
2. demonstrate with evidence how your business continuity mechanisms will directly support resilience in delivery of the Buyer’s requirement on the Training Estate as set out in Framework Schedule 1 – Specification.

Your response should be limited to, and focused on each of the component parts of the question posed at (a to c). You should refrain from making generalised statements and providing information not relevant to the topic.Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attentions is paid to these areas and you address each of the component parts in this response guidance in the order that are listed above and highlight which part (a to c) you are responding to.**Maximum character count – 6000 characters including spaces and punctuation.****This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will not be taken into consideration for the purposes of the evaluation of this question.** |
| **Marking Scheme** | **Evaluation Marking Scheme** |
| **100** | The Bidders response fully addresses all 3 of the component parts (a to c) of the response guidance above |
| **66** | The Bidders response fully addresses 2 of the 3 component parts (a to c) of the response guidance above |
| **33** | The Bidders response fully addresses 1 of the 3 component parts (a to c) of the response guidance above |
| **0** | The Bidders response has not addressed any of the 3 component parts (a to c) of the response guidance above.ORA response has not been provided to this question |

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| **AQB3 Innovation**  |
| You are required to work collaboratively with the Buyer and the Buyer’s customers to find ways of continually delivering the Services in cost effective ways and / or ways that improve the quality of service being delivered to the Training Estate.Tell us how you will develop proposals and initiatives in line with the Buyer’s requirement(s) as set out in Work Package A - Contract Management, Service A:1, A:9 and A:15 of Framework Schedule 1 - Specification and Call-Off Schedule 3: Continuous Improvement.Tell us how you will meet the requirement by fully addressing component parts (a to c) of the Response Guidance below |
| **Response Guidance****All bidders must answer this question.****You must insert your response into the text fields in the e-Sourcing Suite.**Your response must:1. demonstrate with evidence how you will work with the Buyer to identify and implement more efficient ways of working in relation to delivering the services across the Training Estate, (as detailed within Work Package A sections 2.5, 2.6 and Work Package G section 80.3 of Framework Schedule 1 – Specification;
2. demonstrate with evidence how you will identify, agree and drive innovative ways of working with the Buyer in order to improve all the required Services across the Training Estate; and
3. demonstrate with evidence the process you will have in place to validate the expected benefits and efficiencies that have been achieved through any new and agreed ways of working.

Your response should be limited to, and focused on each of the component parts of the question posed (a to c). You should refrain from making generalized statements and providing information not relevant to the topic.Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attentions is paid to these areas and you address each of the component parts in this response guidance in the order that are listed above and highlight which part (a to c) you are responding to.**Maximum character count – 6000 characters including spaces and punctuation.****This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will not be taken into consideration for the purposes of the evaluation of this question.** |
| **Marking Scheme** | **Evaluation Marking Scheme** |
| **100** | The Bidders response fully addresses all 3 of the component parts (a to c) of the response guidance above |
| **66** | The Bidders response fully addresses 2 of the 3 component parts (a to c) of the response guidance above |
| **33** | The Bidders response fully addresses 1 of the 3 component parts (a to c) of the response guidance above |
| **0** | The Bidders response has not addressed any of the 3 component parts (a to c) of the response guidance above.ORA response has not been provided to this question |

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| **AQB4 Social Value**  |
| You are required to identify Social Value initiatives and benefits related to the delivery of the services specifically in a Training Estate environment and ensure that they are aligned to the Buyer’s priorities in order to deliver and achieve the Social Value outcomes.Please explain how you will collaborate with the Buyer to successfully achieve their Social Value and strategic goals as set out in Work Package A - Contract Management, Service A:1, A:11 and A:18 of Framework Schedule 1: Specification.Tell us how you will meet the requirements by fully addressing component parts (a to c) of the Response Guidance below. |
| **Response Guidance****All bidders must answer this question.****You must insert your response into the text fields in the e-Sourcing Suite.**Your response must:1. demonstrate with evidence how you will identify and consider the Social Value requirements of the Buyer when delivering Training Estate Services;
2. demonstrate with evidence how you will implement the agreed Social Value initiatives in order to ensure you meet the Buyer’s Social Value requirements; and
3. demonstrate with evidence how you will ensure that your proposed processes will successfully track, monitor and report against the benefits realisation of the Social Value initiatives and how you will rectify any deficiencies to continuously improve.

Your response should be limited to, and focused on each of the component parts of the question (a to c). You should refrain from making generalised statements and providing information not relevant to the topic.Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attentions is paid to these areas and you address each of the component parts in this response guidance in the order that are listed above and highlight which part (a to c) you are responding to.**Maximum character count – 6000 characters including spaces and punctuation.****This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will not be taken into consideration for the purposes of the evaluation of this question.** |
| **Marking Scheme** | **Evaluation Marking Scheme** |
| **100** | The Bidders response fully addresses all 3 of the component parts (a to c) of the response guidance above |
| **66** | The Bidders response fully addresses 2 of the 3 component parts (a to c) of the response guidance above |
| **33** | The Bidders response fully addresses 1 of the 3 component parts (a to c) of the response guidance above |
| **0** | The Bidders response has not addressed any of the 3 component parts (a to c) of the response guidance above.ORA response has not been provided to this question |

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| **AQB5 Delivery of the Services**  |
| You are required to manage, maintain, and control the Buyer’s Ranges, Training Areas and Training Facilities, and Allocations utilising the Buyer’s systems to ensure the safe running and operation for all End Users and the Buyer pre, during and post training and in accordance with legislation and relevant Standards as set out in Framework Schedule 1 – Specification.Tell us how you will meet the requirement by fully addressing component parts (a to d) of the Response Guidance below.  |
| **Response Guidance****All bidders must answer this question.****You must insert your response into the text fields in the e-Sourcing Suite.**Your response must:1. demonstrate with evidence how you will effectively mobilise the services across the entire Training Estate to ensure continuity of services and a mutually beneficial handover with the incumbent supplier prior to the Start Date, as detailed in Work Package B 19 – 19.5 of Framework Schedule 1 - Specification;
2. demonstrate with evidence your approach to how you shall ensure that your staff are fully trained in order to safely and compliantly deliver the requirements of the services in accordance with the Safe Place to Train safety measures, as detailed within sections 141.7.1 – 141.7.8 of Framework Schedule 1 – Specification;
3. demonstrate with evidence how you will develop and continually improve service delivery in relation to the management and control of ranges and training areas focusing on End User’s overall experience; and
4. demonstrate with evidence the processes you shall adopt to ensure a Safe Place to Train is maintained when relating to the identification and reporting of Incursions across the Training Estate and ensuring that they are in line with requirements set out in Work Package P: 141.6.5.

Your response should be limited to, and focused on each of the component parts of the question posed at (a to d). You should refrain from making generalised statements and providing information not relevant to the topic.Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attentions is paid to these areas and you address each of the component parts in this response guidance in the order that are listed above and highlight which part (a to d) you are responding to.**Maximum character count – 10000 characters including spaces and punctuation.****This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will not be taken into consideration for the purposes of the evaluation of this question.** |
| **Marking Scheme** | **Evaluation Marking Scheme** |
| **100** | The Bidders response fully addresses all 4 of the component parts (a to d) of the response guidance above |
| **75** | The Bidders response fully addresses 3 of the 4 component parts (a to d) of the response guidance above |
| **50** | The Bidders response fully addresses 2 of the 4 component parts (a to d) of the response guidance above |
| **25** | The Bidders response fully addresses 1 of the 4 component parts (a to d) of the response guidance above |
| **0** | The Bidders response has not addressed any of the 4 component parts (a to d) of the response guidance above.ORA response has not been provided to this question |

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| **AQB6 Delivery of Rural Estate Management Services**  |
| You are required to maintain the Buyer’s Rural Estate to ensure compliant, safe conditions for all relevant stakeholders of the Training Estate in order to provide ongoing availability for the Buyer and maintain the operational training outputs of End Users in accordance with legislation and relevant Standards and as set out in Framework Schedule 1 – Specification: Work Package S – Rural Estate Maintenance. Tell us how you will meet the requirement by fully addressing component parts (a to d) of the Response Guidance below.  |
| **Response Guidance****All bidders must answer this question.****You must insert your response into the text fields in the e-Sourcing Suite.**Your response must:1. demonstrate with evidence how you will work with the Buyer to review and maintain (where existing plans are available) or produce and implement Estate Management Plans to enable optimum management and sustainable development of the Training Estate as detailed in Framework Schedule 1 (Specifiction);
2. demonstrate with evidence your approach to how you will deliver the Rural Estate Maintenance requirements considering your approach to conservation and specialist habitats throughout the Training Estate;
3. demonstrate with evidence your approach to stakeholder management and how you plan to understand the needs and concerns of the landowners, tenants, licensees, neighbours and stakeholders in or around the surrounding areas of the Training Estate; and
4. demonstrate with evidence how you will deliver and resource the Rural Estate Management service requirements across the Buyer’s Rural Estate to ensure full compliance with the Buyer’s required standards, legal, statutory and lease obligations.

Your response should be limited to, and focused on each of the component parts of the question posed at (a to d). You should refrain from making generalised statements and providing information not relevant to the topic.Whilst there will be no marks given to layout, spelling, punctuation and grammar, it will assist evaluators if attentions is paid to these areas and you address each of the component parts in this response guidance in the order that are listed above and highlight which part (a to d) you are responding to.**Maximum character count – 8000 characters including spaces and punctuation.****This character count cannot be exceeded within the e-Sourcing Suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will not be taken into consideration for the purposes of the evaluation of this question.** |
| **Marking Scheme** | **Evaluation Marking Scheme** |
| **100** | The Bidders response fully addresses all 4 of the component parts (a to d) of the response guidance above |
| **75** | The Bidders response fully addresses 3 of the 4 component parts (a to d) of the response guidance above |
| **50** | The Bidders response fully addresses 2 of the 4 component parts (a to d) of the response guidance above |
| **25** | The Bidders response fully addresses 1 of the 4 component parts (a to d) of the response guidance above |
| **0** | The Bidders response has not addressed any of the 4 component parts (a to d) of the response guidance above.ORA response has not been provided to this question |

1. Price evaluation

This paragraph 11 contains information on how to complete the pricing matrix attachment 3 and the price evaluation process.

* 1. **How to complete your Price Matrix:**
		1. Read and understand the instructions in this section and the Price Matrix

The Price is weighted at 20%

* You must download and complete the Price Matrix.
* Do not alter, amend or change the format or layout of the Price Matrix.
* Your prices must be sustainable and take into account the quality of your offer.
* You shall also take into account our management charge, which shall be paid by the supplier to CCS, as set out in Framework Schedule 5 Management Charges and Information.
* Where a price is required, you must enter a value to two decimal places, excluding VAT in Great British Pounds Sterling.
* Where a percentage figure is required you must enter a value to two decimal places.
* You should have read and understood the information on TUPE in paragraph 6 of attachment 1 – About the framework. You are reminded that it is your responsibility to take your own advice and consider whether TUPE is likely to apply and to act accordingly. You are encouraged to carry out your own due diligence exercise on the application of TUPE when completing your pricing matrix.
	+ 1. All Mandatory Services, as specified in column B of Attachment 3 - Price Matrix, must be priced on a stand-alone basis, you must not under-price a Mandatory Service with the view that the Service can be delivered within another Service line.
		2. Standard Service Rates for Mandatory Services will be the maximum Framework Standard Service Rates and exclude Management and Corporate Overhead, and Profit, which are applied at Call-Off.
		3. **Section 1. Services of Attachment 3 - Price Matrix**

**Mandatory Services**

### All Bidders must provide all of the Mandatory Services as described within the Framework Schedule 1 - Specification and outlined in the Price Matrix (column B). If the Bidder fails to have the ability to provide any of these Mandatory Services then your bid could be deemed non-compliant and you may be excluded from this competition. Within the Price Matrix all of the mandatory Services are pre-populated to identify the ability to provide that Service.

### Framework Contract rates in Section 1. Services of the Price Matrix exclude Management and Corporate Overhead, and Profit (OHP). Please read 11.12.7 Section 2. Key Variables of this document for application of OHP at Framework level.

### Standard Service Rates are for the delivery of the Service as specified within the Framework Schedule 1 - Specification, and are applicable to the building types identified in paragraph 11.12.5.

### Maintenance services have multiple prices required to provide these services for various levels of Service Standards. Please read Attachment 10 - Framework Schedule 1 - Specification, Annex A – FM Service Standards for clarification of the Standards.

### The Standard Service Rates should be all inclusive rolled up rates including all Costs involved in delivering that Service, including but not limited to labour Costs (whether direct employed or subcontracted), on-Costs, consumables, plant, equipment and other Costs.

### Costs concerned with the front line delivery of the Service for example; operatives, front line management, should be included in the Service line in Section 1.

### Framework rates per supplier are maximum rates for each Standard Service within each Call-Off (calculated as an average Standard Service Rate per service per property type across all properties within each Call-Off).

* + 1. **Assumptions**
* Properties should be considered in a maintainable condition and compliant with relevant regulations.
* Occupancy level for Offices – 11m3 per person as the standard occupancy level
* Maintenance Services (Work Package C) - hours of operation are 08:00 - 17:00 hrs Monday to Friday. Anything outside these times will be non-standard and priced at Call-Off.
* Prices are applicable to all Regional areas within the United Kingdom and Northern Ireland.
	+ 1. **Service pricing at Call-Off**
* If a Buyer indicates they have a non-standard service requirement (reduced or enhanced specification, response times, standards etc.) or non-standard access, the pricing can be varied per property.
* If a Buyer indicates that their requirement is for a Standard service, the supplier will still be invited to lower pricing, but will be held to the Standard Service Rates as the maximum average rate charged across the applicable set of Property types.
* All GBP (£) pricing within Section 1 of the Price Matrix are subject to Indexation as per Framework Schedule 3.
	+ 1. **Units of Measure**
* square metre (GIA) - this is a rate for providing the service specified in the Price Matrix for 1 year to a square metre, and at Call-Off the rate will be multiplied by the GIA per building to calculate the cost per building.
* square metre (external area) - this is a rate for providing the Service specified in the Price Matrix for 1 year to a square metre, and at Call-Off the rate will be multiplied by the external areas size in square metres to calculate the cost
* number (per lift per floor) - this is a rate for providing the Service specified in the Price Matrix for 1 year, and at Call-Off will be multiplied by the number of lifts and the number of floors to calculate a building cost.
* number (per unit) - this is the rate for providing the Service specified in the Price Matrix for 1 year, and at Call-Off will be multiplied by the number of units in the building to calculate a cost.
* hourly rate - this is a rate per hour for providing one person to provide that Service specified in the Price Matrix, are not annual rates, and at Call-Off will be multiplied by the number of resource hours required.
* unit, console - these are rates per unit of measure for 1 year, and at Call-Off will be multiplied by each buildings volume requirements.
* tonne – this is a rate per tonne, and not an annual rate, and at Call-Off will be multiplied by each buildings volume requirements.
* Percentage - this is a percentage to provide the full Service specified in the Price Matrix. This percentage will be a maximum rate for Call-Off stage regardless of the size and scope of the Call-Off.
	+ 1. **Building Types**
* Building types (as per Framework Schedule 1 - Specification, Annex G, Table A) for Mandatory Services (priced at Framework) where identified as required in the Price Matrix (column B) should be applicable to the following buildings;
* Indicative average building sizes are included in each description below to assist pricing each building type, however at Call-Off the average size per building type could vary from this dependent on the portfolio of buildings in each Call-Off. Standard service rates, used as maximum rates, will still be applicable.

* + ABLUTIONS (Average 30m2 per property)
	+ DINING HALL (Average 250m2 per property)
	+ FARM HOUSES (Average 100m2 per property)
	+ GENERAL AGRICULTURAL BUILDING (Average 100m2 per property)
	+ OFFICES - 1 OR 2 STORIES WITH AIR CONDITIONING AND LIFT (Average 100m2 per property)
	+ STOREHOUSE - NON SPECIALISED MATERIEL (Average 50m2 per property)
	+ SINGLE LIVING ACCOMMODATION - 1 OR 2 STOREYS (Average 200m2 per property)
	+ WORKSHOP (Average 100m2 per property)
	+ LECTURE ROOM / HALL (Average 100m2 per property)
	+ SPORTS HALL (Average 350m2 per property)
	+ LIVESTOCK BUILDINGS (Average 100m2 per property)
	+ All other property types will be priced at Call-Off only.

* + 1. **Non-Mandatory Services**
* Framework suppliers should indicate if they can provide these Non-Mandatory Services (as stated in the Price Matrix, column B). Pricing is at Call-Off only when these Services may or may not be required. Please refer to the ‘Instructions – Please Read’ tab in the Price Matrix for further guidance.
	+ 1. **Section 2. Key Variables of Attachment 3 - Price Matrix**

Table 1 – Overhead and Profit in the Price Matrix:

* The values are applied by adding together the Management and Corporate Overhead figures then applying them to a work package cost. Profit is then applied separately to the resulting sum. The figures in Section 1. Services of the Price Matrix should not contain OHP. OHP submitted into Section 2. Key Variables of the Price Matrix will be applied to Services at Call-Off stage, and also for price evaluation
* Management Overhead should include all costs associated with Work Package A - Contract Management, and non-front line delivery costs for example supporting supervisors, administration and management.
	+ 1. **Section 3. Billable and Additional Works in Attachment 3 - Price Matrix**

Table 1 – Management of Billable Works and Additional Services in the Price Matrix.

* There are four tiers of billable works percentages captured at Framework and these will be used as maximum rates at Call-Off tender stage and within Call-Off contracts. At Call-Off tender, the Buyer may opt to price evaluate these rates using historical spend figures to calculate a monetary cost to price score, and within contract, these rates will be applicable to be applied to any Billable and Additional Works, to calculate the suppliers charge. Only Profit should be applied, not Management or Corporate Overhead.
	1. **Price evaluation process**

The Price evaluation is weighted at 20%, which equates to:

* Evaluation Rate 1 forming 85.5% of the maximum total price score of 20
* Evaluation Rate 2 forming 9.5% of the maximum total price score of 20
* Evaluation Rate 3 forming 5% of the maximum total price score of 20

Your Pricing Matrix submission will be collated and transferred to a price evaluation summary sheet and evaluated against all other bidder’s submitted Price Matrix.

**Evaluation Rate 1** is a sum of the evaluation rates from Work Package C, M and N, for the following Service Standards:

* SFG20 Statutory and Mandatory Total (SFG20 Red and Pink Tasks) (Sub-total A and service C.5 as listed in the Price Matrix)
* SFG20 Planned Preventative Maintenance Total (SFG20 Amber Tasks) (Sub-total B and service C.5 as listed in the Price Matrix)

Work Package C – Maintenance Services is weighted. **This weighting calculation in the Price Matrix is for price evaluation purposes only.** In support of the completion of the pricing matrix the full calculations are detailed in the Evaluation Summary sheet in the Price Matrix. The weightings are detailed below;

Standard Service Rate Building Sub Weighting Calculations based on Building Type rate weighting:

* + 10% ABLUTIONS
	+ 5% DINING HALL
	+ 5% FARM HOUSES
	+ 10% GENERAL AGRICULTURAL BUILDING
	+ 10% OFFICES - 1 OR 2 STORIES WITH AIR CONDITIONING AND LIFT
	+ 15% STOREHOUSE - NON SPECIALISED MATERIEL
	+ 25% SINGLE LIVING ACCOMMODATION - 1 OR 2 STOREYS
	+ 5% WORKSHOP
	+ 5% LECTURE ROOM / HALL
	+ 5% SPORTS HALL
	+ 5% LIVESTOCK BUILDINGS

Pricing is weighted as per the above list, then summed together to create the evaluation rate. Overhead and Profit from Table 1 – Overhead and Profit in the Price Matrix is also applied.

Work Package M and N

Evaluation rate calculated by applying the Standard Service Rate percentage to the sum of the Evaluation rates for Work Package C excluding OHP, and then adding OHP onto the resulting value.

**Evaluation rate 2** consists of a sum of the evaluation rates from the Management of Billable Works (Work Package O). The rates are weighted as per below. **This weighting calculation in the Attachment 3 - Price Matrix is for price evaluation purposes only.** In support of the completion of the pricing matrix the full calculations are detailed in the Evaluation Summary sheet in the Price Matrix.

* 35% - Tier 1
* 15% - Tier 2
* 15% - Tier 3
* 35% - Tier 4

**Evaluation Rate 3** is a sum of the evaluation rates from Work Package C for Service Standard A only. This relates to Sub-total C and service C.5 as stated in the Price Matrix.

In support of the completion of the pricing matrix the full calculations are detailed in the Evaluation Summary sheet in the Price Matrix. Service rates are summed together to create the evaluation rate, then Overhead and Profit from Table 1 – Overhead and Profit in the Price Matrix is also applied.

The bidder with the lowest rate within evaluation rate 1, evaluation rate 2 and evaluation rate 3 will be awarded the maximum score available. A bidder can only receive the maximum overall score of 20 if they are lowest bidder in evaluation rate 1, evaluation rate 2 and evaluation rate 3.

The bidder who submits the lowest rate for evaluation rate 1 will receive the maximum score available, which is 17.1.

The bidder who submits the lowest rate for evaluation rate 2 will receive the maximum score available, which is 1.9.

The bidder who submits the lowest rate for evaluation rate 3 will receive the maximum score available, which is 1.0.

Where two or more bidders submit an equal lowest price for an evaluation rate, then these bidders will achieve the same maximum score available for that evaluation rate. With each evaluation rate, all other bidders who submitted a price will be awarded a score of the maximum score available relative to the lowest evaluation rate line submitted.

Throughout the evaluation process the scoring of individual evaluation rates, full figure values are used to ensure accuracy. Only at the final stage, when the Total Weighted Scores are calculated, by adding together all the weighted scores, a formula (excel standard 'round' formula) is used to round each bidders total weighted score to 2 decimal places.

Example

In the example below, bidder A submitted pricing that resulted in their evaluation rate 1 being £80.00 which was the lowest price submitted, they will therefore receive the maximum Score available for that evaluation rate line 1, i.e. 17.1%.

The following calculation shall be applied to bidders B and C:

Service/Fee Weighted Score = (Lowest bid x maximum service/fee score) / bid value

Example of pricing evaluation:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Bidder A |  | Bidder B |  | Bidder C |   |
| Evaluation Rate 1  |  | Evaluation Rate 1 |  | Evaluation Rate 1 |   |
| £ 80.00 |  | £ 90.00 |  | £ 95.00 |   |
|   |   |   |   |   |   |

* Bidder A has the lowest evaluation rate 1 price of £80.00. Bidder A is awarded the maximum mark available for price, which is 17.1%.
* Bidder B has a total evaluation rate 1 price of £90.00. Bidder B is awarded a score of 15.2%.
* Bidder C has a total evaluation rate 1 price of £95.00 and is awarded a price score of 14.4%
* Same process used for evaluation rates 2 and 3 but with relevant maximum marks
* The scores for evaluation rate lines 1, 2 and 3, will then be totalled, and called the 'total price score'.
* The total price score will be added to your award quality score, to create your final score. See section 12. Final decision to award of this document for further information.

We will check you have completed all the yellow cells in the Price Matrix.

Failure to insert an applicable price 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.~~ Zero bids are permitted in 'Section 3. Billable and Additional Works', but not in 'Section 1. Services' and 'Section 2. Key Variables'. Negative bids are not permitted for any of the Sections.

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

* 1. **Abnormally low tenders**

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

1. 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. 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 80) | (Maximum score available 20) | (Maximum score available 100) |
| Bidder A | 80.00 | 20.00 | 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 number of bidders a framework contract as set out in paragraph 3 of attachment 1 – about the framework.

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

* 1. Reserved rights

We also reserve the right to award a framework to any bidders whose final score is within 1% of the last position, the last position is 6th position.

**Example:**

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

The calculation we will use is:

6th place bidders final score is 60.00

1% of 60.00 = 0.60

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

60.00 - 0.60 = 59.40

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

* 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 and the challenge is for a certain lot, we reserve the right, to conclude a framework contract with successful bidders for the lot(s) that have not been challenged.

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

* 1. Framework contract

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

The conclusion of a framework contract is subject to the provision of due ‘certificates, statements and other means of proof’ where bidders have, to this point, relied on self-certification.

This means

Professional Indemnity insurance - £10,000,000

Public Liability Public liability insurance - £10,000,000

Employer Liability insurance - £10,000,000

ISO9001 and ISO140001

Valid Cyber Essentials Plus certificate

* 1. Call Off

 At Call Off you will be required to provide -:

 ISO44001