



## Invitation to tender Attachment 2 – How to bid

RM6157 Building Materials and Equipment

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## 1. How to make your bid

- 1.1 Your bid must be made by the organisation that will be responsible for providing the goods and/or services if your bid is successful.
- 1.2 You may bid for one or more of the Lots, ensure you read paragraph 3 of attachment 1.
- 1.3 Your bid must be **entered into the eSourcing suite**. We can only accept bids that we receive through the eSourcing suite.
- 1.4 Upload **ONLY** those attachments we have asked for. Do not upload any attachments we haven't asked for.
- 1.5 Make sure you answer every question.
- 1.6 You must submit your bid before the bid submission deadline, in paragraph 5 "Timelines for the competition" in attachment 1 - About the framework.
- 1.7 It will be our decision whether we will accept bids submitted after the bid submission deadline.
- 1.8 You must regularly check for messages in the eSourcing suite throughout the competition. You must log on to the eSourcing suite and access your message inbox for this competition to check for messages.
- 1.9 If anything is unclear, or you are unsure how to complete your bid submission, you can raise a question before the clarification question deadline, via the eSourcing suite. Read paragraph 6 "When and how to ask questions" in attachment 1 - About the framework.
- 1.10 We may require you to clarify aspects of your bid in writing and/or provide additional information. Failure to respond within the time required, or to provide an adequate response will result in the rejection of your bid and your exclusion from this competition.

## 2. How to submit your bid in the eSourcing suite

- 2.1 Your bid must be **entered into the eSourcing suite**. We can only accept bids that we receive through the eSourcing suite.
- 2.2 Responses to the Selection Questionnaire (qualification envelope), Quality Questionnaire (technical envelope) and the Price Questionnaire (commercial envelope) must be answered online in the eSourcing suite.
- 2.3 You are also required to complete and upload the following attachments (if applicable) to the relevant selection questions in the eSourcing suite:
  - **Attachments 2b Certificate of Past Performance** – you must get your customer to populate this attachment for your contract example. You must then attach the certificate to the relevant selection questions in the eSourcing Suite (qualification

envelope). You are required provide only one certificate for this procurement even if you bid for more than one Lot.

- **Attachment 3 Price Matrix** – complete the Price Matrix attachment for the Lots which you are bidding for and complete it in accordance with the instructions provided in paragraph 12 of this document. Upload your completed Price Matrix for each Lot into the eSourcing suite in the commercial envelope to the relevant question as detailed in the table at paragraph 9.1 of this document.

There are 9 Price Matrixes, these are:

- Attachment 3a – Price Matrix Lot 1
  - Attachment 3b – Price Matrix Lot 2
  - Attachment 3c – Price Matrix Lot 3
  - Attachment 3d – Price Matrix Lot 4
  - Attachment 3e – Price Matrix Lot 5
  - Attachment 3f – Price Matrix Lot 6
  - Attachment 3g – Price Matrix Lot 7
  - Attachment 3h – Price Matrix Lot 8
  - Attachment 3i – Price Matrix Lot 9
- **Attachment 4 Information and Declaration Workbook** – if you are relying upon any other organisation, Key Subcontractor or consortium member to meet the selection criteria, they must complete this attachment and you must upload it to the relevant selection question in the eSourcing Suite (qualification envelope).
  - **Attachment 6 Consortia details** – you should complete this spreadsheet if you are bidding as the lead member of a consortium and attach to selection question 1.8.3 in the eSourcing Suite (qualification envelope).
  - **Attachment 7 Key Subcontractor details** – you should complete this spreadsheet if you intend to use Key Subcontractors in your bid and attach to selection question 1.10.1 in the eSourcing Suite (qualification envelope).
  - **Attachment 11 CCS Offer Document** – you are required to complete and submit a CCS Offer Document (attachment 11) as part of your bid attach to xx of the eSourcing Suite (qualification envelope).

### **3. Selection stage**

- 3.1 At the selection stage, we evaluate bidders' technical, professional and financial capabilities. We will ask a range of questions appropriate to the procurement. It is important that you answer these questions accurately.
- 3.2 If you are relying on any Key Subcontractors to provide the answers to the technical and professional ability or you are relying on a guarantor to pass the economic and financial assessment, they must complete parts 2 and 3 of the Selection (qualification envelope) Questionnaire for themselves.
- 3.3 In addition, if you are the lead member of a consortium, you must get each of the other members to answer the questions in parts 2 and 3 of the Selection (qualification envelope) Questionnaire for themselves.
- 3.4 We are providing the 'Information and declaration' workbook (attachment 4) to enable you to collect and submit this data to us, whether from organisations on whom you are relying (for example a Key Subcontractor) or from other members of a consortium.
- 3.5 You must ensure you read the instructions contained within Attachment 2b certificate of past performance carefully and ensure that you allow plenty of time to send to your contract customer, for them to complete and return to you.
- 3.6 Remember we will contact the Contract Customer to verify the information provided in your certificate of past performance, if the Contract Customer cannot or will not verify the information provided or fails to respond to a verification request from CCS, your bid may be rejected and you will be excluded from the competition. We will tell you why your bid has been excluded. If you fail to provide the required certificate of past performance, you may be deemed non-compliant and you will be excluded from this competition.

### **4. Selection process**

- 4.1 After the bid submission deadline we will check all bids to make sure we have received everything we have asked for.
- 4.2 We may ask you to clarify information you provide, if that is necessary. Don't forget to check for messages in the eSourcing suite throughout the competition. You must log on to the eSourcing suite and access your message inbox for this competition to check for messages.
- 4.3 If your bid is not compliant we will reject your bid and you will be excluded from the competition. We will tell you why your bid is not compliant.
- 4.4 Not all selection questions need guidance as the questions are self-evident. However other questions such as the financial question,

require a process to be undertaken before we can assess your response. In those instances we have told you what we will do in the evaluation guidance.

## **5. Selection criteria**

- 5.1 We may exclude you from the competition at the selection stage if:
- 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 x attachment 1 About the framework, or not followed the instructions given in this ITT pack.
- 5.2 If we exclude you from the competition we will tell you and explain why.
- 5.3 We may exclude you from the competition at the selection stage if:
- your bid is not complaint
  - you receive a 'fail' for the selection question contained in part 11 technical and professional ability. For the avoidance of doubt, if a customer indicates OPTION B when completing TABLE B of Attachments 2b or cannot or will not verify the information you have provided, this will result in you being awarded a fail. If the Contract Customer fails to respond to a verification request from CCS this will also result in you being awarded a fail
  - 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 paragraph 9 of Attachment 1 – About the Framework, or not followed the instructions given in this ITT pack.
- 5.4 If we exclude you from the competition we will tell you and explain why.

## **6. Selection questionnaire**

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

## 7. Award stage

- 7.1 If you have successfully passed the selection stage, you will proceed to the award stage.
- 7.2 We have tried to make our award stage as simple as possible, whilst achieving the best possible commercial outcomes.
- 7.3 Your bid must deliver what our Additional Clients need, at the best possible price you can give.
- 7.4 When completing your bid you must:
  - read through the entire ITT pack in particular Attachment 1a Specification – Part 1 Services and Attachment 1b Specification – Specification Part 2 Technical, and read more than once.
  - read each question, the response guidance, marking scheme and evaluation criteria
  - read the contract terms in Attachment 10 - Framework Contract Documents.
  - 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.
  - allow plenty of time to complete your responses; it always takes longer than you think to submit
  - your prices should be in line with the service level you offer, in response to the award quality questions.

## 8. Award criteria

- 8.1 The award stage consists of a quality evaluation (see paragraph 10 and 11 of this document) and a price evaluation (see paragraph 12 of this document).
- 8.2 The award of this framework will be on the basis of the 'Most Economically Advantageous Tender' (MEAT).
- 8.3 **Lots 1**  
For Lot 1 the weighting for the Quality evaluation is 60 marks; and, the Price evaluation is worth 40 marks.
- 8.4 **Lots 2 to 9**  
For Lots 2 to 9 the weighting for the Quality evaluation is 40 marks; and, the Price evaluation is worth 60 marks.

See below table:

Lots	Quality Evaluation Weighting %	Price Evaluation Weighting %
1	60%	40%
2 to 9	40%	60%

## 9. Award process

### 9.1 What YOU need to do

- answer the quality questions section A, B and C of the Quality Questionnaire in the eSourcing suite in the technical envelope.
- Complete the Pricing Matrix attachment for the Lots, which you are bidding for. Upload your completed Pricing Matrix for each Lot into the eSourcing suite, in the commercial envelope to the relevant question in the below table.

Lot	Pricing Attachments to be completed	Upload completed pricing matrix to following questions
Lot 1	Attachment 3a - Pricing Matrix Lot 1	PQ1
Lot 2	Attachment 3b - Pricing Matrix Lot 2	PQ2
Lot 3	Attachment 3c - Pricing Matrix Lot 3	PQ3
Lot 4	Attachment 3d - Pricing Matrix Lot 4	PQ4
Lot 5	Attachment 3e - Pricing Matrix Lot 5	PQ5
Lot 6	Attachment 3f - Pricing Matrix Lot 6	PQ6
Lot 7	Attachment 3g - Pricing Matrix Lot 7	PQ7
Lot 8	Attachment 3h - Pricing Matrix Lot 8	PQ8
Lot 9	Attachment 3i - Pricing Matrix Lot 9	PQ9



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

1.	<p><b>Compliance Check</b></p> <p>First, we will do a check to make sure that you completed the pricing matrix in line with our instructions.</p>
2.	<p><b>Quality Evaluation</b></p> <p>We will give your responses to our evaluation panel. Each evaluator will independently assess your responses to the quality questions using the response guidance and the evaluation criteria. Each evaluator will give a mark and a reason for their mark for each question they are assessing. Each evaluator will enter their marks and reasons into the eSourcing suite.</p>
3.	<p><b>Consensus</b></p> <p>Once the evaluators have independently assessed your answers to the questions we will arrange for the evaluators to meet and we will facilitate the discussion. At this consensus meeting, the evaluators will discuss the quality of your answers and discuss their marks and reasons for that mark. The discussion will continue 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.</p>
4.	<p><b>Quality Threshold</b></p> <p>If you have received a zero for any of the quality questions we will reject your bid and you will be excluded from the competition. We will tell you that your bid has been excluded from the competition and why.</p> <p>Refer to tables at paragraph 10 for an example of how your quality score for each Lot will be calculated.</p>
5.	<p><b>Evaluate Pricing</b></p> <p>We will then give your pricing to the price evaluation panel, who are different evaluators from those who assessed your quality responses.</p> <p>They will calculate your price score using the evaluation criteria in paragraph 12 'price evaluation' of this document.</p>
6.	<p><b>Final Score</b></p> <p>Your quality score will be added to your price score, to create your final score as illustrated in paragraph 13 Final Decision to award.</p>
7.	<p><b>Award</b></p> <p>Awards will be made to the successful bidders following the standstill period, subject to contract.</p>

## 10. Quality Evaluation

- 10.1 Question A1 is a mandatory question and will be evaluated PASS / FAIL. If you answer no to this question, we will reject your bid and you will be excluded from the competition. We will tell you that your bid has been excluded and why.
- 10.2 The question in section B is for information only and will not be evaluated, however you must answer the question.
- 10.3 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.
- 10.4 Each of the quality questions in section C of the Quality Questionnaire will be independently assessed by our evaluation panel.
- 10.5 When the consensus meeting has taken place and the final mark for each question has been agreed by the evaluators, your final mark for each question will be multiplied by that questions weighting to calculate your weighted mark for that question.
- 10.6 Each weighted mark for each question you have submitted a bid for will then be added together to calculate your quality score.
- 10.7 Please see tables A and B below for an example of how your Quality Score will be calculated for Lots 1 and 2,3,4,5,6,7,8 and 9.

Table A - Lot 1

Question		Question Weighting	Maximum mark available	Your final mark	Your weighted mark
C1	Quality Management	15%	100	66	9.90
C2	Continuous Improvement	15%	100	100	15.00
C3	Customer Service Function	15%	100	66	9.90
C4	Tackling Economic Inequality	15%	100	100	15.00
<b>Quality Score (Maximum score 60)</b>					<b>49.80</b>

Table B – Applicable for Lots 2 to 9

Question		Question Weighting	Maximum mark available	Your final mark	Your weighted mark
C1	Quality Management	10%	100	66	6.60
C2	Continuous Improvement	10%	100	100	10.00
C3	Customer Service Function	10%	100	66	6.60
C4	Tackling Economic Inequality	10%	100	100	10.00
<b>Quality Score (Maximum score 60)</b>					<b>33.20</b>

## 11. Award quality questionnaire

11.1 The Quality Questionnaire is split into three sections:

Section A – All Lots Mandatory service requirement question

Section B – Information only questions

Section C – All Lots generic questions

11.2 A summary of all the questions in the quality questionnaire, along with the marking scheme, and weightings for each question is set out below:

		Marking scheme
<b>Section A – All Lots Mandatory service requirement question</b>		
A1	Compliance with Mandatory Service Requirements Specification – Part 1 Service and Specification – Part 2 Technical – All Lots	Pass / Fail

<b>Section B – Information only question</b>		
B1	Lots 1 Regions	Information only
B2	Lots 5 Regions	Information only
B3	Lots 9 Regions	Information only

<b>Section C – All Lots generic questions</b>		
C1	Quality Management	100/66/33/0
C2	Continuous Improvement	100/66/33/0
C3	Customer Service Function	100/66/33/0
C4	Tackling Economic Inequality	100/66/33/0

Section A – All Lots Mandatory service requirements question	
A1 Compliance with Mandatory Service Requirements Specification – Part 1 Service and Specification – Part 2 Technical – All Lots	
<p>If you are awarded a Framework Alliance Contract, will you unreservedly deliver in full, all the mandatory service requirements applicable to the Lot(s) you are bidding for as set out in Specification – Part 1 Service and Specification – Part 2 Technical.</p> <p>Please answer ‘Yes’ or ‘No’</p> <p><b>Yes</b> - You will, unreservedly deliver in full, all the mandatory requirements, applicable to the Lot(s) you are bidding for, as set out in Specification – Part 1 Service and Specification – Part 2 Technical.</p> <p><b>No</b> - 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 Specification – Part 1 Service and Specification – Part 2 Technical.</p>	
<p><b>A1 Response guidance</b></p> <p>This is a PASS/FAIL question.</p> <p>If you cannot or are unwilling to select YES to this question, you will be disqualified from further participation in this competition.</p> <p>You are required to select either option <b>YES</b> or <b>NO</b> from the drop down list.</p> <p>Providing a <b>YES</b> 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 Specification – Part 1 Service and Specification – Part 2 Technical.</p> <p>If you selects <b>NO</b> (or does not answer the question) to indicate that they will not, or cannot, deliver in full, all the mandatory requirements, applicable to the Lot(s) you are bidding for as set out in Specification – Part 1 Service and Specification – Part 2 Technical you will be excluded from further participation in this competition</p>	
Marking scheme	Evaluation guidance
Pass	You have selected option ‘Yes’ confirming that you will unreservedly deliver in full all the mandatory service requirements, applicable to the Lot(s) you are bidding for as set out in Specification – Part 1 Service and Specification – Part 2 Technical.
Fail	<p>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 Specification – Part 1 Service and Specification – Part 2 Technical.</p> <p>OR</p> <p>You have not selected either ‘Yes’ or ‘No’.</p>

<b>Section B – Information Only questions</b>	
<b>B1 – Lot 1 Regions</b>	
<b>B1 Requirement:</b>  CCS requires you to indicate which of the regions you are tendering for by selecting the relevant options in the table below, you must select at least one of these options.	
<b>B1 Response Guidance</b> <b>All bidders bidding for Lot 1 must answer this question.</b> This question is for information purposes only and will not be evaluated.	
Lot 1 - Scotland North	Please select 'Option Selected' if you are providing this service.
Lot 1 - Scotland West	Please select 'Option Selected' if you are providing this service.
Lot 1 - Scotland Central	Please select 'Option Selected' if you are providing this service.
Lot 1 - Scotland South	Please select 'Option Selected' if you are providing this service.
Lot 1 - England North West	Please select 'Option Selected' if you are providing this service.
Lot 1 - England North East	Please select 'Option Selected' if you are providing this service.
Lot 1 - England Midlands	Please select 'Option Selected' if you are providing this service.
Lot 1 - England East Anglia	Please select 'Option Selected' if you are providing this service.
Lot 1 - England London and South East	Please select 'Option Selected' if you are providing this service.
Lot 1 - England South	Please select 'Option Selected' if you are providing this service.
Lot 1 - England South West	Please select 'Option Selected' if you are providing this service.
Lot 1 - South Wales	Please select 'Option Selected' if you are providing this service.
Lot 1 - North Wales	Please select 'Option Selected' if you are providing this service.

Lot 1 - Northern Ireland	Please select 'Option Selected' if you are providing this service.
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<b>Section B – Information Only questions</b>	
<b>B2 – Lot 5 Regions</b>	
<b>B2 Requirement:</b>  CCS requires you to indicate which of the regions you are tendering for by selecting the relevant options in the table below, you must select at least one of these options.	
<b>B2 Response Guidance</b> <b>All bidders bidding for Lot 8 must answer this question.</b> This question is for information purposes only and will not be evaluated.	
Lot 5 - Scotland North	Please select 'Option Selected' if you are providing this service.
Lot 5 - Scotland West	Please select 'Option Selected' if you are providing this service.
Lot 5 - Scotland Central	Please select 'Option Selected' if you are providing this service.
Lot 5 - Scotland South	Please select 'Option Selected' if you are providing this service.
Lot 5 - England North West	Please select 'Option Selected' if you are providing this service.
Lot 5 - England North East	Please select 'Option Selected' if you are providing this service.
Lot 5 - England Midlands	Please select 'Option Selected' if you are providing this service.
Lot 5 - England East Anglia	Please select 'Option Selected' if you are providing this service.
Lot 5 - England London and South East	Please select 'Option Selected' if you are providing this service.
Lot 5 - England South	Please select 'Option Selected' if you are providing this service.
Lot 5 - England South West	Please select 'Option Selected' if you are providing this service.
Lot 5 - South Wales	Please select 'Option Selected' if you are providing this service.

Lot 5 - North Wales	Please select 'Option Selected' if you are providing this service.
Lot 5 - Northern Ireland	Please select 'Option Selected' if you are providing this service.

## Section B – Information Only questions

### B3 – Lot 9 Regions

#### B3 Requirement:

CCS requires you to indicate which of the regions you are tendering for by selecting the relevant options in the table below, you must select at least one of these options.

#### B3 Response Guidance

**All bidders bidding for Lot 9 must answer this question.**

This question is for information purposes only and will not be evaluated.

Lot 9 - Scotland North	Please select 'Option Selected' if you are providing this service.
Lot 9 - Scotland West	Please select 'Option Selected' if you are providing this service.
Lot 9 - Scotland Central	Please select 'Option Selected' if you are providing this service.
Lot 9 - Scotland South	Please select 'Option Selected' if you are providing this service.
Lot 9 - England North West	Please select 'Option Selected' if you are providing this service.
Lot 9 - England North East	Please select 'Option Selected' if you are providing this service.
Lot 9 - England Midlands	Please select 'Option Selected' if you are providing this service.
Lot 9 - England East Anglia	Please select 'Option Selected' if you are providing this service.
Lot 9 - England London and South East	Please select 'Option Selected' if you are providing this service.
Lot 9 - England South	Please select 'Option Selected' if you are providing this service.
Lot 9 - England South West	Please select 'Option Selected' if you are providing this service.

Lot 9 - South Wales	Please select 'Option Selected' if you are providing this service.
Lot 9 - North Wales	Please select 'Option Selected' if you are providing this service.
Lot 9 - Northern Ireland	Please select 'Option Selected' if you are providing this service.

## Section C – Evaluated questions

### C1 – Quality Management

#### **C1 Requirement:**

Please demonstrate how you will ensure that you have a comprehensive understanding of a Buyer's requirement before submitting a fully-costed proposal.

CCS requires you to manage unpredictable peaks in customer demand, whilst ensuring quality and consistent delivery throughout the life of the Framework Alliance Contract.

Please set out and demonstrate how you will meet the requirement by fully addressing component parts (a to c) of the response guidance below.

#### **C1 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:

- Set out how you will manage unexpected peaks in customer demand, demonstrating how your approach will ensure you have the capacity to meet the customer requirements in all circumstances
- Set out your approach to undertaking deliveries or service at any customer occupied premises, demonstrating how you will ensure that any delivery or service will not disrupt the everyday activities of the customers
- Set out how you will monitor and maintain the quality of your deliverables, demonstrating how your approach will ensure any issues or faults are corrected so that you consistently deliver to the required Specification

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.

**Commented [PY1]:** Sometimes you have double spaces between the words in this doc.



<p>Maximum character count – 6,000 characters including spaces and punctuation.</p> <p>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.</p> <p>You are required to insert your response to this question in the technical envelope in boxes C1(i), C1(ii) and C1(iii), each box has a character count of 2,000 characters.</p>	
<b>Marking scheme 100/66/33/0</b>	
<b>Marking scheme</b>	<b>Evaluation criteria</b>
<b>100</b>	The bidder's response fully addresses all 3 of the component parts (a to c) of the response guidance above.
<b>66</b>	The bidder's response fully addresses 2 of the 3 component parts (a to c) of the response guidance above.
<b>33</b>	The bidder's response has fully addressed only 1 of the 3 component parts (a to c) of the response guidance above.
<b>0</b>	<p>The bidder's response has not fully addressed any of the 3 component parts (a to c) of the response guidance above.</p> <p>OR</p> <p>A response has not been provided to this question.</p>

<b>Section C – Evaluated questions</b>
<b>C2 – Continuous Improvement</b>
<p><b><u>C2 Requirement:</u></b></p> <p>CCS requires you to continuously improve your performance and the quality of your Products and service and implement the outcomes of lessons learned activities with CCS and the Additional Clients to show improved value throughout the duration of the Framework Alliance Contract.</p> <p>Please set out and demonstrate how you will meet the requirement by fully addressing component parts (a to c) of the response guidance below.</p>
<p><b>C2 Response guidance</b></p> <p><b>All bidders must answer this question.</b></p> <p><b>You must insert your response into the text fields in the eSourcing suite.</b></p> <p>In order to satisfy the requirement, your response must:</p>

- a) Set out how you will devise and implement continuous improvement plans, demonstrating how your approach will ensure that your performance in delivery of products and service will continually provide, value, efficiencies, any new technologies, sustainability over the term of the framework
- b) Set out how you will monitor, measure and improve the performance of your Additional Client account management function, demonstrating how you will address any issues that occur to ensure you provide a consistently high quality account management to Additional Clients
- c) Set out how you will undertake lessons learned activities and communicate the outputs, including how this approach will ensure the outputs are effectively shared, implemented and will benefit Additional Clients to improve the quality and value of your Service

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 C2(i), C2(ii) and C2(iii), each box has a character count of 2,000 characters.

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

Marking scheme	Evaluation criteria
100	The bidder's response fully addresses all 3 of the component parts (a to c) of the response guidance above.
66	The bidder's response fully addresses 2 of the 3 component parts (a to c) of the response guidance above.
33	The bidder's response has fully addressed only 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.

<b>Section C – Evaluated questions</b>
<b>C3 – Customer Service Function</b>
<p><b><u>C3 Requirement:</u></b></p> <p>CCS requires you to provide a high quality customer service to Additional Clients through a function that successfully manages orders, enquiries, complaints and requests for advice to meet Additional Clients requirements.</p> <p>Please set out and demonstrate how you will meet the requirement by fully addressing component parts (a to c) of the response guidance below.</p>
<p><b>C3 Response guidance</b></p> <p><b>All bidders must answer this question.</b>  <b>You must insert your response into the text fields in the eSourcing suite.</b></p> <p>In order to satisfy the requirement, your response must:</p> <ul style="list-style-type: none"> <li>a) Demonstrate how you will ensure that staff within your customer service function will have the correct knowledge of this framework, your products and service, customers, technology and systems to enable them to successfully manage enquiries, orders, complaints and requests for information</li> <li>b) Demonstrate how you will acknowledge, respond to and close out all Additional Client queries (including enquiries, complaints and requests for information) within a reasonable time and how you will ensure this is to the additional client satisfaction</li> <li>c) Demonstrate how you will lead and provide a consistent quality customer experience throughout the delivery of a project, and set out how you will keep the additional client informed of late or non-deliveries</li> </ul> <p>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.</p> <p>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.</p> <p>Maximum character count – 6,000 characters including spaces and punctuation.</p> <p>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.</p> <p>You are required to insert your response to this question in the technical envelope in boxes C3(i), C3(ii) and C3(iii), each box has a character count of 2,000 characters.</p>

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 has fully addressed only 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.

Section C – Evaluated questions
C4 – Tackling Economic Inequality
<p><b><u>C4 Requirement:</u></b></p> <p>CCS requires you to set out your commitment to contribute to creating new businesses, new jobs, and new skills.</p> <p>Please demonstrate how you will meet the requirement by setting out your commitment and fully addressing component parts (a to c) of the response guidance below.</p>
<p><b>C4 Response guidance</b></p> <p><b>All bidders must answer this question.</b>  <b>You must insert your response into the text fields in the eSourcing suite.</b></p> <p>In order to satisfy the requirement, your response must:</p> <ul style="list-style-type: none"> <li>a) Describe the activities you will undertake to ensure you are supporting economic growth and business creation, including what opportunities for entrepreneurship you will create and how you will help new organisations to grow</li> <li>b) Set out how you will monitor, measure and report on your commitments to create employment and training opportunities, particularly for those who face barriers to employment in deprived areas and for people in industries with known skills shortages</li> <li>c) Set out how you will communicate and influence staff, suppliers, customers and communities through the delivery of the contract to support educational attainment relevant to the contract, including training schemes that address skills gaps and result in recognised qualifications</li> </ul>

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 C4(i), C4(ii) and C4(iii), each box has a character count of 2,000 characters.

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

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

## 12. Price evaluation

This paragraph 12 contains information on how to complete the pricing matrix attachment 3 and the price evaluation process.

### 12.1 How to complete your pricing matrix:

You should read and understand the instructions in the Price Matrix, and in this paragraph, before submitting your prices.

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

You should also take into account the management charge of 1%, payable by each Supplier Alliance as described in the clause 8.12 (Management Charges) of the Framework Alliance Contract

You should have read and understood the information on TUPE in paragraph 6 of attachment 1 – About the framework. You are reminded that it is your responsibility to take your own advice and consider whether TUPE is likely to apply and to act accordingly. You are encouraged to carry out your own due diligence exercise on the application of TUPE when completing your pricing matrix.

Your prices submitted must:

- exclude VAT
- be sustainable and include your operating overhead costs and profit.
- take into account management charge of 1%
- be in British pound sterling, up to two decimal places

Negative and zero bids will not be allowed. Failure to adhere to this may result in your bid being deemed non-compliant.

The prices submitted will be the maximum payable under this framework. Prices may be lowered at the call-off stage. Refer to Framework Alliance Contract.

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

You must provide a price, where one has been requested, in the cells highlighted yellow.

You must complete the non-evaluated cells highlighted in blue.

When you have completed your Pricing Matrix, you must upload this into the eSourcing suite at the question relevant to the Lot in the commercial envelope. Please refer to the table at paragraph 9.1 of this document for details of which question you should upload the Pricing Matrix to. If you do not upload your Pricing Matrix your bid may be rejected from this competition

Do not alter, amend or change the format or layout of the Pricing Matrix attachment 3.

## **12.2 Price evaluation process all Lots**

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.

### 12.3 How we will evaluate Lot 1

The Price Evaluation is weighted at 40% for Lot 1.

The prices submitted in the yellow cells will be used in the Price Evaluation. The prices provided in the yellow cells will be added together form a basket price.

For Lot 1 the bidder with the lowest basket price will be awarded the maximum mark available (a price score of 40.00).

All other bidders will get a price score relative to the lowest basket price.

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

$$\text{Price score} = \frac{\text{Lowest basket price}}{\text{Bidders basket price}} \times 40.00 \text{ (maximum mark available)}$$

Example below is applicable for Lot 1:

Lot 1

Bidder A	Bidder B	Bidder C
basket price	basket price	basket price
£ 500,000.00	£ 600,000.00	£ 900,000.00

1. Bidder A has the lowest basket price of £500,000.00. Bidder A is awarded the maximum mark available, which is a price score of 40.00.
2. Bidder B submits a basket price of £600,000.00. Bidder B is awarded a price score of 33.33.
3. Bidder C submits a basket price of £900,000.00 and is awarded a price score of 22.22.

### 12.4 How we will evaluate Lots 2 to 9

The Price Evaluation is weighted at 60% for Lot 2,3,4,5,6,7,8 and 9.

The prices submitted in the yellow cells will be used in the Price Evaluation.

The bidder with the lowest basket price will be awarded the maximum mark available (a price score of 60.00).

All other bidders will get a price score relative to the lowest basket price.

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

$$\text{Price score} = \frac{\text{Lowest basket price}}{\text{Bidders basket price}} \times 60.00 \text{ (maximum mark available)}$$

Example below is applicable for Lots 2,3,4,5,6,7,8 and 9:

## Lot 2

Bidder A	Bidder B	Bidder C
basket price	basket price	basket price
£ 300,000.00	£ 500,000.00	£ 700,000.00

1. Bidder A has the lowest basket price of £300,000.00. Bidder A is awarded the maximum mark available, which is a price score of 60.00.
2. Bidder B submits a basket price of £500,000.00. Bidder B is awarded a price score of 36.00.
3. Bidder C submits a basket price of £700,000.00 and is awarded a price score of 25.71.

### 12.5 Abnormally low tenders

Where we consider any of the 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.

## 13. Final decision to award

### 13.1 How we will calculate your final score for Lot 1

For Lot 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 60)	(Maximum score available 40)	(Maximum score available 100)
Bidder A	60.00	40.00	100.00
Bidder B	49.80	20.00	69.80
Bidder C	39.60	15.00	54.60

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

We will offer the number of Bidders a Framework Alliance Contract as set out in paragraph 3 of attachment 1 – about the framework.

The maximum number of places for Lot 1 is as follows:

Lot	Anticipated Maximum number of Suppliers per Lot
1	30

The maximum number of Bidders for Lot 1 of this framework may increase where two (2) or more Bidders have tied scores in last position only.



### 13.2 Reserved rights for Lot 1

We also reserve the right to award a Framework Alliance Contract to any bidders whose final score is within 1% of the last position, the last position for Lot 1 is 30<sup>th</sup> position.

Example for Lot 1

If the bidder in 30<sup>th</sup> place, last position, has a final score of 60.00.

The calculation we will use is:

Lot 1 - 30<sup>th</sup> place bidder's final score is 60.00.

1% of 60.00 = 0.60

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

60.00 – 0.60 = 59.40

So any bidder whose final score is 59.40 or above will be awarded a place on Lot 1.

### 13.3 How we will calculate your final score for Lots 2 to 9

For Lots 2 to 9 we will add your quality score to your price score to calculate your Final Score.

Example Lot 2:

Bidder	Quality score	Price score	Final score
	(Maximum score available 40)	(Maximum score available 60)	(Maximum score available 100)
Bidder A	40.00	60.00	100.00
Bidder B	33.20	35.00	68.20
Bidder C	26.40	15.00	41.40

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

We will offer the number of Bidders a Framework Alliance Contract as set out in paragraph 3 of attachment 1 – about the framework.

The maximum number of places for Lots 2 to 9 is as follows:

Lot	Anticipated Maximum number of Suppliers per Lot
2	12
3	12
4	6
5	6
6	10
7	16
8	12
9	12

The maximum number of Bidders for Lots 2 to 9 of this framework may increase where two (2) or more Bidders have tied scores in last position only.

### 13.4 Reserved rights for Lots 2 to 9

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

Example Lot 6

The last position for Lot 6 is 10<sup>th</sup> position.

If the bidder in 10<sup>th</sup> place, last position, has a final score of 60.00.

The calculation we will use is:

Lot 1 - 30<sup>th</sup> place bidder's final score is 60.00.

1% of 60.00 = 0.60

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

60.00 – 0.60 = 59.40

So any bidder whose final score is 59.40 or above will be awarded a place on Lot 1.

### 13.5 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.

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

### 13.6 Framework Alliance Contract

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

This means:

- Employer's (Compulsory) Liability Insurance = £10,000,000
- Public Liability Insurance = £10,000,000
- Product Liability Insurance = £10,000,000
- Professional Indemnity Insurance = £1,000,000
- Cyber Essentials Basic Certificate
- Skills and apprentice evidence

For Certification and / or evidence required, please refer to the selection questionnaire (qualification envelope) for guidance

### **Environmental**

Valid BS EN ISO 14001 (or or equivalent) issued by a UKAS or equivalent accredited certification body or a valid EMAS certificate	a. documented policy and organisation for the management of construction-related environmental issues or If you are a micro-business, you may provide a statement rather than a policy; and b. documented arrangements for ensuring that your environmental management procedures are effective in reducing/preventing significant impacts on the environment; and c. evidence that your organisation has a system for monitoring environmental management procedures on an ongoing basis and for updating them at periodic interval; and d. arrangements for ensuring that any suppliers you engage apply environmental protection measures that are appropriate to the activity for which they are being engage
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Please note if you are a micro-business you do not need to provide evidence of b , c and d above.

### **Quality**

Valid BS EN ISO 9001 (or equivalent) issued by a UKAS or equivalent accredited certification body

### **Health and Safety**

Valid Safety Schemes in Procurement (SSIP) scheme certificate or ISO 45001 (or equivalent) by a UKAS or equivalent accredited certification body	a. a general policy and an organisation which is responsible for ensuring effective H&S management. If you have fewer than 5 employees, you may provide a written statement rather than a policy; and b. evidence of arrangements for ensuring that your H&S measures are effective in reducing/preventing work-related incidents, occupational ill-health and accidents; and c. evidence you have ready access to competent H&S advice/assistance; and d. process for providing your employees/other workforce with training and
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other information appropriate to the activities that your organisation is likely to undertake; and

- e. evidence your employees/other workforce have H&S and other relevant knowledge, experience and skills to carry out activities that your organisation is likely to undertake; and
- f. evidence you check, review and, where necessary, improve your H&S performance
- g. procedures for involving your employees/ other workforce in the planning and implementation of H&S measures; and
- h. evidence of a process of risk assessment capable of supporting safe systems of work; and
- i. drug and alcohol policy. If you are a micro-business, you may provide a statement rather than a policy.

## **BIM**

BS EN ISO 19650 Parts 1 and 2 certificates issued by a UKAS or equivalent accredited certification body

- or a. evidence that your organisation understands the concept of a “Common Data Environment” as described in BS EN ISO 19650 Parts 1 and 2 and is able to exchange information between supply chain members in an efficient and collaborative manner; and
- b. documented policy, systems and procedures to achieve “Level 2 BIM” maturity as defined in the government’s BIM Strategy; and
- c. evidence of your capability of developing and delivering or working to a BIM Execution Plan (BEP) as described in BS EN ISO 19650 Parts 1 and 2; and
- d. evidence of your training arrangements to ensure that its staff/workforce have sufficient skills and understanding to implement and deliver projects in accordance with the policy and procedures established to achieve “Level 2 BIM” maturity.