

# Bid Pack for Open Market Tender

**Attachment 2: How to Bid Including Evaluation Criteria**

ITT Reference: ITT **\_21917**

Title**DWP Order for Sale Litigation Services**

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# How to Make Your Bid

### Your bid must be made by the organisation that will be responsible for providing the deliverables if your bid is successful.

### Remember to:

### Decline this Bid Pack if you do not wish to submit a response. If you decline, please provide a reason for doing so

### Submit your bid as attachments that you have uploaded into the Qualification, Technical and Commercial Envelopes on the Sourcing portal. We can only accept bids that we receive through the Sourcing portal.

### Make sure you answer every question.

### 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 e.g. reports located on your website.

### Submit your bid in good time and before the bid submission deadline. It can take a few minutes for the files to load so you need to make an allowance for this. **Please note responses received after the deadline, even by only a few minutes will be discarded and not considered further.**

### Upload ONLY those attachments we have asked for in line with the requirements specified – any other supporting evidence, certificates for example, will be requested separately by us. Any additional material beyond these will be excluded from further consideration.

### Check for messages in the Sourcing Portal throughout the competition.

### Press the **Submit Response** button when your bid is ready, otherwise we will not be able to see it.

### If you are unsure, ask questions before the Clarification Questions Deadline.

# Evaluation Criteria and Envelope Structure (Jaggaer)

### A summary of the envelopes, evaluation criteria and evaluation sub-criteria with weightings, is set out below:

|  |  |  |  |
| --- | --- | --- | --- |
| **Criteria** | **Question Ref.** | **Sub-Criteria** | **Weightings** |
| **QUALIFICATION ENVELOPE** |  |
| Supplier Selection Questionnaire contained in eSourcing Tool (Jaggaer). | Pass / Fail |
| Key Participation Requirements | 1.1 – 1.4 | Mandatory Exclusion Criteria | Pass / Fail |
| 1.5 | Discretionary Exclusion Criteria | Pass / Fail or Pending |
| Conflicts of Interest | 2.1-2.2 | Conflict of Interest | Pass / Fail |
| **TECHNICAL ENVELOPE** | **Total weighting: 60%** |
| Service Delivery | 3.1 | Service Delivery -  | 15% |
| 3.2 | Contract implementation  | 5% |
| 3.3 | Property management and sale | 5% |
| 3.4 | Service delivery -  | 10% |
| 3.5 | Business continuity | 5% |
| Contract Delivery | 3.6 | Contract management | 5% |
| Social Value | 3.7 | Theme 2: Tackling Economic InequalityPolicy Outcome: Create new business, new jobs, and new skills | 5% |
| 3.8 | Theme 4: Equal OpportunityPolicy Outcome: Tackle Workforce Inequality | 5% |
| Security | 3.9 | Information Security Questionnaire | 5% |
| **COMMERCIAL ENVELOPE** | **Total Weighting: 40%** |
| Attachment 4 – Pricing Schedule | 40% |

2.2 The Qualification Envelope:

2.2.1 The Supplier Selection Questionnaire is contained within the eSourcing Tool in Jaggaer. This is a mandatory questionnaire and must be completed.

2.2.2 Key Participation Requirements:

|  |
| --- |
| **Key Participation Requirements**Response Guidance:The following questions are ‘Pass/Fail’ questions. If Potential Bidders are unwilling or unable to answer “Yes”, their submission will be deemed non-compliant and shall be rejected. Potential Bidders should confirm their answer by selecting the appropriate option from the drop down menu.Please upload your responses to all of the questions on the Qualification Envelope (Sections 1 and 2) as a single attachment |
| **Question Number** | **Question** | **Your Response** |
| **Mandatory Exclusion Criteria** |
| 1.1 | Do you accept the competition rules as described in Attachment 1 – About the Procurement?  | Yes/No |
| 1.2 | Have you read, understood and accepted the Bid Pack and all associated attachments? | Yes/No |
| 1.3 | Do you agree, without caveats or limitations, that if you are successful, Attachment 5 - Terms and Conditions will govern the provision of this contract? | Yes/No |
| 1.4 | Do you confirm your Organisation’s e-Sourcing suite profile is complete and accurate at the time the bid closed and that any amendments made following acceptance of this event will be notified to the buyer in writing? | Yes/No |
| **Discretionary Exclusion Criteria** |
| 1.5 | We need to ensure that any service, equipment, IT application is usable by as many people and is as inclusive as possible, with particular focus on those who might otherwise be excluded for reasons of disability. This means any service we purchased needs to meet the EN 301 549 Accessibility Requirements for ICT products and services.In summary, we will need to test and assure it:• Meets WCAG 2.1 to the level of AA• Works on screen readers• Works on screen magnifiers• Works on voice controllers.Please confirm that any service you provide will be able to meet these requirements and you are willing to participate in Accessibility assurance testing of the DWP facing elements of the solution to evidence this.If you are in progress, you must provide a roadmap detailing clear timeframes towards meeting this standard, including WCAG2.1 AA by Service Commencement Date. | Yes / In Progress / No**Please note:** if you are in progress of working towards this standard, you will receive a ‘Pending’ score for this question subject to clarification. |

|  |
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| **Conflicts of Interest**Response Guidance:Question 2.1 is a ‘Yes/No’ question and will dictate whether or not question 2.2 needs to be answered.Question 2.2 is a Pass / Fail question. Potential Bidders are required to provide details of how the identified conflict will be mitigated. The Contracting Authority will review the mitigation in line with the perceived conflict of interest, to determine what level of risk this poses to them. Therefore, if Potential Bidders cannot or are unwilling to suitably demonstrate that they have suitable safeguards to mitigate any risk then their Bid will be deemed non-compliant and will be rejected.Please upload your responses to all of the questions on the Qualification Envelope (Sections 1 and 2) as a single attachment |
| **Question Number** | **Question** | **Your Response** |
| 2.1 | Please confirm whether you have any potential, actual or perceived conflicts of interest that may by relevant to this requirement. | Yes/No. |
| 2.2 | We require that any potential, actual or perceived conflicts of interest in respect of this Bid Pack are identified in writing and that companies outline what safeguards would be put in place to mitigate the risk of actual or perceived conflicts arising during the delivery of these services. | Please upload your responses to all of the questions on the Qualification Envelope (Sections 1 and 2) as a single attachment |

2.3 The Technical Envelope:

|  |
| --- |
| Technical Envelope - Response Guidance:Potential Bidders must answer all the following questions. The method of response, word limit, and page limit on attachments (where appropriate) and evaluation criteria is set per question.Unless otherwise specified, you must upload your response as individual attachments per question. You may submit your complete Technical Envelope Response as a Zip File.It is requested that attachments are submitted in Microsoft Word or Excel format and responses must be in Arial font size 12 for accessibility purposes.You must not include headers or footers detailing your company name or logo.You are restricted to a maximum word count for all of the questions in this section including the use of headers footers and diagrams. Upload only those attachments we have asked for.The minimum acceptable score for all questions within the Technical Envelope is: 40**No costings should be included in responses to these questions.** |
| **Question Number** | **Question**  | **Word Limit** | **Weighting**  |
| **Criteria: Service Delivery** |
| 3.1 | **Service delivery**Please explain how you intend to deliver the requirements of this contract. Please include information about the following:* Staff skills and expertise
* Your previous experience of delivering orders for sale work
* Resources and planning to deliver the Buyer’s work
* Means of communicating with the Buyer
 | 1000 | 15% |
| 3.2 | **Contract implementation** Please outline your experience of taking over a term contract (any service) from an existing supplier, and based on that experience how would you propose to manage the take-over of existing cases, existing payment arrangements and new referrals? | 1000 | 5% |
| 3.3 | Property management and saleWhat experience do you have of managing and selling properties and what sub- contractors would you use to ensure national coverage? This would include estate sales agents, property maintenance, security and general property care following the granting of possession and prior to sale. Please outline how you would ensure that all sub contractors meet the terms and conditions associated with the Contract including security requirements.  | 1000 | 5% |
| 3.4 | Service delivery Please outline your previous experience of delivering Orders for Sale or other complex debt litigation services for clients. What was the percentage of debt recovery for the client prior to be granted an order for sale? What percentage of debt recovery was achieved after the granting of an order for sale? Please describe a situation as an example of how you approached a particular case in relation to a complex debt litigation.  | 1000 | 10% |
| 3.5 | Business ContinuityDo you have a business continuity plan incorporating people, places and systems including IT systems in place? If so, what areas does it cover and has it ever had to be activated previously? If so, please outline your experience.  | 1000 | 5% |
| **Criteria: Contract delivery** |
| 3.6 | **Contract management** Please provide an explanation of your account management solution and how this meets the Authority requirements, specifically but not limited to:* Supporting compliance monitoring activity
* Management Information & reporting
* Performance reporting against KPIs
* Complaints and issues reporting
* Demonstrating Account Management excellence and

Robust payments & invoicing mechanisms, including related escalation processes. | 1000 | 5% |
| **Criteria: Social Value** |
| 3.7 | Theme 2: Tackling economic inequalityPolicy Outcome: Create new businesses, new jobs and new skillsPlease refer to the Model Award Criteria for the above Theme and Policy Outcome to support your response. The link to the Social Value Model can be found here: [Social-Value-Model-Edn-1.1-3-Dec-20.pdf (publishing.service.gov.uk)](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/940826/Social-Value-Model-Edn-1.1-3-Dec-20.pdf).Please refer to section 13 of the Statement of Requirements.Please describe the commitment your organisation will make to ensure that opportunities under the contract deliver the Policy Outcome and Award Criteria.Please include:* Your commitment

● your ‘Method Statement’, stating how you will achieve this and how your commitment meets the Award Criteria, and● a timed project plan and process, including how you will implement your commitment and by when. Also, how you will monitor, measure and report on your commitments/the impact of your proposals.You should include but not be limited to: ○ timed action plan including clear targets○ use of metrics ○ tools/processes used to gather data○ reporting ○ feedback and improvement ○ transparency | 750 | 5% |
| 3.8 | Theme 4: Equal OpportunityPolicy Outcome: Tackle Workforce InequalityPlease refer to the Model Award Criteria for the above Theme and Policy Outcome to support your response. The link to the Social Value Model can be found here: [Social-Value-Model-Edn-1.1-3-Dec-20.pdf (publishing.service.gov.uk)](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/940826/Social-Value-Model-Edn-1.1-3-Dec-20.pdf).Please refer to section 13 of the Statement of Requirements.Please describe the commitment your organisation will make to ensure that opportunities under the contract deliver the Policy Outcome and Award Criteria.Please include:* Your commitment

● your ‘Method Statement’, stating how you will achieve this and how your commitment meets the Award Criteria, and● a timed project plan and process, including how you will implement your commitment and by when. Also, how you will monitor, measure and report on your commitments/the impact of your proposals.You should include but not be limited to: ○ timed action plan including clear targets○ use of metrics ○ tools/processes used to gather data○ reporting ○ feedback and improvement ○ transparency | 750 | 5% |
| **Criteria: Security** |
| 3.9 | Please refer to the Technical Envelope to access the Information Security Questionnaire.Upload ONLY your completed ISQ attachment – any other supporting evidence including certificates, will be requested separately by us.No costings should be included in responses to this Question.Note: Please see Annex A for ISQ evaluation guidance. | N/A | 5% |

2.4 The Commercial Envelope:

|  |  |
| --- | --- |
| Attachment 4 - Pricing ScheduleResponse Guidance | **Weighting**  |
| Please attach a completed version of the Attachment 4 - Pricing Schedule provided in response to this question.Unless otherwise specified, you must upload your response as attachments.Upload ONLY those attachments we have asked for – any other supporting evidence, certificates for example, will be requested separately by us.Instructions have been provided within the Pricing Schedule. Failure to complete the pricing schedule in line with instructions provided may result in your bid being deemed non-compliant and excluded from this procurement. The Buyer will seek clarification from the potential bidder should a query arise on the price schedule submitted.The Bidder with the lowest ‘Total Weighted Price Score’ will be awarded the maximum score available for that question. | 40% |

#

# The Evaluation and Award Process

### The award stage consists of a Qualification, Technical and Commercial evaluation.

### The award of the resultant contract will be on the basis of the ‘Most Advantageous Tender’ (MAT).

### **Award process - What you need to do**

### Answer all questions in the Qualification and Technical Envelopes and submit this before the deadline for bid submissions via the sourcing portal. Please avoid using an unnecessary photographs and graphics to minimise the file size of the proposal.

### Complete the Attachment 4 – Price Schedule found in the Commercial Envelope and submit this before the deadline for bid submissions via the sourcing portal.

### You must upload your completed Qualification, Technical and Commercial responses in the appropriate envelope only.

### **What we will do**

|  |
| --- |
| **3.4.1 Bid Compliance Check**First, we will complete a bid compliance check to make sure that you have answered all questions and have completed the Attachment 4 - Price Schedule in line with our instructions. All bids passing the bid compliance check will be progressed to the Qualification Envelope Evaluation.You will be notified that your bid has been rejected via the eSourcing Tool and a reason will be provided. |
| **3.4.2 Qualification Envelope Evaluation**We will complete an evaluation of your responses to the Qualification Envelope questions.All bids passing the Qualification Envelope evaluation will be progressed to the Technical Envelope and Commercial Envelope Evaluation.**Note:** Bidders who do not pass the Qualification Envelope evaluation will be excluded from the competition and will not receive a Technical Envelope or Commercial Envelope score. We will tell you that you have been excluded from the procurement and why at award stage. |
| **3.4.3 Technical Envelope Evaluation**We will give your responses to the Technical questionsto the Authority’s evaluation panel. Each evaluator will independently assess your responses to the technical questions using the response guidance and the evaluation criteria.They will give a score and a reason for their score for each question they are assessing. The evaluators will enter the scores and reasons into the e-Sourcing suite.If the evaluation panel wishes to clarify any areas of your bid, bid clarification questions will be issued via the e-Sourcing suite on an individual basis. |
| **3.4.4 Technical Evaluation Consensus**Once the evaluators have independently assessed your answers to the questions we will arrange for the evaluators to meet. The discussion will be facilitated.At this meeting, the evaluators will discuss the technical responses and review their scores and reasons for that score. The discussion will continue until they reach a consensus regarding the score, and reason for that score, for each question.These final scores will be used to calculate your technical score. If the evaluation panel wishes to clarify any areas of your bid, bid clarification questions will be issued via the e-sourcing suite on an individual basis. |
| **3.4.5 Technical Threshold**Bidders must achieve a score of **40** or more for each of the technical evaluation questions.**Note:** If you have not met the minimum acceptable score for each question, you will be excluded from the competition and you will not receive a Commercial score. We will tell you that you have been excluded from the procurement and why at award stage. |
| **3.4.6 Commercial Envelope Evaluation**We will consider your commercial response and conduct compliance checks, review for abnormal bids and conduct any clarifications required to formally evaluate your submission. This will be conducted in tandem with the technical evaluations and completed by a commercial evaluation panel.We will only calculate your commercial score using the scoring mechanism outlined within the Bid Pack. However, if you failed to meet the minimum acceptable score during the technical evaluation you will not receive a score for the Commercial Envelope.If we wish to clarify any areas of your bid, bid clarification questions will be issued via the e-sourcing suite on an individual basis. |
| **Final Score**Your technical score will be added to your commercial score, to create your final score.  |
| **Award**Award will be made to the successful bidder, subject to contract. We will notify the successful bidder and unsuccessful bidders, providing feedback via the e-sourcing suite.  |

# Marking Scheme

### The evaluation criteria set out below will be used during the Technical Evaluations:

|  |  |
| --- | --- |
| Mark | Comment |
| 0 | **Failed to provide confidence** that the proposal will meet the requirements.  An unacceptable response with serious reservations. |
| 20 | **A Poor response with reservations**.  The response lacks convincing detail with risk that the proposal will not be successful in meeting all the requirements. |
| 40 | **An Acceptable response that meets the requirements** – the response generally meets the requirements but lacks sufficient detail to warrant a higher mark. |
| 60 | **A Good response that meets the requirements** with good supporting evidence.  Demonstrates good understanding.  |
| 80 | **A strong response that meets the requirements** Indicates an excellent response with detailed supporting evidence and no weaknesses resulting in a high level of confidence. |
| 100 | **An Excellent comprehensive response** that meets the requirements with no weaknesses inspiring a high level of confidence and goes beyond the requirements of the Contract.   |

# Qualification Envelope Evaluation

### Supplier Selection Questionnaire

### Questions 1 and 2 are mandatory questions and will be evaluated PASS / FAIL. If you fail any of these questions, you will be excluded from the competition. We will tell you that your bid has been excluded.

# Technical Envelope Evaluation

### The evaluation panel members will undertake individual scoring of Supplier bids.

### Evaluation panel members will be invited to consensus.

### When the consensus meeting has taken place and the final score for each question has been agreed by the evaluators, your final score for each question will be multiplied by that question’s weighting to calculate your weighted score for that question.

### Each weighted score for each question will then be added together to calculate your technical score.

# Commercial Envelope Evaluation

### This section contains information on how to complete Attachment 4 - Price Schedule and the commercial evaluation process.

### **How to complete your Attachment 4 – Price Schedule**

### Read and understand the instructions in the Attachment 4 - Price Schedule, and in this section before submitting your prices. **No qualification or amendment should be made to this document and only complete those fields coloured in yellow. Failure to adhere to this requirement may result in your tender being disqualified. Please also note that these prices are fixed for the first two years and three months of the Contract and cannot be amended unless by a formal variation agreed by both parties and documented. You should include all your costs associated with the work as any change may not be agreed by the Buyer.**

### Your prices should align with your technical submission.

### Your prices must be sustainable and inclusive of all costs for example your operating costs and profit.

### Your prices should exclude VAT.

### Pricing is to be inclusive of expenses.

### The currency is British pounds sterling, up to two decimal places.

### The percentages submitted shall be up to two decimal places.

### Zero bids will not be allowed.

### We will investigate where we consider your bid to be abnormally low in line with Cabinet Office Sourcing Playbook guidelines.

### You must download and complete the Attachment 4 – Price Schedule. Further detail may be provided within the Attachment 4 – Price Schedule.

### When you have completed your Attachment 4 - Price Schedule, you must upload this into the e-Sourcing Suite in the Commercial Envelope. If you do not upload your Attachment 4 – Price Schedule, your bid may be rejected from this competition.

### Do not alter, amend or change the format or layout of the Attachment 4 – Price Schedule.

### **Commercial Evaluation Process**

### Commercial scores shall be calculated using pricing submitted as part of a compliant bid only and using the following process:

### We will check you have completed the Attachment 4 – Price Schedule as instructed.

### Failure to complete the Attachment 4 - Price Schedule as instructed may result in your bid being deemed non-compliant and it may be rejected from this competition.

### The commercial evaluation will be undertaken separately to the technical evaluation process.

### The commercial evaluation will be undertaken against each pricing tab/question detailed within Attachment 4 – Price Schedule.

### The Bidder with the lowest price for each question will be awarded the maximum score available for that question (see example in 7.3.9)

### All other Bidders will get a score relative to the lowest total price for that question, calculated using the formula below

### The calculation we will use to evaluate your total price per element is as follows:

Commercial Score = Lowest total price \* maximum score available (100) Potential Bidder’s total price

### Once all technical and commercial envelope scores have been calculated, they will be added together to provide a total overall score.

### Where we consider any of the total price(s) you have submitted to be abnormally low, we will ask you to explain the price(s) you have submitted (as required in regulation 69 of the Public Contracts Regulations 2015).

# Final Decision to Award

### We will add your technical score to your commercial score to calculate your final score.

* 1. Where the final score achieved by multiple Bidders ranks them in equal position, the Bidder with the highest score for the Technical envelope will be deemed the winner and awarded the Contract.

### The bidder with the highest final score, where the bid is deemed compliant, will be awarded the contract, where approved by the Contracting Authority.

# Further Information

* 1. All communications will be conducted via the sourcing portal, including notification of outcome.
	2. We will send outcome letters following the internal governance process.
	3. The conclusion of a contract is subject to the provision of due ‘certificates, statements and other means of proof’ where Potential Bidders have, to this point, relied on self-certification.

**Annex A Information Security Questionnaire Evaluation Methodology guidance**

1. **Background**
	1. The DWP has legal and regulatory obligations to verify that the suppliers we work with have the appropriate standard of security in place to protect our data and our assets.
	2. Having considered the type of service you may be providing, and the volume and type of data you will process, store and/or transmit on behalf of the DWP, we would like to understand more about your security activities.
2. **Information Security Questionnaire (ISQ)**
	1. DWP Information Security Questionnaire (ISQ) – the DWP requires security assurance of bidder proposed solutions and/ or services in response to the requirements set out in our Security Schedule and supporting documents.  We are specifically looking for responses in relation to infrastructure, devices, processes that have access to, process, transmit or store any DWP data or support to deliver such services or solutions.
	2. Please complete the Information Security Questionnaire (ISQ). This will be used by DWP to assess your compliance with DWP Security Schedule, Policies, Standards and Industry Good Practices. You must complete the Information Security Questionnaire in accordance with the instructions in the Instructions tab, submitting evidence as necessary.
	3. Bidders must complete the Background Information tab and provide any supporting evidence. The Authority reserves the right to request any further information or supporting evidence it may require. The response you provide in the Background Information tab is for information purposes only and will not be scored.
	4. Bidders must complete the Service Security tab in full, providing supporting comments in column G to describe how you will, or do, meet each of the minimum requirements as listed in the guidance in column D.
		1. In column F, if you state “Yes, we already have this”, i.e., Certifications, Policies, Process documentation, or any other document(s) you have referred to in your supporting comments, Bidders must attach a copy of the supporting evidence. Please state the document name and relevant section within the document(s) in column H.
		2. If, in column F, you state “No” or “N/A”, please provide supporting comments in column G that detail the reason why you deem this is as being a no response or deem this as being not applicable to this contract.
		3. If, in column F, you state “Planned for development”, please provide a detailed plan in column G. This should include actions and associated timescales to achieve compliance by contract go live date, in line with Authority minimum security requirements as listed within the Information Security Questionnaire at guidance column D.
		4. The Authority reserves the right to request any further information or supporting evidence it may require.
		5. The response you provide in the Service Security tab will be evaluated and scored. Please note, failure to provide the necessary evidence and complete the ISQ in line with the instructions may have a negative effect on your score.
	5. Bidders must complete the Declaration tab. This is for information only and will not be scored.
	6. The scoring mechanism that will be applied to each question in the Service Security tab is as follows:

|  |  |  |
| --- | --- | --- |
| **Score** | **Descriptor** | **Rationale** |
| 0 | Demonstrates no compliance | No response or fails to answer the question with no explanation, no evidence, no action plan for meeting the relevant security requirements. |
| 5 | Demonstrates some compliance  | Response meets some parts of the question with some explanation, evidence and/or an action plan, but with gaps in meeting some security requirements. Answers question but does not submit all necessary supporting evidence. |
| 10 | Demonstrates full compliance | Response fully answers the question and is supported by all necessary evidence and/or satisfactory action plan for meeting security requirements.  Shows a comprehensive understanding of the relevant requirement(s) and the ability to deliver them to a high standard.   |

* 1. Each of the Service Security questions are weighted equally and the total score will be the sum of the allocated scores, as described in the table above.
	2. The total weighted score for the Information Security Questions shall be calculated as follows:
		1. Weighting 5%, divided by maximum available score100, multiplied by total bidder score.
		2. Example: If the Security weighting is 5%, the ISQ has 38 questions (maximum available score of 380), and the bidder scored 5 on every question their total score would be 190.
		3. The total weighted score would be calculated as follows:

5% divided by 380 multiplied by 190 = 2.5%.