

Invitation to Tender

Attachment 2 – How to Bid

RM6305 National Fuels 3

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# **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 section 3.1 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. If you are bidding as a consortium, please submit your bid in the name of the lead member and follow the instructions when completing the Qualification Envelope, including providing the name of the consortium in Section 1.12.2.
	5. If you are bidding as a single entity on a Lot and as a consortium on another Lot, you will need to set up an additional account in the eSourcing Suite. Please submit your bids as follows:
* For your bid as a single entity, please submit your bid in the eSourcing Suite in the name of your organisation.
* For your bid as a consortium, please create an additional account in the eSourcing Suite in the name of your consortium

In both cases, when submitting your bid(s) please continue to follow the instructions when completing the Qualification Envelope section 1.12 Group or Consortium Details.

* 1. If you are bidding as a consortium, each consortium member (other than the consortium member responding to the electronic Selection Questionnaire within the eSourcing Suite) will be required to complete an Attachment 4a – Information & Declarations\_Consortium. In this attachment, consortium members will respond to part 1 and 2 Selection Questionnaire declarations and some part 3 selection questions in their own right. It is clearly indicated within the electronic Selection Questionnaire (a copy of which can be found at Attachment 2a Selection Questionnaire) when the consortium member completing the electronic Selection Questionnaire should respond on behalf of ALL consortium members for part 3 selection questions.
	2. Upload ONLY those attachments we have asked for. Do not upload any attachments we haven’t asked for.
	3. Make sure you answer every question.
	4. You must submit your bid before the bid submission deadline, in section 5 “Timelines for the competition” in attachment 1 - About the Framework.
	5. 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.
	6. 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 section 6 “When and how to ask questions” in Attachment 1 - About the Framework.
	7. 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.

# **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. When responding to part 1 and part 2 Selection Questionnaire declarations, you must respond on behalf of all relevant persons in your organisation as per PCR 2015, regulation 57(2), i.e., members of the administrative, management or supervisory body of your organisation including those with powers of representation, decision or control.
	3. If you are relying on any Key Subcontractors to meet the selection criteria within Part 3 of the Selection Questionnaire, you must tell us. If a Key Subcontractor is being relied on to meet Part 3 selection criteria, you must clearly tell us within Attachment 7 – Key Subcontractor Details which criteria you are relying on them for and you must ensure that each of these applicable Key Subcontractors completes Attachment 4b – Information and Declarations\_Key Subcontractor\_Guarantor and this is submitted via the applicable question within the electronic Selection Questionnaire.
	4. If, following financial assessment, we require you to nominate a guarantor, we will contact you and tell you. You are not permitted to nominate a guarantor for Part 3 – Financial Risk Viability Assessment (FVRA) at the point of tender submission. You must undergo the financial assessment within your own right initially. Should we deem it appropriate to offer you the opportunity to nominate a guarantor post-tender submission, we will also require the nominated guarantor to complete Attachment 4b – Information and Declarations\_Key Subcontractor\_Guarantor.

# **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 on a daily basis. 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.

# **Selection Criteria**

* 1. We may exclude you from the competition at the selection stage if:
* You, or a member of your consortium, receive a ‘fail’ for any of the evaluated selection questions.
* you, or a member of your consortium, do not pass the economic and financial standing assessment to the satisfaction of CCS.
* your bid is deemed non-compliant.
* 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.

# **Selection Questionnaire**

* 1. Please refer to Attachment 2a Selection Questionnaire. Remember you must complete the questionnaire online in the eSourcing Suite (Qualification Envelope).

# **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, including Attachment 1a - Framework Schedule 1 (Specification)carefully, and read more than once.
* Read each question, the response guidance, marking scheme, evaluation criteria, and the instructions on response parameters and required format.
* Read the contract terms set out at Attachment 9 - Framework Contract Documents.
* If you are unsure, ask questions before the clarification questions deadline See section 5 ‘Timelines for the competition’ and section 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 bid via the eSourcing Suite and to ensure any completion errors are rectified before the bid submission deadline.
* Your prices should be in line with the service level you offer in response to the award quality questions.

# **Award Criteria**

* 1. The Award Stage consists of a quality evaluation (see section 9 of this document) and a price evaluation (see section 11 of this document).
	2. The award of this framework will be on the basis of the ‘Most Economically Advantageous Tender’ (MEAT).
	3. In this competition, for Lots 1 (1a -1o) to 4 the weighting for the quality evaluation is 70, Social Value 10 and the weighting for the price evaluation is worth 20. For Lot 5 the weighting for the quality evaluation is 50, Social Value 10 and the weighting for the price evaluation is worth 40.

# **Award Process**

* 1. What YOU need to do
* answer the quality questions sections A - F of the quality questionnaire in the eSourcing Suite in the Technical Envelope.
* Complete the Attachment 3 Price Matrix 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

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| 1. | **Compliance Check**First, we will do a check to make sure that you completed the questionnaires and 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. | **Moderation**​Once the consensus meetings have taken place, the consensus manager(s) will review the consensus marks and reasons for the marks agreed with evaluators for any errors or discrepancies. If any errors or discrepancies are identified, marks may be changed as a result of this moderation exercise. The reasons for revisiting the marks and the outcome of revisiting the marks will be fully recorded. |
| 5. | **Quality Threshold**If you have not met a minimum Quality Score of 24.00 for any of the Lots you are bidding for, we will reject your bid for that Lot 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 tables at section 9.5 for an example of how your **Quality Score** for each Lot will be calculated. |
| 6. | **Evaluate Pricing**We will give your pricing to the price evaluation panel, who are different evaluators from those who assess your quality responses.They will calculate your Price Score using the evaluation criteria in Part 11.2 – Price Evaluation. |
| 7. | **Final Score**Your Total Quality Score will be added to your Price Score, to create your Final Score as illustrated in Part 12 Final decision to award. |
| 8. | **Award** Awards will be made to the successful Bidders following the standstill period, subject to contract. |

# **Quality Evaluation**

* 1. Questions 2.1.1, 2.1.2 and 2.1.3 are mandatory questions and will be evaluated PASS / FAIL. If you answer no to one or more of the question(s), 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. 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.
	3. Each of the quality questions, in sections B - F of the quality questionnaire will be independently assessed by our evaluation panel.
	4. 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 question quality score for that question.
	5. Each mark for each question will be added together to calculate your Quality Score for each Lot you have submitted a bid for. Please see tables A, B,C, D and E below for an example of how your Quality Score will be calculated.

**Table A – Lot 1 (1a -1o)**

|  |  |  |  |
| --- | --- | --- | --- |
| **Question**  | **Maximum Mark Available**  | **Your Final Mark** | **Question Quality Score** |
| 2.2 | **Account Management**  | 100 | 100 | 16.8 |
| 2.3 | **Staff Competency** | 100 | 100 | 16.8 |
| 2.4 | **Continuous Improvement**  | 100 | 100 | 16.8 |
|  2.5 | **Social Value**  | 100 | 100 | 10 |
| 2.6 | **Supply, Delivery and Consumption Management (Lot 1 (1a -1o), 2 and 3)** | 100 | 100 | 19.6 |
| **Quality Score**  | **80** |

**Table B – Lot 2**

|  |  |  |  |
| --- | --- | --- | --- |
| **Question**  | **Maximum Mark Available**  | **Your Final Mark** | **Question Quality Score** |
| 2.2 | **Account Management**  | 100 | 100 | 16.8 |
| 2.3 | **Staff Competency** | 100 | 100 | 16.8 |
| 2.4 | **Continuous Improvement**  | 100 | 100 | 16.8 |
|  2.5 | **Social Value** | 100 | 100 | 10 |
| 2.6 | **Supply, Delivery and Consumption Management (Lot 1 (1a -1o), 2 and 3)** | 100 | 100 | 19.6 |
| **Quality Score** | **80.00** |

**Table C – Lot 3**

|  |  |  |  |
| --- | --- | --- | --- |
| **Question**  | **Maximum Mark Available**  | **Your Final Mark** | **Question Quality Score** |
| 2.2 | **Account Management**  | 100 | 100 | 16.8 |
| 2.3 | **Staff Competency** | 100 | 100 | 16.8 |
| 2.4 | **Continuous Improvement**  | 100 | 100 | 16.8 |
|  2.5 | **Social Value** | 100 | 100 | 10 |
| 2.6 | **Supply, Delivery and Consumption Management (Lot 1 (1a -1o), 2 and 3)** | 100 | 100 | 19.6 |
| **Quality Score** | **80.00** |

**Table D – Lot 4**

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| --- | --- | --- | --- |
| **Question**  | **Maximum Mark Available**  | **Your Final Mark** | **Question Quality Score** |
| 2.2 | **Account Management**  | 100 | 100 | 16.8 |
| 2.3 | **Staff Competency** | 100 | 100 | 16.8 |
| 2.4 | **Continuous Improvement**  | 100 | 100 | 16.8 |
|  2.5 | **Social Value** | 100 | 100 | 10 |
| 2.7 | **Product and Service Management (Lot 4)**  | 100 | 100 | 19.6 |
| **Quality Score**  | **80.00** |

**Table E – Lot 5**

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| --- | --- | --- | --- |
| **Question**  | **Maximum Mark Available**  | **Your Final Mark** | **Question Quality Score** |
| 2.2 | **Account Management**  | 100 | 100 | 12 |
| 2.3 | **Staff Competency** | 100 | 100 | 12 |
| 2.4 | **Continuous Improvement**  | 100 | 100 | 12 |
| 2.8 | **Energy Management Services** | 100 | 100 | 14 |
| 2.9 | **Social Value Lot 5 Only** | 100 | 100 | 10 |
| **Quality Score**  | **60.00** |

# **Award Quality Questionnaire**

* 1. The quality questionnaire is split into 6 sections:
* Section A – Mandatory Questions
* Section B – Generic Questions
* Section C – Social Value (Lot 1 (1a -1o) - 4)
* Section D - Lot 1 (1a -1o), 2 and 3 Specific Question
* Section E Lot 4 Specific Question
* Section F Lot 5 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:

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| --- | --- | --- |
| **Question**  | **Marking scheme**  |  |
| **Lot 1 (1a -1o)** | **Lot 2** | **Lot 3** | **Lot 4** | **Lot 5** |
| 2.1 | Mandatory Service Requirements | Pass/Fail |  |
| 2.2 | Account Management | 100/66/33/0  | X | X | X | X | X |
| 2.3 | Staff Competency | 100/66/33/0  | X | X | X | X | X |
| 2.4 | Continuous Improvement  | 100/66/33/0  | X | X | X | X | X |
| 2.5 | Social Value  | 100/66/33/0 | X | X | X | X |  |
| 2.6 | Supply, Delivery and Consumption Management | 100/75/50/25/0 | X | X | X |  |  |
| 2.7 | Product and Service Management | 0/50/100 |  |  |  | X |  |
| 2.8 | Energy Management Services | 100/66/33/0  |  |  |  |  | X |
| 2.9  | Social Value (Lot 5) | 0/50/100 |  |  |  |  | X |

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|  | **Marking Scheme** |
| **Section A – Mandatory Service Requirements**  |
| 2.1.1 | Accept Competition Rules  | Pass / Fail |
| 2.1.2 | Accept Contract Terms | Pass / Fail |
| 2.1.3 | Compliance with Mandatory Service Requirements Framework Schedule 1: Specification. | Pass / Fail |
|  |
|  | **Marking Scheme** | **Weighting (%)** |
| **Section B – Generic Questions – ALL LOTS** |
| 2.2 | Account Management | 100/66/33/0  | **X** |
| 2.3  | Staff Competency | 100/66/33/0  | **X** |
| 2.4 | Continuous Improvement | 100/66/33/0 | **X** |

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|  | **Marking Scheme** | **Weighting (%)** |
| **Section C – Social Value – Lots 1 (1a -1o) to 4** |
| 2.5 | Social Value - Greener Fuels and Employee Health and Wellbeing | 100/75/50/25/0 | **X** |
| **Section D – Lot 1 (1a -1o), 2 and 3 Specific Question** |
| 2.6 | Supply, Delivery and Consumption Management | 100/75/50/25/0 | **X** |
| **Section E - Lot 4 Specific Question** |
| 2.7 | Product and Service Management | 0/50/100 | **X** |
| **Section F - Lot 5 Specific Question** |
| 2.8 | Energy Bureau Services  | 100/66/33/0 | **X** |
| 2.9 | Social Value | 0/50/100 | **X** |

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| **Section A – Mandatory Service Requirements** |
| **2.1.1 Accept Competition Rules** |
| Do you accept the competition rules, as described in the ITT pack Attachment 1 - About the framework, paragraph 9 Competition rules? Please answer ‘Yes’ or ‘No’**Yes -** You accept the competition rules, as described in the ITT pack Attachment 1 - About the framework, paragraph 9 Competition rules.**No** **-** You do not accept the competition rules, as described in the ITT pack Attachment 1 - About the framework, paragraph 9 Competition rules.  |
| **2.1.1 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 accept the competition rules, as described in the ITT pack Attachment 1 - About the framework, paragraph 9 Competition rules. If you select ‘No’ to indicate that you do not accept the competition rules, as described in the ITT pack Attachment 1 - About the framework, paragraph 9 Competition rules, you will be excluded from further participation in this competition. |
| **Marking Scheme** | **Evaluation Guidance** |
| Pass | You have selected option ‘Yes’ confirming that you accept the competition rules, as described in the ITT pack Attachment 1 - About the framework, paragraph 9 Competition rules. |
| Fail  | You have selected ‘No’ confirming that you do not accept the competition rules, as described in the ITT pack Attachment 1 - About the framework, paragraph 9 Competition rules. |

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| **2.1.2 Accept Contract Terms** |
| Do you accept the contract terms as incorporated in the Framework Award Form? Please answer ‘Yes’ or ‘No’**Yes -** You accept the contract terms as incorporated in the Framework Award Form.**No** **-** You do not, accept the contract terms as incorporated in the Framework Award Form.  |
| **2.1.2 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 or NO from the drop down list.Providing a ‘Yes’ response means you accept the contract terms as incorporated in the Framework Award Form. If you select ‘No’ to indicate that you do not accept the contract terms as incorporated in the Framework Award Form, you will be excluded from further participation in this competition. |
| **Marking Scheme** | **Evaluation Guidance** |
| Pass | You have selected option ‘Yes’ confirming that you accept the contract terms as incorporated in the Framework Award Form. |
| Fail  | You have selected ‘No’ confirming that you do not accept the contract terms as incorporated in the Framework Award Form. |

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| **2.1.3 Compliance with Framework Schedule 1 (Specification)**  |
| If you are awarded a Framework Contract, will you unreservedly deliver in full, all of the mandatory service requirements applicable to the Lot(s) you are bidding for as set out in Framework Schedule 1 (Specification).Please answer ‘Yes’ or ‘No’ **Yes -** You will, unreservedly deliver in full, all the mandatory requirements, applicable to the Lot(s) you are bidding for, as set out in Framework Schedule 1 (Specification).**No -** You will not, or cannot, deliver in full, all the mandatory requirements, applicable to the Lot(s) you are bidding for as set out in Framework Schedule 1 (Specification). |
| **2.1.3 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 or NO from the drop down list.Providing a YES response means you will unreservedly deliver in full all Lots mandatory service requirements, applicable to the Lot(s) you are bidding for as set out in Framework Schedule 1 (Specification).If you selects NO (or does not answer the question) to indicate that they will not, or cannot, deliver in full, all the mandatory Goods and Services requirements, applicable to the Lot(s) you are bidding for as set out in Framework Schedule 1 (Specification) you will be excluded from further participation in this competition.  |
| **Marking Scheme** | **Evaluation Guidance** |
| Pass | You have selected option ‘Yes’ confirming that you will unreservedly deliver in full all the mandatory service requirements, applicable to the Lot(s) 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 all the mandatory service requirements, applicable to the Lot(s) you are bidding for as set out in Framework Schedule 1 (Specification).ORYou have not selected either ‘Yes’ or ‘No’. |

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| **Section B – Generic Questions** |
| **2.2 Account Management** **Requirement:** CCS requires you to demonstrate your Account Management processes, resources and standards.  The requirement is for the provision of dedicated Account Management to provide a comprehensive, point of contact service to CCS and Buyers. You will ensure that Products and Services delivered are to a high standard that meets the requirements of CCS and each Buyer. You will implement and manage processes that ensure that issues raised by CCS and Buyers, relevant  to the Framework Agreement, are addressed and brought to a satisfactory conclusion. Please refer to Attachment 1a - Framework Schedule 1 Specification, section 3.1. **Question:**Please demonstrate your approach to Account Management, including resource allocation, Buyer communications and engagement process, complaint process and the processes the Account Management team will follow to ensure that service levels are maintained. |
| **2.2 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, your response must demonstrate in line with the specification: 1. Your account management approach to Buyers communications and engagement processes including the tools you will use, the frequency of communication and how you would record communications and engagement with the Buyers including accessibility through online calls and emails.
2. What steps you take to effectively manage Buyers complaints and your escalation process. Your response must demonstrate how you will ensure that complaints are resolved to the Buyers satisfaction.
3. How you will successfully manage Buyer accounts and ensure your Account Management resources are appropriate to maintain the required Service levels.

 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. Your response must not exceed the character count within the eSourcing Suite. Responses must include spaces between words. No attachments or hyperlinks to external content are permitted; any additional documents or hyperlinks 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 2.2.1, 2.2.2 and 2.2.3 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.ORA response has not been provided to this question. |

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| **Section B – Generic Questions** |
| **2.3 Staff Competency****Requirement:** CCS requires you to demonstrate how you will ensure your staff have the knowledge, skills and experience of; * the Services and quality standards delivered by your own organisation
* relevant environmental standards and regulations.

Please refer to Attachment 1a - Framework Schedule 1 Specification, section 3.2.**Question:**Please demonstrate how you will ensure your staff will possess the knowledge, skills and experience of the fuel industry and associated service including but not limited to; * the Services and quality standards delivered by your own organisation
* awareness of the environmental standards and regulation
* the training and awareness programmes and compliance and monitoring methods you will have in place.
 |
| **2.3 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, your response must demonstrate in line with the specification: 1. How you will implement and maintain fuel industry knowledge for all front line, operational and technical staff to enable them to deliver the Services successfully?

 1. What training and awareness programmes you will have in place to ensure all staff are kept up to date with industry developments and updates/new legislation including how this training is sourced to ensure it is relevant.
2. The compliance and monitoring methods you will deploy, to regulate and control the effectiveness of training and awareness programmes you will have in place, including any internal/external auditing processes used.

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. Your response must not exceed the character count within the eSourcing Suite. Responses must include spaces between words. No attachments or hyperlinks to external content are permitted; any additional documents or hyperlinks 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 2.3.1, 2.3.2 and 2.3.3 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.ORA response has not been provided to this question. |

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| **Section B – Generic Questions** |
| **2.4 Continuous Improvement** **Requirement**You are required to demonstrate how you will ensure that lessons learned and continuous improvement take place throughout the lifetime of each Call Off Contract in accordance with  Attachment 1a Framework Schedule 1 (Specification) section 3.14. **Question**Please demonstrate the approach and procedures you will have in place to ensure that the products provided are the most appropriate and the guidance and support you will provide to the Buyers to inform their choices.  |
| **2.4 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, your response must demonstrate in line with the specification: 1. How you will adopt a pro-active approach to identifying initiatives for continuous improvements associated with the service provision.
2. How you will present and communicate your suggested potential improvements and new innovative ways of working to the Buyer.
3. How you will work collaboratively with the Buyer to identify, evaluate and implement any lessons learnt to improve the service. Including the processes you will have in place to capture the lessons learned during and how you will present and communicate these to Buyers.

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. Your response must not exceed the character count within the e-Sourcing Suite. Responses must include spaces between words. No attachments or hyperlinks to external content are permitted; any additional documents or hyperlinks 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 2.4.1, 2.4.2 and 2.4.3 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.ORA response has not been provided to this question. |

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| **Section C – Social Value (Lots 1 (1a -1o) to 4)** |
| **2.5 Social Value** **Requirement:** CCS requires you to deliver the Social Value themes throughout the lifetime of the Contract. This includes:* how you will ensure you are being effective when advising Buyers on how to change to greener fuels; and
* the benefits you will provide to your employees to improve their health and wellbeing

Please refer to Attachment 1a - Framework Schedule 1 Specification, section 8. |
| **2.5 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, your response must demonstrate in line with the specification: 1. How you will raise awareness of the benefits of environmental opportunities with the Buyer and how you will work collaboratively together to deliver solutions that raise awareness of greener fuels.
2. How you deliver wellbeing improvements to your employees including physical and mental health.
3. How you will monitor and maintain employee engagement, including how you will act on any issues identified such as a reduction in employee satisfaction levels.

Your response should be limited to, and focused on, each of the component parts (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. Your response must not exceed the character count within the e-Sourcing Suite. Responses must include spaces between words. No attachments or hyperlinks to external content are permitted; any additional documents or hyperlinks 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 2.5.1, 2.5.2 and 2.5.3 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.ORA response has not been provided to this question. |

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| **Section D – Supply, Delivery and Consumption Management (Lot 1 (1a -1o), 2 and 3)** |
| **2.6 Supply, Delivery and Consumption Management (Lot 1 (1a -1o), 2 and 3)****Requirement:**You are required to demonstrate how you will supply, deliver and proactively work with Buyers to manage replenishment/inventory management of fuel Products to Buyers throughout the duration of the Framework Agreement and any Call Off Contracts as set out in Attachment 1a Framework Schedule 1 Specification, paragraphs 2.1, 2.2, 2.3 and paragraph 8.2.**Question:** Please demonstrate the approach and procedures you will have in place to ensure that the fuel products you supply and deliver will conform to the relevant standards, are stored appropriately and the volumes required are monitored and managed effectively. |
| **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, your response must demonstrate in line with the specification: 1. The processes and safeguards you will have in place to ensure the quality of the fuels supplied to Contracting Authorities is maintained and conforms to the relevant European Standards and British Standards or equivalent of both.
2. How you will continuously monitor the safety and condition of Buyers fuel storage facilities e.g. Tanks including suitability of location etc.
3. Your process to ensure the Buyers volume and frequency of fuel orders are accurate and match the fuel orders billed for all deliveries. Your response should include how you will collect and supply the data to the Buyer.
4. How you will support Buyers to review and reduce their fossil fuel consumption.

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. Your response must not exceed the character count within the e-Sourcing Suite. Responses must include spaces between words. No attachments or hyperlinks to external content are permitted; any additional documents or hyperlinks 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, 2.6.2, 2.6.3 and 2.6.4 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.ORA response has not been provided to this question. |

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| **Section E – Product and Service Management (Lot 4)** |
| **2.7 Product and Service Management (Lot 4)** **Requirement:**You are required to demonstrate how you will support Buyers in identifying the appropriate products to support their fuel category requirements as set out in Attachment 1a Framework Schedule 1 (Specification) Section 2.4. **Question:**Please demonstrate the approach and procedures you will have in place to ensure that the products provided are the most appropriate and the guidance and support you will provide to the Buyers to inform their choices. |
| **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, your response must demonstrate in line with the specification:  1. How you will help the buyer to review site demand/consumption to enable the Buyer to improve efficiency of orders.

 1. How you will assess the Buyer product and Service requirements and advise on the most suitable solutions for their sites.

Your response should be limited to, and focused on, each of the component parts of the question posed (a to 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. Your response must not exceed the character count within the e-Sourcing Suite. Responses must include spaces between words. No attachments or hyperlinks to external content are permitted; any additional documents or hyperlinks 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 and 2.7.2 each box has a character count of 2,000 characters. |

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| **Marking scheme 100/50/0** |
| **Marking scheme** | **Evaluation criteria**  |
| **100** | The bidder’s response fully addresses all 2 of the component parts (a to b) of the response guidance above. |
| **50** | The bidder’s response fully addresses 1 of the 2 component parts (a to b) of the response guidance above. |
| **0** | The bidder’s response has not fully addressed any of the 2 component parts (a to b) of the response guidance above. ORA response has not been provided to this question. |

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| **Section F – Lot 5 Energy Bureau Services** |
| **2.8 Energy Bureau Services****Requirement:** You are required to demonstrate how you will work collaboratively with Buyers to assist in delivering their Energy Bureau Services including how you will engage with the Buyers regularly to update and review performance, as set out in Attachment 1a Framework Schedule 1 (Specification) Section 2.5.Please demonstrate the approach you will take and the procedures you will have in place to ensure you work collaboratively with Buyers to ensure regular review performance and updates.  |
| **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, your response must demonstrate in line with the specification: 1. How you will identify a Buyers individual Energy Bureau Service requirements and how you will collaborate with the Buyer to achieve an effective Service.
2. How you will continuously monitor the success and performance of your Services, including how you will communicate and collaborate with the Buyer, to deliver the requirements.
3. How you will educate and maintain Buyers industry knowledge to assist in the delivery of their Energy Management Strategies.

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. Your response must not exceed the character count within the eSourcing Suite. Responses must include spaces between words. No attachments or hyperlinks to external content are permitted; any additional documents or hyperlinks 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.ORA response has not been provided to this question. |

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| **Section F – Social Value Lot 5 Only** |
| **2.9 Social Value Lot 5 Only****Requirement:** CCS requires you to deliver the Social Value themes throughout the lifetime of the Contract. This includes:* the benefits you will provide to your employees to improve their health and wellbeing as set out in Attachment 1- Framework Schedule 1 (Specification) Section 8.3.
 |
| **2.9 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, your response must demonstrate in line with the specification: 1. How you deliver wellbeing improvements to your employees including physical and mental health
2. How you will monitor and maintain employee engagement, including how you will act on any issues identified such as a reduction in employee satisfaction levels.

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 – 4,000 characters including spaces and punctuation. Your response must not exceed the character count within the e-Sourcing Suite. Responses must include spaces between words. No attachments or hyperlinks to external content are permitted; any additional documents or hyperlinks 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 2.9.1 and 2.9.2 each box has a character count of 2,000 characters. |

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| **Marking Scheme 100/50/0** |
| **Marking scheme** | **Evaluation criteria**  |
| **100** | The bidder’s response fully addresses all 2 of the component parts (a to b) of the response guidance above. |
| **50** | The bidder’s response fully addresses 1 of the 2 component parts (a to b) of the response guidance above. |
| **0** | The bidder’s response has not fully addressed any of the 2 component parts (a to b) of the response guidance above. ORA response has not been provided to this question. |

# **Price Questionnaire and Evaluation**

This section 11 contains information on how to complete the price matrix (Attachment 3) and the price evaluation process.

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| **Response Guidance**You must complete Attachment 3 - Price Matrix , in line with the guidance in Attachment 2 - How to bid, paragraph 11 and the instructions contained within the price matrix and attach to the question below within the eSourcing Suite. |
| **Question Number** | **Question** | **Your Response** |
| PQ1 | Upload to this question your completed Attachment 3 - Price Matrix Please name the file [RM6305 price\_insertyourcompanyname] | Attachment |

* 1. **How to complete your pricing matrix:**

Read and understand the instructions in the price matrix, and in this section, before submitting your prices.

Your prices should compare with the quality of your offer.

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

You should also take into account our management charge as per below:

Lot 1 (1a -1o) 0.2 pence per litre (ppl),

Lot 2 volumed products 0.2ppl, Lot 2 (gas cylinders) 1.0% per cylinder

Lots 3, 4, and Lot 5 will be 1% Levy on Buyer spend

The Management Charge shall be paid by you to us, as set out in the Framework Award form.

You should have read and understood the information on TUPE in section 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.

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.

Where this is a margin for example a margin of 2.50 pence per litre (£0.0250) would be expressed as 2.50.

Zero or negative bids will not be allowed. We will investigate where we consider your bid to be abnormally low.

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 – Prices.

You must download and complete Attachment 3 - Pricing Matrix for the Lot(s) you are submitting a bid for.

Provide a value, where one has been requested, in the cells highlighted yellow.

When you have completed your Price 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.

Do not alter, amend or change the format or layout of Attachment 3 - Price Matrix.

* 1. **Price evaluation process**

This is how we will evaluate your pricing:

We will check you have completed all the yellow cells for each Lot you are bidding for.

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.

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

**Lots 1 (1a -1o) to 4**

The Bidder with the lowest total basket price will be awarded the maximum mark available (a Price Score of 20).

All other Bidders will get a Price Score relative to the lowest total basket price.

The calculation we will use to evaluate your total basket price, for each Lot (Lots 1 (1a -1o) to 4) you are bidding for, is as follows:

|  |  |  |  |
| --- | --- | --- | --- |
| Price Score = | Lowest total basket price | x | 20 (maximum Price Score available) |
| Bidder’s total basket price |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Bidder A total basket price |  | Bidder B total basket price |  | Bidder C total basket price |
| £217,000 |  | £434,000 |  | £542,500 |

* Bidder A has the lowest basket price of £217,000. Bidder A is awarded the maximum mark available for price, which is 20;
* Bidder B submits a total basket price of £434,000. Bidder B is awarded a Price Score of 10
* Bidder C submits a total basket price of £542,500 and is awarded a Price Score of 8.

**Lot 5 Energy Bureau Services**

The Bidder with the lowest total basket price will be awarded the maximum mark available (a Price Score of 40).

All other Bidders will get a Price Score relative to the lowest total basket price.

The calculation we will use to evaluate your total basket price, for Lot 5 you are bidding for, is as follows:

|  |  |  |  |
| --- | --- | --- | --- |
| Price Score = | Lowest total basket price | x | 40 (maximum Price Score available) |
| Bidder’s total basket price |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Bidder A total basket price |  | Bidder B total basket price |  | Bidder C total basket price |
| £217,000 |  | £434,000 |  | £542,500 |

* Bidder A has the lowest basket price of £217,000. Bidder A is awarded the maximum mark available for price, which is 40;
* Bidder B submits a total basket price of £434,000. Bidder B is awarded a Price Score of 20
* Bidder C submits a total basket price of £542,500 and is awarded a Price Score of 16.

* 1. **Abnormally Low Tenders**

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

If your explanation is not acceptable, we will reject your bid and exclude you from this competition, we will inform you if your bid has been excluded and why.

# **Final Decision to Award**

* 1. How we will calculate your Final Score

We will add your Quality Score to your Price Score to calculate your Final Score.

Example Lots 1 (1a -1o) to 4:

|  |  |  |  |
| --- | --- | --- | --- |
| **Bidder** | **Quality score including Social Value (10)** | **Price score** | **Final score** |
| (Maximum score available 80) | (Maximum score available 20) | (Maximum score available 100) |
| Bidder A | 80.00 | 20.00 | 100.00 |
| Bidder B | 60.00 | 15.00 | 75.00 |
| Bidder C | 50.00 | 12.00 | 62.00 |

Example Lot 5:

|  |  |  |  |
| --- | --- | --- | --- |
| **Bidder** | **Quality score including Social Value (10)** | **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 | 60.00 | 15.00 | 75.00 |
| Bidder C | 50.00 | 12.00 | 62.00 |

We will then rank all Final Scores from highest to lowest.

In the event of a tie, the Bidder with the lowest overall framework price will be deemed the winner.

In the event of a continued tie, the Bidder with the the highest score for Technical question 2.8 will be deemed the winner and awarded the Contract.

We will offer the number of Bidders a Framework Contract as set out in section 3.1 of Attachment 1 – About the Framework.

* 1. **Intention to Award**

We will tell you if you have been successful or unsuccessful via the eSourcing Suite. We will send Intention to Award letters to all Bidders who are still in the competition i.e. who have not been excluded.

At this stage, a standstill period of ten (10) calendar days will start, the term standstill period is set out in regulation 87(2) of the Regulations. During this time, you can ask questions that relate to our decision to award. We cannot provide advice to unsuccessful Bidders on the steps they should take and they should seek independent legal advice, if required.

If during standstill we do receive a substantive challenge to our decision to award and the challenge is for a certain Lot, we reserve the right to conclude a Framework Contract with successful Bidders for the Lot(s) that have not been challenged.

Following the standstill period, and if there are no challenges to our decision, successful Bidders will be formally awarded a Framework Contract subject to signatures.

* 1. **Framework Contract**

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

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

If you have bid as a consortium, the conclusion of a Framework Contract is subject to the provision of due ‘certificates, statements and other means of proof’ from EACH member of the consortium.

This means

Lots 1 (1a -1o) - 5

* Employer’s (Compulsory) Liability Insurance\* = £5,000,000
* Public Liability Insurance = £5,000,000
* Product Liability Insurance = £5,000,000

Additionally, for Lot 5 only

* Professional Indemnity Insurance = £10,000,000

**Certification required:**

Cyber Essentials - Basic

You are required to send the documentary evidence of the above no later than the date provided in the Intention to Award letter. Failure to do so may mean that we will withdraw our offer of a Framework Contract.