



Crown
Commercial
Service

Invitation to tender

Attachment 2 – How to bid

RM6331- Healthcare Soft FM Services

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 3.1 of Attachment 1 - About the Framework.
- 1.3 Your bid must be **entered into the eSourcing suite**. We can only accept bids that we receive through the eSourcing suite.

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.

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 1.8 Group or Consortium Details.

- 1.4 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.
- 1.5 Upload **ONLY** those attachments we have asked for. Do not upload any attachments we haven't asked for.
- 1.6 Make sure you answer every question.
- 1.7 You must submit your bid before the bid submission deadline, in paragraph 5 "Timelines for the competition" in Attachment 1 - About the Framework.
- 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. Selection Stage

- 2.1 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.
- 2.2 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.
- 2.3 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 (and all other Key Subcontractors) complete Attachment 4b – Information and Declarations_Key Subcontractor_Guarantor and this is submitted via the applicable question within the electronic Selection Questionnaire.
- 2.4 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.
- 2.5 In order to comply with PPN 02/23 – Tackling Modern Slavery, we require all Key Subcontractors you have named within Attachment 7 – Key Subcontractor Details to complete Attachment 4b – Information and Declarations_Key Subcontractor_Guarantor and the completed documents must be attached to question 1.14.3 of the electronic Selection Questionnaire.

3. Selection Process

- 3.1 After the bid submission deadline, we will check all bids to make sure we have received everything we have asked for.
- 3.2 We may ask you to clarify information you provide, if that is necessary. You must 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.
- 3.3 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.
- 3.4 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**.

4. Selection Criteria

- 4.1 We may exclude you from the competition at the selection stage if:
 - you 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.
 - you fail to respond to any questions we may have on your bid submission within the allotted timescales
- 4.2 If we exclude you from the competition we will tell you and explain why.

5. Selection Questionnaire

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

6. Award Stage

If you have successfully passed the selection stage, we will proceed to evaluate your award stage submission (Technical & Commercial envelopes).

We have tried to make our award stage as simple as possible, whilst achieving the best possible commercial outcomes.

Your bid must deliver what our Buyers need, at the best possible price you can give.

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.

7. Award Criteria

The Award Stage consists of a quality evaluation (see paragraph 9 of this document) and a price evaluation (see paragraph 11 of this document).

The award of this framework will be on the basis of the 'Most Economically Advantageous Tender' (MEAT).

In this competition, the weighting for the quality evaluation is 80 marks and the weighting for the price evaluation is worth 20 marks.

8. Award Process

8.1 What YOU need to do

- Answer the quality questions, section A and section B, of the quality questionnaire in the eSourcing suite in the technical envelope. The questions in these sections apply to all Lots.
- Answer the Lot specific quality questions in section C to G for all of the Lots you are bidding for.
- Complete the Attachment 3 - Price Matrix for the Lots you are bidding for.
- Upload your completed Attachment 3 - Price Matrix into the eSourcing suite in the commercial envelope to the relevant Lot question (PQ1-PQ5).

8.2 What **WE** will do at the award stage

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 50 for each question, we will reject your bid and you will be excluded from the competition. We will tell you that your bid has been excluded from

	<p>the competition and why.</p> <p>Refer to tables at paragraph 9 for an example of how your quality score for each Lot will be calculated.</p>
6.	<p>Evaluate Pricing</p> <p>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 Paragraph 11 – Price Evaluation.</p>
7.	<p>Final Score</p> <p>Your Quality Score will be added to your Price Score, to create your Final Score as illustrated in Paragraph 12 - Final decision to award.</p>
8.	<p>Award</p> <p>Awards will be made to the successful Bidders following the standstill period, subject to contract.</p>

9. Quality Evaluation

Questions in section A (2.1.1 – 2.1.3) are mandatory questions and will be evaluated PASS / FAIL. If you answer no to any of these questions, we will reject your bid and you will be excluded from the competition. We will tell you that your bid has been excluded and why.

Each question must be answered in its own right. You must not answer any of the questions by cross referencing other questions or other materials, for example reports or information located on your website.

Each of the quality questions, in section B to section G of the quality questionnaire will be independently assessed by our evaluation panel.

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

Each weighted mark for each question for each Lot you have submitted a bid for will then be added together to calculate your quality score.

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

Table A – Lot 1A / 1B / 1C / 1D

Question		Question Weighting	Maximum mark available	Your final mark	Your weighted mark
2.2	Social Value and Sustainability (All Lots)	10%	100	100	10.00
2.3	Linen and Laundry (Applies to Lots 1A / 1B / 1C / 1D only)	70%	100	100	70.00
Quality score					80.00

Table B – Lot 2A

Question		Question Weighting	Maximum mark available	Your final mark	Your weighted mark
2.2	Social Value and Sustainability (All Lots)	10%	100	100	10.00
2.4	Cleaning Services and Pest Control (Applies to Lot 2A only)	70%	100	100	70.00
Quality score					80.00

Table C – Lot 2B

Question		Question Weighting	Maximum mark available	Your final mark	Your weighted mark
2.2	Social Value and Sustainability (All Lots)	10%	100	100	10.00

2.5	Ambulance Cleaning Service (Applies to Lot 2B only)	70%	100	100	70.00
Quality score					80.00

Table D – Lot 3A / 3B / 3C / 3D / 3E / 3F / 3G

Question		Question Weighting	Maximum mark available	Your final mark	Your weighted mark
2.2	Social Value and Sustainability (All Lots)	10%	100	100	10.00
2.6	Waste (Applies to Lots 3A / 3B / 3C / 3D / 3E / 3F / 3G)	70%	100	100	70.00
Quality score					80.00

Table E – Lot 4A / 4B

Question		Question Weighting	Maximum mark available	Your final mark	Your weighted mark
2.2	Social Value and Sustainability (All Lots)	10%	100	100	10.00
2.7	Catering (Applies to Lot 4A / 4B only)	70%	100	100	70.00
Quality score					80.00

Table F – Lot 5

Question		Question Weighting	Maximum mark available	Your final mark	Your weighted mark
2.2	Social Value and Sustainability (All	10%	100	100	10.00

	Lots)				
2.8	Bundled Soft FM (Applies to Lot 5 only)	70%	100	100	70.00
Quality score					80.00

Successful Bidders should note that the score achieved for their Price submission along with the score awarded for their response to question 2.2 Social Value and Sustainability, and one Lot specific quality question, may be used as Direct Award criteria for Call Off contracts. Bidders will find further information in Framework Schedule 7 - Call-Off Procedure.

10. Award Quality Questionnaire

10.1 The quality questionnaire is split into eight sections:

- Section A – Mandatory questions
- Section B – Generic questions
- Section C – Lot 1 specific questions
- Section D – Lot 2 specific questions
- Section E – Lot 3 specific questions
- Section F – Lot 4 specific questions
- Section G – Lot 5 specific questions
- Section H – For Information Only

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

Lot	Question		Marking Scheme	Weighting %
All	2.1.1	Do you accept the competition rules, as described in the ITT pack Attachment 1 - About the framework, paragraph 9 Competition rules?	Pass/Fail	N/A
All	2.1.2	Do you accept the contract terms as incorporated in the Framework award Form?	Pass/Fail	N/A

All	2.1.3	Compliance with Framework Schedule 1 (Specification)	Pass/Fail	N/A
All	2.2	Social Value and Sustainability (All Lots)	100/75/50/25/0	10 %
1A-D	2.3	Linen and Laundry (Applies to Lots 1A / 1B / 1C / 1D only)	100/75/50/25/0	70%
2A	2.4	Cleaning Services and Pest Control (Applies to Lot 2A only)	100/75/50/25/0	70%
2B	2.5	Ambulance Cleaning Service (Applies to Lot 2B only)	100/75/50/25/0	70%
3A-G	2.6	Waste (Applies to Lots 3A /3B /3C /3D /3E /3F /3G)	100/75/50/25/0	70%
4A-B	2.7	Catering (Applies to Lot 4A / 4B only)	100/75/50/25/0	70%
5	2.8	Bundled Soft FM (Applies to Lot 5 only)	100/75/50/25/0	70%
All	2.9	Geographical Boundary (NUTS) Codes	N/A – For Information Only	N/A

Section A – Mandatory Service Requirements	
2.1.1 – Competition Rules	
<p>Do you accept the competition rules, as described in the ITT pack Attachment 1 - About the framework, paragraph 9 Competition rules?</p> <p>Yes - You accept the competition rules, as described in the ITT pack Attachment 1 - About the framework, paragraph 9 Competition rules.</p> <p>No - You will not accept the competition rules, as described in the ITT pack Attachment 1 - About the framework, paragraph 9 Competition rules.</p>	
2.1.3 Response Guidance	
<p>All Bidders must answer this question</p> <p>This is a Pass/Fail question.</p> <p>You are required to select either option YES or NO from the drop-down list.</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>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.</p> <p>If you select 'No' (or do not answer the question) 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.</p>	
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	<p>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.</p> <p>OR</p> <p>You have not selected either 'Yes' or 'No'</p>

Section A – Mandatory Service Requirements	
2.1.2 – Contract Terms	
<p>Do you accept the contract terms as incorporated in the Framework award Form?</p> <p>Yes - You accept the contract terms as incorporated in the Framework award Form. No - You will not accept the contract terms as incorporated in the Framework award Form.</p>	
<p>2.1.3 Response Guidance</p> <p>All Bidders must answer this question</p> <p>This is a Pass/Fail question.</p> <p>You are required to select either option YES or NO from the drop-down list.</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>Providing a 'Yes' response means you accept the contract terms as incorporated in the Framework award Form.</p> <p>If you select 'No' (or do not answer the question) 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.</p>	
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	<p>You have selected 'No' confirming that you do not accept the contract terms as incorporated in the Framework award Form.</p> <p>OR</p> <p>You have not selected either 'Yes' or 'No'</p>

Section A – Mandatory Service Requirements

2.1.3 – Compliance with Framework Schedule 1 (Specification)

If you are awarded a Framework Contract in any or all of Lots 1 – 5, will you unreservedly deliver in full the Deliverables for the applicable Lots, as set out in Framework Schedule 1 (Specification)?

Yes - You will unreservedly deliver in full all the Lot specific mandatory service requirements as set out in Framework Schedule 1 (Specification) for the Lot(s) that you are bidding for.

No - You will not, or cannot, deliver in full all the Lot specific mandatory service requirements as set out in Framework Schedule 1 (Specification) for the Lot(s) that you are bidding for.

2.1.3 Response Guidance

All Bidders must answer this question

This is a Pass/Fail question.

You are required to select either option YES or NO from the drop-down list.

If you cannot or are unwilling to select 'Yes' to this question, you will be disqualified from further participation in this competition.

Providing a 'Yes' response means you will unreservedly deliver in full all the applicable Lots' mandatory service requirements as set out in Framework Schedule 1 (Specification).

If you select 'No' (or do not answer the question) to indicate that you will not, or cannot, deliver in full all the mandatory service requirements as set out in 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 Lot specific mandatory service requirements as set out in Framework Schedule 1 (Specification) for the Lot(s) that you are bidding for.
Fail	You have selected 'No' confirming that you will not, or cannot, deliver in full all the Lot specific mandatory service requirements as set out in Framework Schedule 1 (Specification) for the Lot(s) that you are bidding for. OR

	You have not selected either 'Yes' or 'No'
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Section B – Generic questions

2.2 Social Value and Sustainability (All Lots)

2.2.1 Requirement:

You are required to demonstrate how you will effectively deliver social, economic, and environmental sustainability benefits to NHS customers and the wider community to support the NHS in reaching its target of achieving net zero by 2040 for the emissions it controls directly; and 2045 for the emissions it can influence, in accordance with Service A14 Carbon Net Zero as detailed in Framework Schedule 1 - Specification, Part B Contract Management and Joint Schedule 5 - Corporate Social Responsibility.

2.2.1 Response guidance

All Bidders must answer this question.

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

In order to satisfy the requirement, and the question associated with the requirement, you must:

- a) Demonstrate how you will work with the NHS to help achieve its Net Zero targets by evidencing how you will:
 - Decarbonise your processes and utilise resources more efficiently
 - Reduce energy consumption
 - Reduce reliance on disposable products and plastics, substituting for low carbon alternatives where available
- b) Demonstrate how you will work with the NHS to educate and influence staff, suppliers and customers to support environmental protection and improvement.
- c) Demonstrate how you will support disadvantaged, underrepresented and minority groups to move into employment and how you will support in-work progression by developing new skills to help them to move into higher paid work.
- d) Demonstrate the key processes you will utilise to ensure the risks of Modern Slavery are identified and managed during the delivery of the contract. Your response should include how you will identify and manage risks in the supply chain and your supporting services.

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

Please attend to layout, spelling, punctuation and grammar. **Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to.**

Maximum character count – 8,000 characters including spaces and punctuation.

You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.

You are required to insert your response to this question in the technical envelope in boxes 2.2.1, 2.2.2, 2.2.3 and 2.2.4 each box has a character count of 2,000 characters.

If you have not met a minimum Quality Score of 50 (fifty), we will reject your bid and you will be excluded from the competition.

Marking Scheme 100/75/50/25/0

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

Section C – Lot 1 Specific Questions

2.3 Linen and Laundry (Applies to Lots 1A / 1B / 1C / 1D only)

2.3.1 Requirement:

You are required to demonstrate how you will deliver a linen and laundry service in line with a Service Delivery Plan. Including how you will manage collections and deliveries effectively, manage stock and losses and how you will work effectively with NHS Buyers to implement a robust mobilisation plan.

2.3.1 Response guidance

Only Bidders who are submitting a bid for Lots 1A, 1B, 1C and/or 1D must answer this question.

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

In order to satisfy the requirement, and the question associated with the requirement, you must:

- a) Demonstrate how you will produce an effective Service Delivery Plan, including how you will work with the Buyer to achieve this, in line with the requirements detailed in paragraph 2.2 Framework Schedule 1 - Specification - Part C Service Requirements - Lot 1 Linen and Laundry.
- b) Demonstrate the processes you will have in place to ensure that all collections and deliveries are managed effectively and executed within the time ranges specified by the Buyers. Your response must include how you will communicate collection and delivery issues to Buyers and how you will deal with shortages of items.
- c) Demonstrate your approach to the procurement of stock, sustainable management of linen items, quality control and rejection processes and how this will ensure high-quality linen items are in circulation. Your response must include how you will support Buyers with identifying and reducing linen losses in the service provision.
- d) With specific reference to the deliverables set out in Framework Schedule 1 - Specification Part C Service Specification Lot 1 Linen and Laundry, demonstrate how you will develop, agree, manage and report progress against a mobilisation plan reflecting the scale and requirements of Linen and Laundry services, including how you will ensure successful knowledge transfer, knowledge retention and risk management during the mobilisation period. Your response must include how you will work with both the Buyer and the incumbent supplier during the mobilisation period to deliver a successful

transition and to ensure services are ready to be delivered from the agreed go live date.

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

Please attend to layout, spelling, punctuation and grammar. **Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to.**

Maximum character count – 8,000 characters including spaces and punctuation.

You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.

You are required to insert your response to this question in the technical envelope in boxes 2.3.1, 2.3.2, 2.3.3 and 2.3.4 each box has a character count of 2,000 characters.

If you have not met a minimum Quality Score of 50 (fifty), we will reject your bid and you will be excluded from the competition.

Marking Scheme 100/75/50/25/0

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

Section D – Lot 2 Specific Questions

2.4 Cleaning Service (Applies to Lot 2A only)

2.4.1 Requirement:

You are required to demonstrate how you will deliver a cleaning service in line with the latest NHS standards and a Cleaning Service Delivery Plan, as set out in Framework Schedule 1 (Specification). You are required to demonstrate the processes you have in place to ensure delivery against these standards.

2.4.1 Response guidance

Only Bidders who are submitting a bid for Lot 2A must answer this question.

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

In order to satisfy the requirement, and the question associated with the requirement, you must:

- a) Demonstrate how you will deliver the Cleaning Service requirements, as set out in Section 3 of Framework Schedule 1 – Specification. Your response must include how you will identify the most appropriate methodologies for cleaning, leading to improved infection control and prevention, including the use of technology, and how you will work proactively with the Buyer to identify any risks, implement mitigating measures and resolve any issues.
- b) Demonstrate how you will work with NHS Trusts to achieve efficiency savings through improved ways of working year on year over the term of the contract without impacting quality or service delivery.
- c) Demonstrate how you will maintain a workforce of suitably trained staff to meet the requirements and demands of the service particularly when experiencing high demand and surge.
- d) With specific reference to the deliverables set out in Framework Schedule 1 - Specification Part C Service Specification Lot 2 Cleaning Service, demonstrate how you will develop, agree, manage and report progress against a mobilisation plan reflecting the scale and requirements of Cleaning Services, including how you will ensure successful knowledge transfer, knowledge retention and risk management during the mobilisation period. Your response must include how you will work with both the Buyer and the incumbent supplier during the mobilisation period to deliver a successful transition and that services are ready to be delivered from the agreed go live date.

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

Please attend to layout, spelling, punctuation and grammar. **Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to.**

Maximum character count – 8,000 characters including spaces and punctuation.

You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.

You are required to insert your response to this question in the technical envelope in boxes 2.4.1, 2.4.2, 2.4.3 and 2.4.4 each box has a character count of 2,000 characters.

If you have not met a minimum Quality Score of 50 (fifty), we will reject your bid and you will be excluded from the competition.

Marking Scheme 100/75/50/25/0

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

Section D – Lot 2 Specific Questions

2.5 Ambulance Cleaning Service (Applies to Lot 2B only)

2.5.1 Requirement:

You are required to demonstrate how you will deliver an Ambulance Cleaning service in line with the latest NHS standards and a Cleaning Service Delivery Plan, as set out in the Framework Schedule 1 (Specification), and the processes you have in place to ensure a successful delivery against these standards.

2.5.1 Response guidance

Only Bidders who are submitting a bid for Lot 2B must answer this question.

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

In order to satisfy the requirement, and the question associated with the requirement, you must clearly demonstrate:

- a) Demonstrate how you will deliver the Ambulance Cleaning Service requirements as set out in Section 5 of Framework Schedule 1 - Specification - Part C Service Requirements - Lot 2 Cleaning. Your response must include how you will identify the most appropriate methodologies for cleaning and improving infection control and prevention including the use of technology.
- b) Demonstrate the processes and systems you will use to ensure the required quality of service is delivered during periods of changing staffing levels and supervision.
- c) Demonstrate the processes and systems you will use to ensure that the required quality of service is achieved and maintained, particularly when experiencing high demand and surge.
- d) With specific reference to the deliverables set out in Framework Schedule 1 - Specification Part C Service Specification Lot 2 Cleaning Service, demonstrate how you will develop, agree, manage and report progress against a mobilisation plan reflecting the scale and requirements of Ambulance Cleaning Services, including how you will ensure successful knowledge transfer, knowledge retention and risk management during the mobilisation period. Your response must include how you will work with both the Buyer and the incumbent supplier during the mobilisation period to deliver a successful transition and that services are ready to be delivered from the agreed go live date.

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

Please attend to layout, spelling, punctuation and grammar. **Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to.**

Maximum character count – 8,000 characters including spaces and punctuation.

You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.

You are required to insert your response to this question in the technical envelope in boxes 2.5.1, 2.5.2, 2.5.3 and 2.5.4 each box has a character count of 2,000 characters.

If you have not met a minimum Quality Score of 50 (fifty), we will reject your bid and you will be excluded from the competition.

Marking Scheme 100/75/50/25/0

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

Section E – Lot 3 Specific Questions

2.6 Waste (Applies to Lot 3a-g)

2.6.1 Requirement:

You are required to demonstrate how you will ensure the delivery of a compliant Waste service in line with the Buyer's requirements for environmental sustainability, legal compliance, and Infection Control and Prevention, as set out in Framework Schedule 1 - Specification. You are required to detail the processes you have in place to ensure delivery against these requirements.

2.6.1 Response guidance

Only Bidders who are submitting a bid for Lots 3A, 3B, 3C, 3D, 3E, 3F and 3G must answer this question.

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

In order to satisfy the requirement, and the question associated with the requirement, you must clearly demonstrate:

- a) Demonstrate how you will support planning, measuring, reporting and recommending how waste can be continually minimised across Buyer premises.
- b) Demonstrate the processes and systems you will use to ensure that the required quality of service is achieved and maintained, particularly when experiencing high demand and surge. Your response must include how you will manage and mitigate the risks associated with backlog waste.
- c) Demonstrate how you will maintain a workforce of suitably trained staff to meet the requirements and demands of the service, including: Safe handling and transportation of waste; Waste management legislation; and the principles of the Waste Hierarchy and Circular Economy
- d) With specific reference to the deliverables set out in Framework Schedule 1 - Specification Part C Service Specification Lot 3 Waste Management Service, demonstrate how you will develop, agree, manage and report progress against a mobilisation plan reflecting the scale and requirements of Waste Services, including how you will ensure successful knowledge transfer, knowledge retention and risk management during the mobilisation period. Your response must include how you will work with both the Buyer and the incumbent supplier during the mobilisation period to deliver a successful transition and that services are ready to be delivered from the agreed go live date.

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

Please attend to layout, spelling, punctuation and grammar. **Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to.**

Maximum character count – 8,000 characters including spaces and punctuation.

You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.

You are required to insert your response to this question in the technical envelope in boxes 2.6.1, 2.6.2, 2.6.3 and 2.6.4 each box has a character count of 2,000 characters.

If you have not met a minimum Quality Score of 50 (fifty), we will reject your bid and you will be excluded from the competition.

Marking Scheme 100/75/50/25/0

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

Section F – Lot 4 Specific Questions

2.7 Catering (Applies to Lot 4A / 4B only)

2.7.1 Requirement:

You are required to demonstrate how you will deliver a sustainable Catering service that is patient centred and offers nutritionally balanced, appetising food and beverages to patients, staff and visitors in accordance with national guidance on nutrition and food standards. You are required to demonstrate the processes you have in place to ensure delivery against these requirements.

2.7.1 Response guidance

Only Bidders who are submitting a bid for Lots 4A and/or 4B must answer this question.

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

In order to satisfy the requirement, and the question associated with the requirement, you must clearly demonstrate:

- a) Demonstrate how you will work with the Buyer to produce a catering service business plan to be submitted during the Mobilisation Period and updated annually as a minimum. Your response must address how you will ensure the catering service business plan will include the identification and exploration of all potential opportunities to develop and enhance the catering service to deliver continual improvement, greater efficiency, enhanced patient / visitor experience and improved sustainability.
- b) Demonstrate the processes and systems you will use to ensure service is consistent with the requirements of the NHS National Standards for Healthcare Food and Drink, NHS nutritional standards guidance, current food service trends and the Buyer's requirements and expectations.
- c) Demonstrate the procedures and practices you will use to ensure food safety and hygiene standards are maintained at all times as detailed in paragraphs 2.8 - 2.11 Framework Schedule 1 - Specification - Part C Service Requirements - Lot 4 Catering.
- d) With specific reference to the deliverables set out in Framework Schedule 1 - Specification Part C Service Specification Lot 4 Catering Service, demonstrate how you will develop, agree, manage and report progress against a mobilisation plan reflecting the scale and requirements of Catering Services, including how you will ensure successful knowledge transfer, knowledge retention and risk management during the mobilisation period. Your response must include how you will work with both the Buyer and the incumbent supplier during the

mobilisation period to deliver a successful transition and that services are ready to be delivered from the agreed go live date.

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

Please attend to layout, spelling, punctuation and grammar. **Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to.**

Maximum character count – 8,000 characters including spaces and punctuation.

You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.

You are required to insert your response to this question in the technical envelope in boxes 2.7.1, 2.7.2, 2.7.3 and 2.7.4 each box has a character count of 2,000 characters.

If you receive a mark of 0 (zero) for this question or if you have not met a minimum Quality Score of 50 (fifty), we will reject your bid and you will be excluded from the competition.

Marking Scheme 100/75/50/25/0

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

Section G – Lot 5 Specific Questions

2.8 Bundled Soft FM (Applies to Lot 5 only)

2.8.1 Requirement:

You are required to demonstrate how you will deliver a number of work packages, as detailed in Framework Schedule 1 (Specification), as part of a friendly, professional and patient centred service that supports the patient experience and the smooth operation of the Buyer's premises. You are required to detail the processes you have in place to ensure delivery against these requirements.

2.8.1 Response guidance

Only Bidders who are submitting a bid for Lot 5 must answer this question.

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

In order to satisfy the requirement, and the question associated with the requirement, you must:

- a) Demonstrate how you will utilise a Service Delivery Plan to meet each of the Buyer's requirements throughout the lifetime of a Call Off contract including how you will monitor progress and performance against the Service Delivery Plan and how you will work proactively with the Buyer to ensure consistent achievement of the required Services, standards and Key Performance Indicators
- b) Demonstrate how you will work with the Buyer to develop a fit for purpose draft Exit Plan detailing the transfer and cessation processes, as detailed in section 4.3 Call-Off schedule 10 - Exit Management
- c) Demonstrate how you will develop a robust, site-specific business continuity plan to ensure continuity of services to the Buyer, as detailed in Section 2 Call Off Schedule 8 - Business Continuity and Disaster Recovery
- d) With specific reference to the deliverables set out in Framework Schedule 1 - Specification Part C Service Specification Lot 5 Bundled Soft FM Services, demonstrate how you will develop, agree, manage and report progress against a mobilisation plan reflecting the scale and requirements of Bundled FM Services, including how you will ensure successful knowledge transfer, knowledge retention and risk management during the mobilisation period. Your response must include how you will work with both the Buyer and the incumbent supplier during the mobilisation period to deliver a successful transition and that services are ready to be delivered from the agreed go live date

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

Please attend to layout, spelling, punctuation and grammar. **Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to.**

Maximum character count – 8,000 characters including spaces and punctuation.

You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.

You are required to insert your response to this question in the technical envelope in boxes 2.8.1, 2.8.2, 2.8.3 and 2.8.4 each box has a character count of 2,000 characters.

If you have not met a minimum Quality Score of 50 (fifty), we will reject your bid and you will be excluded from the competition.

Marking Scheme 100/75/50/25/0

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

Section H – Information Only
2.9.1 Geographical Boundary (NUTS) Codes
<p>2.9.1 Requirement: Tell us which Geographical Boundaries (NUTS) you can service for the Lot(s) you are bidding for.</p> <p>Please indicate which Geographical Boundaries you can supply for all the core and additional Services by downloading the Attachment 2f titled; Attachment 2f ‘Geographical Boundaries’ and completing the table.</p>
<p>2.9.1 Response guidance</p> <p>Please complete the table and upload the Attachment 2f (in Excel format). This should be entitled Attachment 2f [your organisation name]</p> <p>The information you submit will not be used in the evaluation of your bid. It will be used to populate the Service Filter Requirement that Buyers can use to shortlist Suppliers before conducting a Further Competition Procedure. Please reference Framework Schedule 7 - Call Off Award Procedure.</p> <p>Please note that International coverage OS01 must be accompanied by a minimum of one other boundary code.</p> <p>Please upload your completed Attachment 2f - Geographical Boundaries. Rename your attachment to “[insert your company name] Geographical boundaries”</p>

11. Price Evaluation

This paragraph 11 contains information on how to complete the Attachment 3 - Price Matrix (as applicable to the Lot(s) you are bidding for) and the price evaluation process.

11.1 How to complete your price matrix:

Read and understand the instructions in the price matrix, and in this paragraph, 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 of 1% which shall be paid by you to us, as set out in the Framework Award form

Your prices submitted must:

- exclude VAT.
- be inclusive of expenses/travel and subsistence
- be in British pounds sterling, up to two decimal places
- submitted up to two decimal places

All Core Services must be priced on a stand-alone basis; you must not under-price a Core Service with the view that the Service can be delivered within another Service line.

Zero or negative bids (or nominal pricing) will not be accepted and we will investigate where we consider your bid to be potentially 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 – Framework Prices.

You must download and complete the relevant tab(s) on Attachment 3 - Price Matrix (a-e) for the Lot(s) you are submitting a bid for, enter your maximum price and percentage, in the cells highlighted in Yellow and Green. Please note Green cells are for information only and will not be evaluated.

When you have completed your price matrix, you must upload this into the eSourcing suite at the applicable Lot question in the commercial envelope (detailed in the table below). If you do not upload your price matrix your bid may be rejected from this competition.

Commercial Envelope Question	Attachment 3 – Price Matrix (Applicable Lot)
PQ1	Attachment 3a - Price Matrix - Lot 1 Linen & Laundry v1.0
PQ2	Attachment 3b - Price Matrix - Lot 2 Cleaning v1.0
PQ3	Attachment 3c - Price Matrix - Lot 3 Waste v1.0
PQ4	Attachment 3d - Price Matrix - Lot 4 Catering v1.0
PQ5	Attachment 3e - Price Matrix - Lot 5 Bundled v1.0

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

You can check the conformance status of your Attachment 3 by referring to cell C2 on the 'oConformance' tab. You can also refer to the 'Status' column (E) on the same tab, which highlights areas of non-conformity.

11.2 Price evaluation process

This is how we will evaluate your pricing:

We will check you have completed the relevant Attachment 3 and the tab(s) within the attachment for each Lot you are bidding for in line with the instructions.

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

Failure to insert an applicable price may result in your bid being deemed as non-compliant and as a result, your bid may be rejected from this competition. Remember zero, negative prices or nominal prices will not be accepted.

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

Each lot will have its own price evaluation across all conformant bids received in relation to that Lot.

Each Lot will follow the same price evaluation process.

Bidder submissions will be evaluated against other bidder submissions across a number of scorable elements in each Lot. Each scorable element is evaluated separately, thereby comparing like-for-like across all of the Bidders' pricing.

The individual scoring elements can be seen on the 'oEvaluation' tab and the value which is carried forward for evaluation is in column AI.

The number of separate scorable elements for each Lot, with the associated maximum number of points that can be awarded are as follows:

Lot	Number of separate scorable elements	Maximum mark per scorable element	Weighted mark per scorable element (20%)
1a	18	F5 – F14 (5.56% each) F15 -F22 (5.55% each)	1.11% 1.11%
1b	29	F23 -F46 (3.45% each)	0.69%
1c	47	F52 –F65 (2.78% each) F66 -F69 (2.77% each) F70 -F81 (1.73% each) F82 -F98 (1.72% each)	0.56% 0.55% 0.35% 0.34%
1d	16	F52 – F61 (5.56% each) F62 – F69 (5.55% each) F70 – F93 (3.45% each) F94 – F98 (3.44% each) F99 – F114 (6.25% each)	1.11% 1.11% 0.69% 0.68% 1.25%
2a	14	F5 – F8 (14.50% each) F9 – F12 (5.00% each) F13 – (7.00%) F21 – (5.00%) F34 – F37 (2.50% each)	2.90% 1.00% 1.4% 1.0% 0.50%
2b	8	F14 – F15 (40.00% each) F22 – (5.00%) F28 – (5.00%) F38 – F41 (2.50% each)	8.00% 1.00% 1.00% 0.50%
3a	5	F5 – (90.00%) F26 -F29 – (2.50% each)	18.00% 0.50%
3b	5	F6 – (90.00%) F30 – F33 (2.50% each)	18.00% 0.50%
3c	6	F7 – F8 (45.00% each)	9.00%

		F34 – F37 (2.50% each)	0.50%
3d	5	F9 – (90.00%) F38 -F41 (2.50% each)	18.00% 0.50%
3e	6	F10 – F11 (45.00% each) F42 -F45 (2.50% each)	9.00% 0.50%
3f	5	F12 – (90.00%) F46 – F49 (2.50% each)	18.00% 0.50%
3g	12	F13 – F14 (20.00% each) F15- F16 (10.00% each) F17 – (13.00%) F18 – F19 (2.50% each) F20 – (13.00%) F50 – F53 (2.50% each)	4.00% 2.00% 2.60% 0.50% 2.60% 0.50%
4a	5	F5 – (90.00%) F12 -F15 (2.50% each)	18.00% 0.50%
4b	5	F6- (90.00%) F16 -F19 (2.50% each)	18.00% 0.50%
5	29	F5 -F8 (5.00% each) F9 – F13 (2.50% each) F14 – F17 (4.25% each) F18 – (4.00%) F19 – F20 (2.50% each) F21 – (4.00%) F22 – (5.00%) F23 – (2.50%) F24 – (5.00%) F25 – F27 (2.50%) F34 – (5.00%) F40 – F43 (2.50% each)	1.00% 0.50% 0.85% 0.80% 0.50% 0.80% 1.00% 0.50% 1.00% 0.50% 1.00% 0.50%

11.3 Price Score Calculation

Each scorable element will have an optimal bid value calculated which will be the median value of all compliant submitted bids.

Where we receive an equal number of bids the median value will be set at the lower of the two bids at the median.

Marks will be awarded to each scorable element based on the variance from the optimal bid value. Table A demonstrates the percentage of optimal bid value and the associated marking scheme.

A tolerance of 20% is set around the optimal price, all prices falling within the tolerance will score 100% (see table A)

Prices under the optimal price tolerance are deemed to be more competitive than those over. To reflect this, prices over the optimal price tolerance will score 10 marks fewer than those under.

Marks are awarded to each bid based on percentages of the optimal bid value.

Throughout the evaluation process for each scorable element, full figure values are used to ensure accuracy. Only where the final price scores are calculated will rounding be applied. Final price scores will be rounded to two decimal places using Excel standard 'Round' formula.

Please note that there is a worked example to support this process below.

Table A – Percentage of optimal bid value and associated marking scheme

% of Optimal Bid Value	Points Awarded
0%	0
5%	25
10%	25
15%	25
20%	25
25%	50
30%	50
35%	50
40%	50
45%	50
50%	75
55%	75
60%	75
65%	75
70%	75
75%	75
80%	100
85%	100
90%	100
95%	100
100%	100
105%	100
110%	100
115%	100
120%	100
125%	65
130%	65
135%	65
140%	65
145%	65
150%	65
155%	40
160%	40
165%	40
170%	40
175%	40
180%	15
185%	15
190%	15
195%	15
200%	10
200%+	0

Worked example

Lot 3C Service Reference W5	A	B	C	D	E
	Bid	Optimal Bid Value (Median)	% of Optimal Bid Value (A/B)	Points Awarded as per Scoring	Element Score (D/100x (45))
Bidder A	£ 31.48	£ 22.50	139.91%	65.00	29.25
Bidder B	£ 13.77	£ 22.50	61.20%	75.00	33.75
Bidder C	£ 22.50	£ 22.50	100.00%	100.00	45.00
Bidder D	£ 43.50	£ 22.50	193.33%	15.00	6.75
Bidder E	£ 9.50	£ 22.50	42.22%	50.00	22.50
Bidder F	£ 45.12	£ 22.50	200.53%	0.00	0.00
Bidder G	£ 20.89	£ 22.50	92.84%	100.00	45.00

The optimal bid value is calculated as the median value of all of the bids listed in column A and can be seen in column B.

The percentage of the optimal bid value for each bid (column C) is calculated as the bid value (column A) divided by the optimal bid value (column B). For example, Bidder A's variance is calculated as $31.48 / 22.50 = 139.91\%$

The points awarded to each bidder in Column D are derived from table A.

Bidder F receives 0 points as their bid value was outside of the tolerance from the optimal bid value, i.e. the variance percentages in column C was greater than 200%

Bidders C and G receive the maximum amount of points as their bid value was either the same as the optimal bid value or fell within the 20% tolerance limit.

All other bidders receive a score in line with the table above.

Column E then takes the scores from column D and applies the relevant weighting for each scorable element. For example, Bidder B is calculated as $75 / 100 \times 45 = 33.75$.

The individual score contributions from column E are then collated to arrive at a total price score out of a maximum of 100 for each bidder. This is then weighted against the price scoring weight of 20% to arrive at the final price score. This is illustrated below with example data:

Scorable Element	Bidder A	Bidder B	Bidder C	Bidder D	Bidder E	Bidder F	Bidder G
Lot 3C Service Reference W5	29.25	33.75	45.00	6.75	22.50	0.00	45.00

Repeated for all scorable elements within each Lot including Billable Works to arrive at a total out of 100 for each bidder

Total (out of 100)	65.00	62.00	85.00	18.00	53.00	7.00	89.00
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These totals are then multiplied by the price weighting (20%) to arrive at a final score.

Price Weighting (20%)	13.00	12.40	17.00	3.60	10.60	1.40	17.80
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In each Lot, when the price evaluation is completed, each Bidder will have a price score out of 20. Please note that in Intention to Award notifications, this figure will be provided. We will not provide a further breakdown of price scores in the Intention to Award notification.

11.4 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 potentially abnormally low, we may 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.

12. Final Decision to Award

12.1 How we will calculate your final score

We will add your quality score to your price score to calculate your final score.

Example:

Bidder	Quality score (Maximum score available 80)	Price score (Maximum score available 20)	Final score (Maximum score available 100)
Bidder A	80.00	20.00	100.00
Bidder B	60.00	10.00	70.00
Bidder C	50.00	12.00	62.00

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

In each Lot, Framework Contracts will be offered to all Bidders that are still in the competition at the Intention to Award stage (i.e. have not been previously excluded), that have achieved the Minimum Quality Score of 50 for each evaluated quality question in the applicable Lot (i.e. the Social Value and

Sustainability question and the Lot-specific question), and have achieved a Final Score of 40.00 or above.

12.2 Intention to Award

You can submit a bid for one or more Lots.

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.

12.3 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 the following for each Lot:

Lot 1 (a-d)

- Cyber Essentials Basic (or NHS Digital Toolkit) Certificate
- ISO 9001 Certificate
- Public Liability Insurance (£5 million)
- Employers Liability Insurance (£5 million)
- Professional Indemnity Insurance (£5 million)

Lot 2 (a-b), Lot 3 (a-g) and Lot 4 (a-b)

- Cyber Essentials Basic (or NHS Digital Toolkit) Certificate
- ISO 9001 Certificate
- Public Liability Insurance (£5 million)
- Employers Liability Insurance (£5 million)
- Professional Indemnity Insurance (£5 million)

Lot 5

- Cyber Essentials Basic (or NHS Digital Toolkit) Certificate
- SIA ACS Certificate
- ISO 9001 Certificate
- ISO 14001 Certificate
- ISO 27001 Certificate
- Public Liability Insurance (£10 million)
- Employers Liability Insurance (£10 million)
- Professional Indemnity Insurance (£10 million)

You are required to send the documentary evidence of the above to info@crowncommercial.gov.uk 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.