

## PROCUREMENT OF THE INQUIRY INFORMATION LINE

### Invitation to Tender (ITT) - ANNEX C: PRICE SCHEDULE

(To be completed by the Tenderer)

#### General Instructions for Tenderers

Tenderers must insert the name of the tendering organisation in the designated box below.

Tenderers must enter the required price detail in each of the Tables shown below.

Tenderers must note that **ONLY** the prices detailed in this Pricing Schedule, ITT Annex C will be accepted as their tender bid price.

Tenderers may add additional rows as required.

All prices contained in this Schedule should be quoted exclusive of VAT and state whether VAT will be charged.

Tenderers should use Tables 1, 2, 3 and 4 to indicate the breakdown of costs associated with undertaking the Contract.

Tenderers should ensure that any costs of meetings associated with undertaking the Contract are covered within Table 1.

The following instructions, separated by Table number, provide a summary of the requirements expected of the Tenderer.

#### 1. INSTRUCTIONS FOR COMPLETING TABLE 1 - CHARGE PER CALL

- Costs for Table 1 should be consolidated into a unit-based charge. This shall be a CHARGE PER CALL, broken down into the following separate components:
  - (i) Staff Costs;
  - (ii) Project Management Costs;
  - (iii) Telecom and Infrastructure Costs;
  - (iv) Other Costs (must be specified).
- In order to accommodate peaks in demand for the Inquiry Information Line service, Tenderers should submit a separate unit-based cost that is dependent on the weekly call volume. Tenderers are asked to submit separate charges based on the following call volumes:

- (i) 0 - 100 calls per week;
- (ii) 101 - 200 calls per week;
- (iii) 201 - 300 calls per week;
- (iv) Over 300 calls per week.

In Table 1, each of the above call volumes per week (i)-(iv) should be separately broken down into unit-based charges (i.e. Staffing; Project Management Costs; Telecom and Infrastructure Costs; and Other Costs).

- Tenderers are reminded of the assumptions in the Specification that the Inquiry Information Line currently receives approximately 80-100 calls per week lasting approximately 30 minutes and that the range of calls varies from the shortest call being 7 minutes and the longest call being 50 minutes.
- Tenderers should assume that for each week, the number of calls in that week will determine which charge band should apply from (i)-(iv) above and that charge should apply to all calls in that week. For example, if there are 120 calls in a week, the Band (ii) charge of '101-200' would apply to all calls in that week.

**Table 1 - Charge Per Call**

| Breakdown of Cost  | 0-100 Calls Per Week | 101-200 Calls Per Week | 201-300 Calls Per Week | Over 300 calls Per Week |
|--|----------------------|------------------------|------------------------|-------------------------|
| Project Management   |                      |                        |                        |                         |
| Staff  |                      |                        |                        |                         |
| Telecoms / Infrastructure  |                      |                        |                        |                         |
| Other Costs (e.g. Meetings)  |                      |                        |                        |                         |
| Total Unit-Based Cost  |                      |                        |                        |                         |
| Weighting Applied to the Calculation   | 10%                  | 50%                    | 35%                    | 5%                      |
| Weighted Average unit-based cost (i.e. Total Unit-Based Cost x Weighting Applied to the Calculation) |                      |                        |                        |                         |
| <b>TOTAL WEIGHTED AVERAGE RATE</b>   |                      |                        |                        | £                       |

**NOTE:** The “Total Weighted Average Rate” is the **sum of the four categories of the “Weighting Applied to the Calculation” (Percentage) x Total Unit-Based Cost**. This “Total Weighted Average Rate” shall be used as the ‘Tenderer’s Price’ when calculating the score of the Evaluation of the Inquiry Information Line (Excluding Counselling Support) in the Evaluation Criteria at Annex F.

## **2. INSTRUCTIONS FOR COMPLETING TABLE 2 - SET-UP COSTS**

- Tenderers may propose set-up costs for the service.
- Any Set-Up costs for the Inquiry Information Line must be shown separately in Table 2 and not as a unit-based charge.
- These Set-Up costs shall be evaluated qualitatively as part of the Sub-Criterion (of Criterion 2) “Implementing the infrastructure and business continuity” of the Evaluation Criteria at Annex F.

**Table 2 - Set-Up Costs**

| Type of Cost   | Cost |
|--|------|
| Weekday Service for the two dedicated phone lines<br><br><i>(Please itemise your costs)</i>  | £    |
| Weekend Service for the one phone line for general members of the public (between 10am-12pm on Saturday)<br><br><i>(Please itemise your costs)</i> | £    |

## **3. INSTRUCTIONS FOR COMPLETING TABLE 3 - EMERGENCY COUNSELLING SUPPORT**

- Costs for Table 3 should be split according to the 3 Options described in the Specification at Annex A.
- Tenderers are reminded that the Options for Emergency Counselling Support are as follows:
  - ☐ Option 1 - the Emergency Counselling Support is accessed via the main Inquiry Information Line.
  - ☐ Option 2 - the Emergency Counselling Support uses its own dedicated phone number.
  - ☐ Option 3 - users may access the Emergency Counselling Support via both the main Inquiry Information Line and the dedicated phone number.
- Tenderers should provide a single unit cost per call for each of the above 3 options.
- Tenderers need only provide a consolidated Rate Per Call for Table 3 and this will form 2% of the evaluation score in the Evaluation Criteria at Annex F.

**Table 3 - Rate Per Call (Emergency Counselling Support)**

| Option Number | Rate Per Call | Cost |
|---------------|---------------|------|
| Option 1      | £             | £    |
| Option 2      | £             | £    |
| Option 3      | £             | £    |

NOTE: Table 3 shall be evaluated using the formula in the Sub-Criterion of 'Price' for Emergency Counselling Support in the Evaluation Criteria at Annex F and will be allocated a percentage weighting of 2%. The 'Tenderer's Price' when calculating the score of Emergency Counselling Support shall be the 'Rate Per Call' for Option 3 only.

**INSTRUCTIONS FOR COMPLETING TABLE 4 - WEEKEND SERVICE COSTS**

- The IICSA are considering including a Weekend Service for the Inquiry Information Line. The timings of the Weekend Service are likely to be 10am-12pm on Saturdays.
- Tenderers are required to submit costs for the Weekend Service as a percentage mark-up of the Charge Per Call for each of the charge bands in Table 1. Tenderers may submit a different mark-up for each of the charge bands and the mark-up will apply to each call that takes place during the Weekend Service (i.e. for both the Charge Per Call for the Inquiry Information Line [Table 1] and the Emergency Counselling Support [Table 2]).
- The percentage mark-ups submitted in Table 4 shall be evaluated qualitatively as part of the Sub-Criterion (of Criterion 2) "Infrastructure to deliver the service" of the Evaluation Criteria at Annex F.

**Table 4 - Percentage mark-ups for the 'Charge Per Call' bands for the Weekend Service**

| MARK-UP<br>(0-100 Calls Per Week) | MARK-UP<br>(101-200 Calls Per Week) | MARK-UP<br>(201-300 Calls Per Week) | MARK-UP<br>(Over 300 calls Per Week) | MARK-UP<br>(Counselling)                  |
|-----------------------------------|-------------------------------------|-------------------------------------|--------------------------------------|---|
| %                                 | %                                   | %                                   | %                                    | Option 1: %<br>Option 2: %<br>Option 3: % |

**Payment Terms**

- For each week, the Charges Per Call (submitted in Table 1) associated with that week are determined by the rate as set out in (i)-(iv) of the Table. Charges shall be payable for a four-week period in the month subsequent to those four weeks and should be invoiced accordingly.

- Set-up costs (submitted in Table 2) shall be paid in the month following satisfactory acceptance by the Inquiry of the implementation of the set-up activities and upon receipt of a fully itemised invoice.
- Emergency Counselling Support costs (submitted in Table 3) shall be payable for a four-week period in the month subsequent to those four weeks and should be invoiced according the Option(s) used in that four-week period.
- Weekend Service costs (associated with the percentages submitted in Table 4) shall be payable for a four-week period in the month subsequent to those four weeks and should be invoiced accordingly

#### **Future Year Adjustments**

The Charges Per Call shall remain unchanged for a period of 3 years from the Contract award date and shall then be subject to review, linked to indexation, subject to the Contract being extended in April 2019 for a further 20 months to December 2020.

The review will be varied in line with the Office of National Statistics Average Earnings Weekly Index (Regular Pay) Payments (excluding bonuses) with effect on the third anniversary of the Effective Date. This will be based on the index average increase or decrease for the previous year using the most recent published figure over a 12 month period. Any increase or decrease will be capped at 2%.

No price variation shall be retrospective. The Contractor may propose price reductions at any time.

|                          |
|--------------------------|
| <b>Name of Tenderer:</b> |
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