

Invitation to tender

Attachment 2 – How to bid

RM6244 Purchase of Standard and Specialist Vehicles

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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 goods and/or services if your bid is successful.
   2. You may bid for one or more of the lots, ensure you read paragraph 3.3 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 will result in the rejection of your bid and your exclusion from this competition.
2. **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, you must get each of the other members to answer the questions in Parts 2 and 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.
3. **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 theevaluation guidance.
4. **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.
  1. If we exclude you from the competition we will tell you and explain why.

1. **Selection questionnaire** 
   1. Please refer to Attachment 2a Selection questionnaire. Remember you must complete the questionnaire online in the eSourcing suite (qualification envelope).
2. **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 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 for Lots 6-10 (see paragraph 9 of this document) and a price evaluation for all Lots (see paragraph 10 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 90 marks; and, the price evaluation is worth 10 marks.
2. **Award process**
   1. What YOU need to do

* answer the quality questions section A, section B and section C of the quality questionnaire in the eSourcing suite in the technical envelope.
* Complete the price matrix (Attachment 3) for the lot(s) for which you are bidding.
* 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

| 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, 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 paragraph 9.2 for how your **quality score** for Lots 1-5 will be calculated, and to the table below at paragraph 9.3 for an example of how your **quality score** for Lots 6-10 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 for the relevant lots as detailed in Section 11 for Lots 1-5, Section 12 for Lots 6-9 & Section 13 for Lot 10. |
| 6. | **Final Score**  Your quality score will be added to your price score, to create your final score as illustrated in Section 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**
   1. **All Lots**
      1. Questions 2.1, 2.4 and 2.5 are **mandatory** questions and will be evaluated PASS / FAIL. If you answer no to one or more of the questions, 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.
   2. **Lots 1-5**
      1. Question 2.2 is a mandatory question for Lots 1-5 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.
      2. Question 2.3 is a mandatory question for Lots 4 and 5 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.
      3. 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.
      4. **Bidders who achieve a ‘pass’ for all questions in Section A & B will be awarded the maximum quality score (90 marks).**
      5. **If a bidder fails any question in Section A & B they will be excluded from further participation in this competition.**
   3. **Lots 6-10**
      1. Each of the quality questions for Lots 6-10 in section C of the quality questionnaire will be independently assessed by our evaluation panel.
      2. 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 question's weighting to calculate your weighted mark for that question.
      3. 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.
      4. Please see table A below for an example of how your quality score will be calculated for Lots 6-10.

Table A – Lots 6-10

| **Question** | | **Question Weighting** | **Maximum mark available** | **Your final mark** | **Your weighted mark** |
| --- | --- | --- | --- | --- | --- |
| 2.4 | B1 - Social Value - Driving for Better Business | 12% | 100 | 100 | 12.00 |
| 2.6 | D1 - Type Approval | 31% | 100 | 50 | 15.50 |
| 2.7 | D2 - Internal Controls | 37% | 100 | 25 | 9.25 |
| 2.8 | D3 - After Sales Service and Warranty | 20% | 100 | 100 | 20.00 |
| **Quality score** | | | | | **56.75** |

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

* Section A – Mandatory questions
* Section B – Social Value questions
* Section C – Lot 6-10 specific questions
  1. A summary of all the questions in the quality questionnaire, along with the marking scheme, and weightings for each question is set out below:

| **Question** | | **Marking scheme** | **Weighting %** | | | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Lot 1** | **Lot 2** | **Lot 3** | **Lot 4** | **Lot 5** | **Lot 6** | **Lot 7** | **Lot 8** | **Lot 9** | **Lot 10** |
| 2.1 | A1 Compliance with Mandatory Service Requirements Framework Schedule 1: Specification. - ALL LOTS | Pass/Fail | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| 2.2 | A2 Requesting Bodies -  Lots 1-5 Only | Pass/Fail | N/A | N/A | N/A | N/A | N/A |  |  |  |  |  |
| 2.3 | A3 Prioritisation of Vehicle Parts - Lots 4-5 Only | Pass/Fail |  |  |  | N/A | N/A |  |  |  |  |  |
| 2.4 | B1 Social Value - Driving for Better Business | Pass/Fail | N/A | N/A | N/A | N/A | N/A | 12% | 12% | 12% | 12% | 12% |
| 2.5 | C1 Carbon Reduction Plan | Pass/Fail | N/A | N/A | N/A | N/A | N/A | 0% | 0% | 0% | 0% | 0% |
| 2.6 | D1 Type Approval | 100/50/0 |  |  |  |  |  | 31% | 31% | 31% | 31% | 31% |
| 2.7 | D2 Internal Processes | 100/75/ 50/25/0 |  |  |  |  |  | 37% | 37% | 37% | 37% | 37% |
| 2.8 | D3 After Sales Service & Warranty | 100/66/ 33/0 |  |  |  |  |  | 20% | 20% | 20% | 20% | 20% |

|  | | | **Marking scheme** |
| --- | --- | --- | --- |
| **Section A – Mandatory service requirements** | | | |
| 2.1 | A1 Compliance with Mandatory Service Requirements Framework Schedule 1: Specification. - ALL LOTS | | Pass / Fail |
| 2.2 | A2 Requesting Bodies - Lots 1-5 Only | | Pass / Fail |
| 2.3 | A3 Prioritisation of Vehicle Parts - Lots 4-5 Only | | Pass / Fail |
|  | | | |
|  | | **Marking scheme** | **Weighting (%)** |
| **Section B – Social Value – ALL LOTS** | | | |
| 2.4 | B1 Social Value - Driving for Better Business | Pass/Fail | 10% |

|  | | **Marking scheme** | **Weighting (%)** |
| --- | --- | --- | --- |
| **Section C – Carbon Reduction Plans – ALL LOTS** | | | |
| 2.5 | C1 Carbon Reductions | Pass/Fail | 0% |

|  | | **Marking scheme** | **Weighting (%)** |
| --- | --- | --- | --- |
| **Section D – Lot 6-10 Specific Questions** | | | |
| 2.6 | D1 Type Approval | 100/50/0 | 31% |
| 2.7 | D2 Internal Processes | 100/75/50/25/0 | 37% |
| 2.8 | D3 After Sales Service & Warranty | 100/66/33/0 | 20% |

| **Section A – Mandatory service requirements - ALL LOTS** | |
| --- | --- |
| **2.1 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 Attachment 1a – Framework Schedule 1 (Specification).  Please answer ‘Yes’ or ‘No’.  Yes - You will unreservedly deliver in full the mandatory service requirements for all the Lots you have bid for as set out in Attachment 1a – Framework Schedule 1 (Specification).  No **-** You will not, or cannot, deliver in full the mandatory service requirements for all the Lots you have bid for as set out in Attachment 1a – Framework Schedule 1 (Specification). | |
| **2.1 Response guidance**  This is a Pass/Fail question.  If you cannot or are unwilling to select ‘Yes’ to this question, you will be disqualified from further participation in this competition.  You are required to select either option YES or 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 Attachment 1a – 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 Attachment 1a – Framework Schedule 1 (Specification) for all the Lots you have bid for, 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 the mandatory service requirements for all the Lots you have bid for as set out in Attachment 1a – 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 Attachment 1a – Framework Schedule 1 (Specification) for the all the Lots you have bid for. |

| **Section A – Mandatory service requirements - Lots 1-5** | |
| --- | --- |
| **2.2 Requesting Bodies** | |
| In accordance with the mandatory clauses 3.1.10 and 4.1.10 set out in Attachment 1a – Framework Schedule 1 (Specification), CCS requires you to provide the same minimum Framework Support Rates to all Buyers, irrespective of whether the Buyer chooses to purchase a vehicle outright, or, opts for an alternative funding arrangement via a Requesting Body, as defined in Framework Schedule 1 (Definitions) and Framework Schedule 10 (Requesting Bodies).  Please select option Yes or No to indicate, that in the event you are awarded a Framework Contract, whether you will, or will not, unreservedly allow Requesting Bodies access to the Framework Support Rates (applicable to each Lot), when they are purchasing vehicles on behalf of a Buyer.  Please answer ‘Yes’ or ‘No’.  Yes - You will unreservedly allow Requesting Bodies access to the Framework Support Rates (applicable to each Lot), when they are purchasing vehicles on behalf of a Buyer.  No **-** You will not, or cannot, allow Requesting Bodies access to the Framework Support Rates (applicable to each Lot), when they are purchasing vehicles on behalf of a Buyer.  N/A - You are not applying for Lots 1-5. | |
| **2.2 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 or N/A from the drop down list.  Providing a ‘Yes’ response means you will unreservedly allow Requesting Bodies access to the Framework Support Rates (applicable to each Lot), when they are purchasing vehicles on behalf of a Buyer.  If you select ‘No’ (or do not answer the question) to indicate that you will not, or cannot, allow Requesting Bodies access to the Framework Support Rates (applicable to each Lot), when they are purchasing vehicles on behalf of a Buyer, 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 allow Requesting Bodies access to the Framework Support Rates (applicable to each Lot), when they are purchasing vehicles on behalf of a Buyer.  OR  You have selected option N/A confirming that you are not applying for Lots 1-5. |
| Fail | You have selected ‘No’ confirming that you will not, or cannot, allow Requesting Bodies access to the Framework Support Rates (applicable to each Lot), when they are purchasing vehicles on behalf of a Buyer.  OR  You have not selected either ‘Yes’ or ‘No’ or N/A |

| **Section A – Mandatory service requirements - Lots 4 & 5 Only** | |
| --- | --- |
| **2.3 Prioritisation of Vehicle Parts** | |
| If you are awarded a framework contract, will you unreservedly have a priority system in place for blue light lot parts which demonstrates that you can speed up the supply of parts through your supply chain to the Buyer to maximise vehicle availability, as set out in clause 4.4.4 of Attachment 1a – Framework Schedule 1 (Specification).  Please answer ‘Yes’ or ‘No’.  Yes - You will unreservedly have a priority system in place for blue light lot parts which demonstrates that you can speed up the supply of parts through your supply chain to the Buyer to maximise vehicle availability, as set out in clause 4.4.4 of Attachment 1a – Framework Schedule 1 (Specification).  No **-** You will not, or cannot, have a priority system in place for blue light lot parts which demonstrates that you can speed up the supply of parts through your supply chain to the Buyer to maximise vehicle availability, as set out in clause 4.4.4 of Attachment 1a – Framework Schedule 1 (Specification).  N/A - You are not applying for Lots 4-5. | |
| **2.3 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 or N/A from the drop down list.  Providing a ‘Yes’ response means you will unreservedly have a priority system in place for blue light lot parts which demonstrates that you can speed up the supply of parts through your supply chain to the Buyer to maximise vehicle availability, as set out in clause 4.4.4 of Attachment 1a – Framework Schedule 1 (Specification).  If you select ‘No’ (or do not answer the question) to indicate that you will not, or cannot, have a priority system in place for blue light lot parts which demonstrates that you can speed up the supply of parts through your supply chain to the Buyer to maximise vehicle availability, as set out in clause 4.4.4 of Attachment 1a – 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 the mandatory service requirements for all the Lots you have bid for as set out in Attachment 1a – Framework Schedule 1 (Specification)  OR  You have selected option N/A confirming that you are not applying for Lots 4-5. |
| Fail | You have selected ‘No’ confirming that you will not, or cannot, deliver in full all the mandatory service requirements as set out in Attachment 1a – Framework Schedule 1 (Specification) for all the Lots you have bid for.  OR  You have not selected either ‘Yes’ or ‘No’. |

| **Section B – Social Value - ALL LOTS** | |
| --- | --- |
| **2.4 Requirement: B1 Social Value - Driving for Better Business**  CCS requires all Suppliers to sign up to the Driving for Better Business programme within 3 months of the framework go live date of 2 December 2022 (i.e. by 2 March 2023). Subscription is free of charge and more information about the programme can be found via the following link:  <https://www.drivingforbetterbusiness.com/>  Progression through the Driving for Better Business accreditation stages will form part of the Supplier’s Performance Indicators and will be monitored on a regular basis as part of CCS’s Supplier Relationship Management programme, as set out in Attachment 1a – Framework Schedule 1 (Specification) at paragraph 6.6.4.1. | |
| **2.4 Response guidance**  **All bidders must answer this question.**  **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.**  Selecting option ‘Yes’ means that you unreservedly agree to deliver all elements of this requirement in full.  In order to satisfy the requirement, you must agree to:   1. sign up to the Driving for Better Business programme within 3 months of the framework go live date of 2 December 2022 (i.e. by 2 March 2023). 2. Progress through the Driving for Better Business accreditation stages, as part of the Supplier’s Performance Indicators   You are required to select either option YES or NO from the drop down list.  Providing a ‘Yes’ response means you will unreservedly satisfy in full all the criteria (a-b) set out above.  If you select ‘No’ (or do not answer the question) to indicate that you will not, or cannot, satisfy in full all the criteria (a-b) set out above, 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 satisfy in full all the criteria (a-b) set out above. |
| Fail | You have selected ‘No’ confirming that you will not, or cannot, satisfy in full all the criteria (a-b) set out above  OR  You have not selected either ‘Yes’ or ‘No’. |

| **Section C – Carbon Reductions - ALL LOTS** | |
| --- | --- |
| **2.5 Requirement: C1 Carbon Reduction Plans**  CCS requires all Suppliers to work towards the development of Net Zero Carbon Reduction Plans within 12 months of the framework go live date of 2 December 2022 (i.e. by 2 December 2023)  The development of Carbon Reduction Plans will form part of the Supplier’s Performance Indicators (PI’s) and will be monitored on a regular basis as part of CCS’s Supplier Relationship Management programme.  For further information about Carbon Reduction Plans please refer to the recent [Procurement Policy Note (PPN) 06/21](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/991622/PPN_0621_Taking_account_of_Carbon_Reduction_Plans__2_.pdf) (Taking Account of Carbon Reduction Plans in the Procurement of Major Government Contracts). | |
| **2.5 Response guidance**  **All bidders must answer this question.**  **You must insert your response into the text fields in the eSourcing suite.**  PASS =  Supplier agrees to work towards the development of Net Zero Carbon Reduction Plans within 12 months of the framework go live date of 2 December 2022 (i.e. by 2 December 2023).  "FAIL =  Supplier does not agree to work towards the development of Net Zero Carbon Reduction Plans within 12 months of the framework go live date of 2 December 2022 (i.e. by 2 December 2023). | |
| **Marking scheme** | **Evaluation guidance** |
| Pass | You have selected option ‘Yes’ confirming that you will unreservedly satisfy in full the criteria set out above. |
| Fail | You have selected ‘No’ confirming that you will not, or cannot, satisfy in full the criteria set out above  OR  You have not selected either ‘Yes’ or ‘No’. |

| **Section D – Lot 6-10 Type Approval** | |
| --- | --- |
| **2.6 Requirement: D1 Type Approval**  CCS requires you to demonstrate how your organisation will obtain Type Approval in appropriate timescales for the performance of the framework agreement. | |
| **2.6 Response guidance**  **All bidders must answer this question.**  **You must insert your response into the text fields in the eSourcing suite.**  In order to satisfy the requirement, and the question associated with the requirement, you must clearly describe your approach to obtaining Type Approval including;:   1. the process you will use to obtain correct level of Type Approval where required by Type Approval law including evidence of effective communication with DVSA; 2. the process for ensuring effective time management in obtaining Type Approval.   Your response should be limited to, and focused on, each of the component parts of the question posed (a and b). 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 – 4,000 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 2.6.1 and 2.6.2 each box has a character count of 2,000 characters. | |
| **Marking scheme 100/50/0** | |
| **Marking scheme** | **Evaluation criteria** |
| **100** | The bidder’s response fully addresses both of the component parts (a and b) of the response guidance above. |
| **50** | The bidder’s response fully addresses 1 of the 2 component parts (a and b) of the response guidance above. |
| **0** | The bidder’s response has not fully addressed either of the 2 component parts (a and b) of the response guidance above.  OR  A response has not been provided to this question. |

| **Section D – Lot 6-10 Internal Controls** | |
| --- | --- |
| **2.7 Requirement: D2 Internal Controls**  CCS requires you to demonstrate how your organisation will ensure that customer requirements will be met in terms of quality and production dates in the performance of the framework agreement. | |
| **2.7 Response guidance**  **All bidders must answer this question.**  **You must insert your response into the text fields in the eSourcing suite.**  In order to satisfy the requirement, and the question associated with the requirement, you must clearly describe your approach to managing and meeting customer requirements, including:   1. the process you will use to identify and agree customer requirements; 2. the process you will use to ensure that quality and cost will be managed in delivering the customer requirements; 3. the process you will use for ensuring customer delivery requirements are met; 4. the process you will use for agreeing any changes to customer requirements.   Your response should be limited to, and focused on, each of the component parts of the question posed (a to c/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 2.7.1, 2.7.2, 2.7.3 and 2.7.4 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 D – Lot 6-10 After Sales Service & Warranty** | |
| --- | --- |
| **2.8 Requirement: D3 After Sales Service & Warranty**  CCS requires you to provide a manufacturer’s / converter's warranty that warrants the vehicles and parts supplied to the Contracting Body.  Please outline the process you will have in place which demonstrates how you will manage vehicle warranty claims, in the event that any Contracting Body needs to make such a claim. | |
| **2.8 Response guidance**  **All bidders must answer this question.**  **You must insert your response into the text fields in the eSourcing suite.**  In order to satisfy the requirement, and the question associated with the requirement, you must clearly describe your approach to managing warranty claims, including:   1. the process you will use to manage warranty claims and warranty work: 2. the process you will use to ensure that warranty claims are processed efficiently in order to minimise time delays to Contracting Bodies; 3. the process you will use to ensure that any resultant work required under warranty is performed efficiently in order to minimise the time the vehicle is off-road and out of use.   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 2.8.1, 2.8.2 and 2.8.3 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. |

1. **Price evaluation (Lots 1- 5)**
   1. This paragraph 11 contains information on how to complete attachment 3 – Price matrix and the price evaluation process.
   2. **How to complete your pricing matrix**
      1. You should read and understand the instructions in this section and in the pricing matrix (please refer to “Lot 1-5 worked example” tab), before submitting your average “Framework Support Rate Discount (%)”against MRP for each lot in which you are submitting a bid.
      2. **“Framework Support Rate Discount (%)”** is as defined in Joint Schedule 1 (Definitions). As part of the price evaluation, you are required to submit an average Framework Support Rate Discount (%) against MRP for each lot in which you are submitting a bid.
      3. For the avoidance of doubt, the average Framework Support Rate Discount (%) against MRP means the total average discount you will offer across all the vehicles you intend to supply in each applicable lot.
      4. In accordance with clause 3.6.2 of Framework Schedule 1 (Specification) Suppliers are required to upload their Framework Support Rates, at the commencement of the Framework Agreement, for the full range of standard specification vehicles which they will make available to Buyers.
      5. Your average Framework Support Rate Discount (%) against MRP for each lot should also take into account our management charge of 0.5% which shall be paid by you to us, as set out in the Framework Award Form. The Framework Support Rate Discounts on which your average is based shall apply for the first 12 months of the framework contract.
      6. Insert your average Framework Support Rate Discount (%) against MRP for each applicable lot, up to two decimal places, in the cells shaded yellow in the pricing matrix.
      7. We reserve the right to investigate where we consider the average Framework Support Rate Discount (%) submitted as part of your bid, to be abnormally high, which may constitute an abnormally low tender, in accordance with clause 13.4 of this document.
      8. You must download and complete attachment 3 – Price matrix for the lot(s) in which you are submitting a bid.
      9. When you have completed your pricing matrix, you must upload this into the eSourcing suite at question PQ1 in the commercial envelope. If you do not upload your pricing matrix your bid may be rejected from this competition.
      10. Do not alter, amend or change the format or layout of attachment 3 – Price matrix.
   3. **Price evaluation process for Lots 1-5**
      1. The price evaluation will be undertaken separately to the quality evaluation process.
      2. We will check you have completed all the yellow cells for each lot in which you are bidding.
      3. Failure to insert an average Framework Support Rate Discount (%), for each lot in which you are submitting a bid, may result in your bid being deemed non-compliant for the applicable lot, and may be rejected from the competition for the applicable lot.
      4. CCS will rank bidders' average Framework Support Rate Discount (%) from highest to lowest for each lot (i.e. the bidder who has submitted the highest average Framework Support Rate Discount (%) in a particular lot is ranked highest).
      5. CCS will then allocate a price score to each bidder in each lot, according to their ranking in line with the table below:

| **Ranking** | **Price Score** |
| --- | --- |
| 1 – 20 | 10 |
| 21 – 40 | 8 |
| 41 – 60 | 6 |
| 61+ | 4 |

1. **Price evaluation (Lots 6 - 9)**
   1. This paragraph 12 contains information on how to complete attachment 3 – Price matrix and the price evaluation process.
   2. **How to complete your pricing matrix**
      1. You should read and understand the instructions in this section and in the pricing matrix (please refer to “Lot 6-9 worked example” tab), before submitting your average discount (%) for each finished vehicle (i.e. standard build and/or converted) for each lot in which you are submitting a bid.
      2. As part of the price evaluation, you are required to submit an average discount (%) against the price for each finished vehicle (i.e. standard build and/or converted) for each lot in which you are submitting a bid.
      3. For the avoidance of doubt, the average discount (%) means the average discount you will offer across all the vehicles you intend to supply in each applicable lot.
      4. Your average discount (%) for each lot should take into account our management charge of 0.5% which shall be paid by you to us, as set out in the Framework Award Form.
      5. Insert your average discount (%) for each applicable lot, up to two decimal places, in the cells shaded yellow in the pricing matrix.
      6. We reserve the right to investigate where we consider the average discount (%) submitted as part of your bid, to be abnormally high, which may constitute an abnormally low tender, in accordance with clause 13.4 of this document.
      7. You must download and complete attachment 3 – Price matrix for the lot(s) in which you are submitting a bid.
      8. When you have completed your pricing matrix, you must upload this into the eSourcing suite at question PQ1 in the commercial envelope. If you do not upload your pricing matrix your bid may be rejected from this competition.
      9. Do not alter, amend or change the format or layout of attachment 3 – Price matrix.
   3. **Price evaluation process for Lots 6-9**
      1. The price evaluation will be undertaken separately to the quality evaluation process.
      2. We will check you have completed all the yellow cells for each lot in which you are bidding.
      3. Failure to insert an average discount (%), for each lot in which you are submitting a bid, may result in your bid being deemed non-compliant for the applicable lot, and may be rejected from the competition for the applicable lot.
      4. CCS will rank bidders' average discount (%) from highest to lowest for each lot (i.e. the bidder who has submitted the highest average discount (%) in a particular lot is ranked highest).
      5. CCS will then allocate a price score to each bidder in each lot, according to their ranking in line with the table below:

| **Ranking** | **Price Score** |
| --- | --- |
| 1 – 5 | 10 |
| 6 - 10 | 8 |
| 11 - 15 | 6 |
| 16+ | 4 |

1. **Price evaluation (Lot 10)**
   1. This paragraph 11 contains information on how to complete attachment 3 – Price matrix and the price evaluation process.
   2. **How to complete your pricing matrix**
      1. You should read and understand the instructions in this section and in the pricing matrix (please refer to “Lot 10 worked example” tab), before submitting your discount (%) against your average labour rate for lot 10.
      2. As part of the price evaluation, you are required to submit a discount (%) against the average labour rate, which may include different types of labour and any regional variation.
      3. Your discount (%) for lot 10 should take into account our management charge of 0.5% which shall be paid by you to us, as set out in the Framework Award Form.
      4. Insert your discount (%) for lot 10, up to two decimal places, in the cells shaded yellow in the pricing matrix.
      5. We reserve the right to investigate where we consider the discount (%) submitted as part of your bid, to be abnormally high, which may constitute an abnormally low tender, in accordance with clause 13.4 of this document.
      6. You must download and complete attachment 3 – Price matrix for lot 10.
      7. When you have completed your pricing matrix, you must upload this into the eSourcing suite at question PQ1 in the commercial envelope. If you do not upload your pricing matrix your bid may be rejected from this competition.
      8. Do not alter, amend or change the format or layout of attachment 3 – Price matrix.
   3. **Price evaluation process for Lot 10**
      1. This is how we will evaluate your pricing:
      2. We will check you have completed all the yellow cells for lot 10 in which you are bidding.
      3. Failure to insert a discount (%) may result in your bid being deemed non-compliant and may be rejected from the competition.
      4. The price evaluation will be undertaken separately to the quality evaluation process.
      5. Each bidder will be awarded a score based on the discount (%) inserted for lot 10.
      6. CCS will then rank the bidders discount (%) from highest to lowest for each lot (i.e. the bidder who has submitted the highest discount (%) in lot 10 is ranked 1st).
      7. CCS will then allocate a price score to each bidder in lot10, according to their ranking in line with the table below:

| **Ranking** | **Price Score** |
| --- | --- |
| 1 – 5 | 10 |
| 6 - 10 | 8 |
| 11– 15 | 6 |
| 16+ | 4 |

* 1. Abnormally low tenders
     1. Where we consider any of the average Framework Support Rate Discounts (%) (lots 1-5), the average discount rates (%) (lots 6-9) or discounts off the average hourly labour rates (%) (lot 10) you have submitted to be abnormally high (which may constitute an **abnormally low tender**), we will ask you to explain the discount(s) you have submitted.
     2. If your explanation is not acceptable, we may reject your bid and exclude you from this competition. We will inform you if your bid has been excluded and why.

1. **Final decision to award**
   1. How we will calculate your final score
      1. 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 90) | (Maximum score available 10) | (Maximum score available 100) |
| Bidder A | 90.00 | 10.00 | 100.00 |
| Bidder B | 65.00 | 8.00 | 73.00 |
| Bidder C | 55.50 | 6.00 | 61.50 |

* 1. **Lots (1 to 5)**
     1. For all lots 1 - 5 we will award a framework contract to all bidders who have submitted a fully compliant bid, which meets all the requirements in the selection stage and award stage, subject to contract.
  2. **Lots (6 to 10)**
     1. For lots 6-10 we will award a framework contract to the number of bidders specified per lot outlined in section 3.1 of Attachment 1 - About the Framework. These Suppliers must have submitted a fully compliant bid, which meets all the requirements in the selection stage and award stage, having not received a zero for any of the award questions as detailed in Section 8.2 in this Attachment 2 - How to Bid document, subject to contract.
     2. CCS reserves the right to award a framework to any bidder whose final score is within 1% of the last position.
  3. Intention to award
     1. You can submit a bid for one or more lots.
     2. We will tell you if you have been successful or unsuccessful via the eSourcing suite. We will send an ‘intention to award’ letter to all bidders who have been successful in the competition.
     3. At this stage, a standstill period of ten (10) calendar days will start. 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.
     4. 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.
     5. 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.
  4. Framework contract
     1. You must sign and return the framework contract within 10 days of being asked. If you do not sign and return, we may withdraw our offer of a framework contract.
     2. 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.
     3. This means;
* insurance certificates; and
* Cyber Essentials certification or an acceptable alternative, limited to the following;

- PSN Compliance Certificate

- CSA Star Certification level 2 or above

- FedRAMP Certification

- PCI-DSS Certification

- SSAE Certification

- GBEST/CBEST Certification

- NIS CA Assurance Statement

- ISO27001

* **No other alternative certifications will be accepted.**