



Crown  
Commercial  
Service

# Invitation to tender Attachment 2 – How to bid

## **RM6119 Furniture and Associated Services**

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## 1. How to make your bid

- 1.1 Your bid must be made by the organisation that will be responsible for providing the goods and/or services if your bid is successful.
- 1.2 You may Bid for one or more of the lots, ensure you read section 3 of Attachment 1 – About the Framework.
- 1.3 Your bid must be **entered into the eSourcing suite**. We can only accept bids that we receive through the eSourcing suite.
- 1.4 Upload ONLY those attachments we have asked for. Do not upload any attachments we haven't asked for.
- 1.5 Make sure you answer every question.
- 1.6 You must submit your bid before the bid submission deadline, in paragraph 5 "Timelines for the competition" in Attachment 1 - About the Framework.
- 1.7 It will be our decision whether we will accept bids submitted after the bid submission deadline.
- 1.8 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.
- 1.9 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.
- 1.10 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

- 2.1 Your 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.
- 2.3 You are also required to complete and upload the following attachments (if applicable) to the relevant selection questions in the eSourcing suite:
- **Attachment 2b Evidence of Contract Example** – complete in accordance with the instructions provided for each Lot, and upload to the relevant part 11 technical and professional ability questions in the eSourcing suite (qualification envelope).
  - **Attachment 3 Price Matrix** – complete in accordance with the instructions provided in this document for each Lot in which you are bidding. Upload your completed Price Matrix to question PQ1 in the eSourcing suite (commercial envelope).
  - **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 6 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 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.

## 3. Selection stage

- 3.1 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.
- 3.2 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.

- 3.3 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 for themselves.
- 3.4 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 they can provide you with their European Single Procurement Document (ESPD).
- 3.5 You must ensure you read the instructions contained within Attachment 2b – Evidence of Contract Example (applicable to each Lot) carefully and ensure that you allow plenty of time to send to your Contract Customer, for them to complete and return to you.
- 3.6 We require you to submit evidence two (2) previous contracts, from the public or private sector, where similar requirements to those sought each lot that you are submitting a bid for under this procurement have been performed. You will need to submit two (2) completed Attachment 2b for each Lot that you are bidding for which have been identified as Question 1 and 2. Please be aware that for each Attachment 2b submitted, it is essential that you meet the monetary values and parameters/scope of the requirement for the Lot(s) you are bidding for.
- 3.7 Remember CCS may contact the Contract Customer to verify the information provided in your Attachment 2b (for each applicable Lot), if the Contract Customer cannot or will not verify the information provided; or fails to respond to a verification request from CCS, your Bid may be rejected and you will be excluded from the competition. We will tell you why your Bid has been excluded.

#### **4. Selection process**

- 4.1 After the bid submission deadline we will check all bids to make sure we have received everything we have asked for.
- 4.2 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.
- 4.3 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.
- 4.4 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**.

#### **5. Selection criteria**

- 5.1 We may exclude you from the competition at the selection stage if:
  - 5.1.1 Your Bid is not compliant;

- 5.1.2 You receive a 'fail' for any of the selection questions contained in part 11 technical and professional ability. For the avoidance of doubt, if a customer indicates OPTION B when completing TABLE B of Attachment 2b or cannot or will not verify the information you have provided, this will result in you being awarded a fail. If the Contract Customer fails to respond to a verification request from CCS this will also result in you being awarded a fail;
  - 5.1.3 Any of the information you have provided proves to be false or misleading;
  - 5.1.4 You have broken any of the competition rules in paragraph 9 of Attachment 1 – About the Framework, or not followed the instructions given in this ITT pack.
- 5.2 If we exclude you from the competition we will tell you and explain why.

## **6. Selection questionnaire**

- 6.1 Please refer to Attachment 2a - Selection (qualification) Questionnaire. Remember you must complete the questionnaire online in the eSourcing suite (qualification envelope).
- 6.2 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).
- 6.3 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.

## **7. Award stage**

- 7.1 If you have successfully passed the selection stage, you will proceed to the award stage.
- 7.2 We have tried to make our award stage as simple as possible, whilst achieving the best possible commercial outcomes.
- 7.3 Your bid must deliver what our buyers need, at the best possible price you can give.
- 7.4 When completing your bid you must:
- Read through the entire ITT pack specifically 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.

## **8. Award criteria for all lots (1-8)**

- 8.1 The Award stage consists of a Quality Evaluation (see paragraphs 10 and 11 of this document) and a Price Evaluation (see paragraph 12 of this document).
- 8.2 The award of this Framework will be on the basis of the 'Most Economically Advantageous Tender' (MEAT).
- 8.3 The weighting for the Quality Evaluation is 60 marks; and, the Price Evaluation is worth 40 marks, for all Lots.

## **9. Award process**

- 9.1 What YOU need to do
- Bidders for all lots must answer the quality questions identified within Section A (Mandatory Question) and Section B (Generic Questions) of the quality questionnaire in the eSourcing suite in the technical envelope. If you are bidding for Lot 7, you must answer the quality questions identified within Section C (Specific Questions) in addition to Sections A and B.
  - Complete the Pricing Matrix attachment for the lots, which you are bidding for. Upload your completed Pricing Matrix for each Lot into the eSourcing

suite, in the commercial envelope to the relevant question in the below table.

Lot	Pricing Attachments to be completed	Upload completed pricing matrix to following questions
Lot 1	Attachment 3 - Pricing Matrix Lot 1	PQ1
Lot 2	Attachment 3 - Pricing Matrix Lot 2	PQ2
Lot 3	Attachment 3 - Pricing Matrix Lot 3	PQ3
Lot 4	Attachment 3 - Pricing Matrix Lot 4	PQ4
Lot 5	Attachment 3 - Pricing Matrix Lot 5	PQ5
Lot 6	Attachment 3 - Pricing Matrix Lot 6	PQ6
Lot 7	Attachment 3 - Pricing Matrix Lot 7	PQ7
Lot 8	Attachment 3 - Pricing Matrix Lot 8	PQ8

- You must upload a completed price matrix for each Lot for which you are bidding on into the eSourcing suite in the commercial envelope against the appropriate pricing question.

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

1.	<p><b>Compliance Check</b></p> <p>First, we will do a check to make sure that you completed the pricing matrix in line with our instructions.</p>
2.	<p><b>Quality Evaluation</b></p> <p>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.</p>
3.	<p><b>Consensus</b></p> <p>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</p>

	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.	<p><b>Quality Threshold</b></p> <p>If you have received a 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.</p> <p>Refer to tables at paragraph 10 for an example of how your <b>quality score</b> for each lot will be calculated.</p>
5.	<p><b>Product Validation (Lot 8 ONLY)</b></p> <p>Once the final marks have been calculated, Authority will undertake a product validation exercise against products presented by Potential Providers that are submitting a Tender for Lot 8. The product validation will take place at the Potential Providers premises, or, if they are a dealership, at a primary manufacturer within their supply chain. Please see Attachment 10 for further details.</p>
6.	<p><b>Evaluate Pricing</b></p> <p>We will then give your pricing to the price evaluation panel, who are different evaluators from those who assessed your quality responses.</p> <p>They will calculate your price score using the evaluation criteria in paragraph 12 Price Evaluation of this document.</p>
7.	<p><b>Final Score</b></p> <p>Your quality score will be added to your price score, to create your final score as paragraph 13 – Final Decision to award.</p>
8.	<p><b>Award</b></p> <p>Awards will be made to the successful bidders following the standstill period, subject to contract.</p>

## 10. Quality Evaluation

Question QA1 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 and section C 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 for each lot you have submitted a bid for will then be added together to calculate your quality score.

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

**Table A – Lots 1-6 and 8**

Question		Question Weighting	Maximum mark available	Your final mark	Your weighted mark
QB1	Supply Chain Management	18%	100	100	18.00
QB2	Account Management	24%	100	100	24.00
QB3	Social Value and Sustainability	18%	100	100	18.00
<b>Quality score</b>					<b>60.00</b>

**Table B – Lot 7**

Question		Question Weighting	Maximum mark available	Your final mark	Your weighted mark
QB1	Supply Chain Management	12%	100	100	12.00
QB2	Account Management	15%	100	100	15.00
QB3	Social Value and Sustainability	12%	100	100	12.00
QC1	Lot 7 Specific Question	21%	100	100	21.00
<b>Quality score</b>					<b>60.00</b>

## 11. Award quality questionnaire

11.1 The quality questionnaire is split into three sections:

- Section A – Mandatory questions
- Section B – Generic questions
- Section C – Lot 7 specific question

11.2 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 %	
			Lots 1-6 and 8	Lot 7
A1	Mandatory service requirements	Pass/Fail	N/A	N/A
B1	Supply Chain Management	100/75/50/25/0	18%	12%
B2	Account Management	100/75/50/25/0	28%	15%
B3	Social Value and Sustainability	100/66/33/0	18%	12%
C1	Lot 7 Specific Question	100/66/33/0		21%

<b>Section A – Mandatory service requirements</b>	
<b>A1 Compliance with Framework Schedule 1 (Specification) – All Lots</b>	
<p>If you are awarded a framework contract, will you unreservedly deliver in full, all the mandatory service requirements for each Lot you are bidding for, as set out in Framework Schedule 1 (Specification).</p> <p>Please answer 'Yes' or 'No'.</p> <p><b>Yes</b> - You will unreservedly deliver in full each mandatory service requirements for each relevant lot you are bidding for as set out in Framework Schedule 1 (Specification).</p> <p><b>No</b> - You will not, or cannot, deliver in full all the mandatory service requirements for each relevant lot you are bidding for as set out in Framework Schedule 1 (Specification).</p>	
<p><b>A1 Response guidance</b></p> <p>This is a Pass/Fail question.</p> <p>If you cannot or are unwilling to select 'Yes' to this question, you will be disqualified from further participation in this competition.</p> <p>You are required to select either option YES, NO from the drop down list.</p> <p>Providing a 'Yes' response means you will unreservedly deliver in full each mandatory service requirements for each relevant lot you are bidding for as set out in Framework Schedule 1 (Specification).</p> <p>If you select 'No' (or do not answer the question) to indicate that you will not, or cannot, deliver in full each mandatory service requirements for each relevant lot you are bidding for as set out in Framework Schedule 1 (Specification) you will be excluded from further participation in this competition.</p>	

Marking scheme	Evaluation guidance
Pass	You have selected option 'Yes' confirming that you will unreservedly deliver in full each mandatory service requirements for each relevant lot you are bidding for as set out in Framework Schedule 1 (Specification).
Fail	You have selected 'No' confirming that you will not, or cannot, deliver in full each mandatory service requirements for each relevant lot you are bidding for as set out in Framework Schedule 1 (Specification).

## Section B – Generic questions

### B1 Requirement: Supply Chain Management

CCS requires the Supplier to appoint and manage Sub-contractors throughout the duration of the Framework Agreement. CCS also requires the Supplier to manage poor performance within its supply chain to ensure goods and services are supplied to the right quality within the Framework Lead Times.

You are required to demonstrate how you will appoint and manage Subcontractors throughout the duration of the Framework Agreement, whilst ensuring that the required quality of service is achieved and maintained through a diverse supply chain, as set out in the Framework Schedule 1 (Specification).

Please note, bidders who do not intend to use Subcontractors must still answer the question in the context of how they would appoint and manage Subcontractors in the future, if required.

### B1 Response guidance

**All bidders must answer this question.**

**You must insert your response into the text fields in the eSourcing suite.**

You are required to demonstrate how you will meet the requirements by:

- a) Demonstrate the processes you will have in place to select and appoint Sub-contractors. Please detail how your approach will ensure you appoint suitably skilled and qualified Sub-contractors to deliver Goods and Services to the required standard.
- b) Demonstrate the processes you will have in place to manage risk, including critical points of failure within the supply chain to ensure continuity of supply and mitigating any impact on the Buyer

- c) Demonstrate the processes you will have in place to deliver a diverse supply chain throughout the lifetime of this Framework Agreement as per section 3.7.2 of Framework Schedule 1 (Specification).
- d) Demonstrate the processes you will have in place to manage performance within your supply chain including delivery times, reverse logistics, snagging and item defects.

Your response should be limited to, and focused on, each of the component parts of the question posed (a to d). You must not make generalised statements or give irrelevant information.

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 – 8,000 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 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 B1(i) and B1(ii) B1(iii) and B1(iv) each box has a character count of 2,000 characters.

**Marking Scheme 100/75/50/25/0**

<b>Marking scheme</b>	<b>Evaluation criteria</b>
<b>100</b>	The bidder's response fully addresses all 4 of the component parts (a to d) of the response guidance above.
<b>75</b>	The bidder's response fully addresses 3 of the 4 component parts (a to d) of the response guidance above.
<b>50</b>	The bidder's response fully addresses 2 of the 4 component parts (a to d) of the response guidance above.
<b>25</b>	The bidder's response fully addresses 1 of the 4 component parts (a to d) of the response guidance above.
<b>0</b>	The bidder's response has not fully addressed any of the 4 component parts (a to d) of the response guidance above. OR A response has not been provided to this question.

**Section B – Generic questions**

**B2 Requirement: Account Management**

CCS requires the Supplier to provide your Account Management approach throughout the duration of the Framework and Call Off Contracts as detailed in Framework Schedule 1 (Specification) section 3.6.

## **B2 Response guidance**

**All bidders must answer this question.**

**You must insert your response into the text fields in the eSourcing suite.**

You are required to detail how you will meet the Account Management requirements by:

- a) Demonstrating the complaints process you will have in place to record, manage and resolve any complaints raised by the Buyer. Your response should include (but not limited to) escalation process for complaint resolution, detail of how complaints will be handled, initial response times, expected timelines for compliant resolution.
- b) Demonstrating how you will appoint and manage a suitably qualified Account Manager and team to meet Framework and Call Off requirements. This should include how you propose to monitor overall team performance and the process you will have in place for identifying and addressing poor performance to ensure customer requirements are met.
- c) Demonstrating how you will maintain active communication with the Buyer and other delivery partners (including Buyer on site Contractors) to meet Call Off Contract requirements. This should include how you will manage communication between the Buyer and your supply chain (including sub-contractors) to resolve any defects.
- d) Demonstrating how you will provide a positive customer experience. This should cover all aspects of the ordering process from initial order through to delivery of Goods and Services including (but not limited to) handling initial orders, meeting delivery lead times, handling any issues with late delivery, customer communication plans, project management of Call Off process, logistics, installation, returns and product support (including handling of defects) to provide a positive experience to Buyers.

Your response should be limited to, and focused on, each of the component parts of the question posed (a to d). You must not make generalised statements or give irrelevant information.

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 – 8,000 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 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 B2(i) and B2(ii) B2(iii) and B2(iv) each box has a character count of 2,000 characters.

**Marking Scheme 100/75/50/25/0**

Marking scheme	Evaluation criteria
100	The bidder's response fully addresses all 4 of the component parts (a to d) of the response guidance above.
75	The bidder's response fully addresses 3 of the 4 component parts (a to d) of the response guidance above.
50	The bidder's response fully addresses 2 of the 4 component parts (a to d) of the response guidance above.
25	The bidder's response fully addresses 1 of the 4 component parts (a to d) of the response guidance above.
0	The bidder's response has not fully addressed any of the 4 component parts (a to d) of the response guidance above. OR A response has not been provided to this question.

**Section B – Generic questions**

**B3 Requirement: Social Value and Sustainability**

CCS have identified specific Modern Slavery risks in the furniture industry, specifically within manufacturing, the sourcing of products (including plastics, steel, timber and fabrics) and the use of a global supply chain. CCS requires the Supplier to support the UK Government in delivering Social Value and reducing the impact on the environment through the production, delivery and disposal of Goods and Services.

**B3 Response guidance**

**All bidders must answer this question.**

**You must insert your response into the text fields in the eSourcing suite.**

You are required to demonstrate how you will meet these requirements by:

- a) Demonstrating the processes you have in place to identify and rectify any allegations of slavery or human trafficking within your organisation and your supply chain.
- b) Demonstrating how you are supporting 'improving waste management' in respect of the Greening Government Commitment. This should include how you are working towards zero waste to landfill and your management of Buyer's disposal furniture.

c) Demonstrating how you are working proactively throughout your supply chain to reduce the environmental impacts of the provision of Goods and Services.

Your response should be limited to, and focused on, each of the component parts of the question posed (a to c). You must not make generalised statements or give irrelevant information.

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 – 6,000 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 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 B3(i) and B3(ii) and B3(iii) each box has a character count of 2,000 characters.

**Marking scheme 100/66/33/0**

<b>Marking scheme</b>	<b>Evaluation criteria</b>
<b>100</b>	The bidder's response fully addresses all 3 of the component parts (a to c) of the response guidance above.
<b>66</b>	The bidder's response fully addresses 2 of the 3 component parts (a to c) of the response guidance above.
<b>33</b>	The bidder's response fully addresses 1 of the 3 component parts (a to c) of the response guidance above.
<b>0</b>	The bidder's response has not fully addressed any of the 3 component parts (a to c) of the response guidance above. OR A response has not been provided to this question.

**Section C – Specific Question (Lot 7 Only)**

**C1 Requirement: Lot 7 Specific Question**

CCS requires the Supplier to demonstrate they have the necessary skills and experience to undertake the Repair and Renovation Services under Lot 7 of this Framework. This includes antique restoration.

## C1 Response guidance

**All bidders must answer this question.**

**You must insert your response into the text fields in the eSourcing suite.**

You are required to demonstrate how you will meet these requirements by:

- a) Demonstrating how you (or your sub-contractors) will utilise staff with the necessary experience to undertake repair and renovation of upholstery, timber products, metal cabinets and antique restoration for the duration of the Framework Contract.
- b) Demonstrating how you (or your sub-contractors) will have the required skills set required to undertake repair and renovation in specialist areas for the duration of the Framework Contract.
- c) Demonstrating how you (or your sub-contractors) will have suitable equipment and machinery to enable the repair and renovation of furniture items for the duration of the Framework Contract.

Your response should be limited to, and focused on, each of the component parts of the question posed (a to c). You must not make generalised statements or give irrelevant information.

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 – 6,000 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 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 C1(i) and C1(ii) and C1(iii) each box has a character count of 2,000 characters.

### Marking scheme 100/66/33/0

Marking scheme	Evaluation criteria
100	The bidder's response fully addresses all 3 of the component parts (a to c) of the response guidance above.
66	The bidder's response fully addresses 2 of the 3 component parts (a to c) of the response guidance above.
33	The bidder's response fully addresses 1 of the 3 component parts (a to c) of the response guidance above.
0	The bidder's response has not fully addressed any of the 3 component parts (a to c) of the response guidance above. OR

A response has not been provided to this question.

## **12. Price evaluation**

12.1 This paragraph 11 contains information on how to complete Attachment 3 - Pricing Matrix and the price evaluation process.

### **12.2 How to complete your pricing matrix:**

12.3 This section contains information on how to complete the pricing matrices and the price evaluation process.

12.4 There are eight (8) pricing matrixes, as follows:

- Attachment 3 – Pricing Matrix Lot 1
- Attachment 3 – Pricing Matrix Lot 2
- Attachment 3 – Pricing Matrix Lot 3
- Attachment 3 – Pricing Matrix Lot 4
- Attachment 3 – Pricing Matrix Lot 5
- Attachment 3 – Pricing Matrix Lot 6
- Attachment 3 – Pricing Matrix Lot 7
- Attachment 3 – Pricing Matrix Lot 8

12.5 You must complete the pricing matrix for the Lot(s) for which you are submitting a Bid for. You can only submit one (1) pricing matrix per Lot you are submitting a Bid for.

12.6 Failure to complete each pricing matrix in conformity with the instructions contained in each pricing matrix and in this paragraph may result in your bid being deemed non-compliant and excluded from further participation in the procurement.

12.7 Your prices must be sustainable and include your operating overhead costs and profit.

12.8 You should also take into account our management charge of 1% which shall be paid by you to us, as set out in the Framework Award form and Framework Schedule 5 (Management Charges and Information).

12.9 You should have read and understood the information on TUPE in paragraph 8 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.

12.10 Your prices submitted must:

- exclude VAT.
- be exclusive of expenses/travel and subsistence

- be in British pounds sterling, up to two decimal places
  - submitted up to two decimal places
- 12.11 Pricing will be based on:
- ten (10) hour Working Day from 08:00 – 18:00
- 12.12 Zero or negative bids will not be allowed. We will investigate where we consider your bid to be abnormally low.
- 12.13 The prices submitted will be the maximum payable under this framework. Prices may be lowered at the call-off stage. Refer to Framework Schedule 3 (Framework Prices) and Framework Schedule 7 (Call-Off Award Procedure).
- 12.14 You must provide a price (£), where one has been requested, in the cells highlighted yellow and green within the Pricing Matrix, applicable to the Lot(s) you are bidding for.
- 12.15 When you have completed your Pricing Matrix, you must upload this into the eSourcing suite at the question relevant to the lot in the commercial envelope. Please refer to the table at paragraph 9.1 of this document for details of which question you should upload the Pricing Matrix to. If you do not upload your Pricing Matrix your bid may be rejected from this competition.
- 12.16 Do not alter, amend or change the format or layout of the Pricing Matrix (Attachment 3). You must not insert or attach any notes or comments into any of the worksheets, any additional information will be disregarded by CCS. If you do, your bid may be deemed non-compliant and excluded from further participation in this procurement.

### **12.17 Price evaluation process**

#### **This is how we will evaluate your pricing:**

- 12.18 We will check you have completed all the yellow and green cells, applicable to each Lot you are bidding for.
- 12.19 Within each 'Evaluated' worksheet you are required to enter pricing information into every cell highlighted in yellow. In each Lot this is the pricing information that will be used to calculate your Price Score. Within each 'Non Evaluated' worksheet, you are required to submit pricing information into every cell highlighted in green. This pricing information is not evaluated but you are required to submit a price into every green cell in order for your response to be compliant.
- 12.20 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.
- 12.21 In each Lot, the line items listed in the 'Evaluated' worksheet make up the Core List of products.
- 12.22 In Lots 1-6 and Lot 8, you are required to provide 'cost plus pricing' for each line item. This is the Unit Cost and Mark Up. Unit Cost and Mark Up will be

added together to calculate the Total Unit Price. The total 100% price weighting for Lots 1-6 and 8 will be placed on total basket price.

- 12.23 In Lot 7, you are required to submit a Unit cost for each item line, as well as an average Disposal Cost for all items that are Beyond Economic Repair (BER). The totals will be combined to identify to identify a total overall price, which will form 100% of the price weighting.
- 12.24 In each Lot, an Estimated Annual Volume is stated for each line item that makes up the Core List. The Estimated Annual Volume is being used for evaluation purposes only in order to create a 'basket' of Goods and Services and, while based on historic data and forecast, does not represent any guarantee or commitment in respect of the volume of Goods and Services that will be required in any Lot.
- 12.25 The Price Evaluation will be undertaken separately to the Quality Evaluation process.
- 12.26 In all Lots, the bidder with the lowest total basket price will be awarded the maximum mark available (a price score of 40).
- 12.27 All other bidders will get a price score relative to the lowest total basket price.

**How we will evaluate all Lots:**

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

$$\text{Price Score} = \frac{\text{Lowest total basket price}}{\text{Bidders total basket price}} \times 40 \text{ (maximum mark available)}$$

Example applicable for Lots 1-6 and 8:

Bidder A	Bidder B	Bidder C
Total basket price	Total basket price	Total basket price
£ 217,000.00	£ 432,000.00	£ 542,000.00

- 1. Bidder A has the lowest basket price of £217,000.00. Bidder A is awarded the maximum mark available for price, which is 40;
- 2. Bidder B submits a total basket price of £432,000.00. Bidder B is awarded a price score of 20.09;
- 3. Bidder C submits a total basket price of £542,000.00 and is awarded a price score of 16.01.

**12.28 Abnormally low tenders**

- 12.29 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** or will ask you to explain the price(s) you have submitted (as required in regulation 69 of the Regulations).

- 12.30 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.
- 12.31 If your total basket price is 25% below the median of the total basket prices submitted we will consider your total basket price to be abnormally low.

### 13. Final decision to award

- 13.1 How we will calculate your final score
- 13.2 We will add your quality score to your price score to calculate your final score.

#### Example applicable to all Lots:

Bidder	Quality score	Price score	Final score
	(Maximum score available 60)	(Maximum score available 40)	(Maximum score available 100)
Bidder A	60.00	40.00	100.00
Bidder B	50.00	15.00	65.00
Bidder C	40.00	12.00	52.00

- 13.3 We will then rank all final scores from highest to lowest.

#### 13.4 Product Validation (Lot 8 Only)

- 13.4.1 Following calculation of final scores, successful Lot 8 Suppliers will be invited to participate in product validation process. The process will consist of the Authority visiting your premises to validate a selection of products and evaluate if they are compliant with the Lot 8 product specifications.
- 13.4.2 If any of the claims made within your Tender submission about your systems and processes cannot be satisfactorily validated in this session, your Tender will be deemed non-compliant, we will reject your bid and you will be excluded from the competition.
- 13.4.3 Bidders will be given 5 working days' notice of any invitation, and will be provided in advance with a list of things that will require demonstration to be validated. Bidders must ensure that all systems are available, and it is their responsibility to ensure any systems are working and online on the date of the demonstration.
- 13.4.4 Bidders must not waste time by demonstrating additional functionality which is outside of the scope of the contract and/or written response, as this will not be taken into account; all requirements must be fully demonstrated within the allotted timescale provided.
- 13.4.5 The live demonstration will be verified using Pass / Fail criteria and a Potential Provider will be excluded from the Procurement if it fails to satisfy any one or more of the requirements that are identified and provided.

13.5 We will offer the number of bidders a framework contract as set out in Paragraph 3 of Attachment 1 – About the Framework.

13.6 The maximum of places per lot are as follows:

Lot	Number of places
Lot 1	9
Lot 2	4
Lot 3	3
Lot 4	4
Lot 5	4
Lot 6	4
Lot 7	4
Lot 8	8

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

### **13.8 Reserved rights**

13.9 We also reserve the right to award a framework to any bidders whose final score is within 1% of the last position. This applies to all Lots. When referring to last position, we refer to the final position available on a Lot (e.g. the last position for Lot 1 is 9<sup>th</sup> position as there are 9 positions in total).

### **13.10 Example: Lot 1**

13.11 If the bidder in 9th place, last position has a final score of 60.00

13.12 The calculation we will use is:

Lot 1 - 9th place bidders final score is 60.00

1% of 60.00 = 0.60

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

60.00 - 0.60 = 59.40

13.14 So any bidder whose final score is 59.40 or above will be awarded a lot 1 place on the framework.

### **13.15 Intention to award**

- 13.16 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.
- 13.17 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.
- 13.18 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.
- 13.19 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.

### **13.20 Framework contract**

- 13.21 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.
- 13.22 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.
- 13.23 This means insurance certificates and Cyber Essentials certification.