



Bid Pack For Open Market Competition

This procurement event will be conducted in accordance with the Public Contract Regulations 2015, specifically Chapter 8, Below Threshold Procurements.

Attachment 2 – How To Bid Including Evaluation Criteria

Contract Reference: CCTS18A92 Prize Linked Savings
Software and Managed Service

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1. How To Make Your Bid

- 1.1. Your bid must be made by the organisation that will be responsible for providing the deliverables if your bid is successful.
- 1.2. Remember to:
 - 1.2.1. Accept or Decline this Bid Pack. If you Decline please provide a reason for doing so.
 - 1.2.2. Enter your bid into the e-Sourcing Suite. We can only accept bids that we receive through the e-Sourcing Suite.
 - 1.2.3. Make sure you answer every question.
 - 1.2.4. 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.
 - 1.2.5. Submit your bid in good time and before the bid submission deadline.
 - 1.2.6. 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.
 - 1.2.7. If we **do not** require attachments and have specified this please only use the Text Boxes provided for your answer.
 - 1.2.8. Check for messages in the e-Sourcing Suite throughout the competition.
 - 1.2.9. Press the Submit all **Draft Bids** button when your bid is ready, otherwise we will not be able to see it.
 - 1.2.10. If you are unsure, ask questions before the Clarification Questions Deadline.

2. How The Questionnaires Are Structured:

- 2.1. A summary of all the questions in the quality questionnaire, along with the marking scheme, and weightings for each question is set out below:
 - 2.1.1. QUESTIONNAIRE 1 - KEY PARTICIPATION REQUIREMENTS

- 2.1.2. QUESTIONNAIRE 2 - CONFLICTS OF INTEREST
- 2.1.3. QUESTIONNAIRE 3 - INFORMATION ONLY
- 2.1.4. QUESTIONNAIRE 4 - QUALITY - ENTRY DATA COLLECTION
- 2.1.5. QUESTIONNAIRE 5 - QUALITY - PRIZE DRAWS
- 2.1.6. QUESTIONNAIRE 6 - QUALITY - PAYMENT OF PRIZES
- 2.1.7. QUESTIONNAIRE 7 – PRICE

QUESTIONNAIRE 1 - 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.

Question Number	Question	Your Response
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, specifically Attachment 3 - Statement of Requirements?	Yes/No
1.3	Do you agree, without caveats or limitations, that in the event that 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

QUESTIONNAIRE 2 – 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.

Question Number	Question	Your Response
2.1	Please confirm whether you have any potential, actual or perceived conflicts of interest that may be 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.	Text Box

QUESTIONNAIRE 3 – INFORMATION ONLY

%Response Guidance

The following questions are for information only and do not form part of the evaluation. Information provided in response to these questions may be used in preparation of any Contract Award and any omissions may delay completion of this procurement exercise.

Question Number	Question	Your Response
3.1	Are you a Small, Medium or Micro Enterprise (SME)? See the definition of SME	Text Box
3.2	Please provide details of where the Award Outcome should be directed. Your response must include their; <ul style="list-style-type: none"> • Full Name • Role/Title • Registered Address • Email Address 	Text Box
3.3	Please provide details of any sub-contractors you propose to use in order to meet your obligations should you be awarded a Contract. Your response must include their; <ul style="list-style-type: none"> • Trading Name(s) • Registered Address(es) and contact details • Goods/Services to be provided 	Text Box

QUESTIONNAIRE 4 - QUALITY – ENTRY DATA COLLECTION (40%)

Response Guidance

Potential Bidders MUST answer ALL the following questions. The method of response, page limit on attachments and evaluation criteria is set per question.

Attachments may be submitted in Microsoft Word, Excel. PDF format and must be in Arial font size 11. Page limits include the use of headers footers and diagrams. Upload ONLY those attachments we have asked for – any other supporting evidence, certificates for example, will be requested separately by us.

Your attachments should not exceed eight (8) sides of A4, including all headers, diagrams and graphs and excluding CVs, in line with the guidance set in the questionnaires.

No costings should be included in responses to this Questionnaire.

Question Number	Question	Your Response	Minimum Acceptable Score	Maximum Available Score	Weighting 100%
4.1	<p>What method will you use to collect the entry data from the participating credit unions?</p> <p>In your response we will be looking for evidence of:</p> <ul style="list-style-type: none"> • Accuracy and robustness of data collection method, with the least possible room for human or technical error; • The ability to collect sufficient data to apply the account terms and conditions set out in 8.4 of the Statement of Requirements when determining eligibility for the draw; • Evidence that the method will be as easy as possible for the participating credit unions to work with, and a plan for how you will mitigate any issues the credit unions have reporting their data; • A method which will be usable by the highest possible proportion of the credit union sector; • A good level of familiarity with the credit union sector and its IT systems. 	Attachment	66	100	40%
4.2	How will you enable HMT to access the entry and evaluation data?	Attachment	66	100	35%

	<p>In your response we will be looking for evidence of:</p> <ul style="list-style-type: none"> • Ability for HMT to access the entry and evaluation data from the supplier easily, in a way which incurs minimum extra work for the credit unions. Ideally, the ability for HMT to access the data in real time; • The data to be accessible to HMT in an easy to understand format. 				
4.3	<p>Please provide evidence of related or similar projects that you have successfully delivered and how that experience will add value to this requirement, including any lessons learned.</p> <p>In your response we will be looking for evidence of:</p> <ul style="list-style-type: none"> • Previous related or similar projects or services that you have successfully delivered which demonstrate skills and experience relevant to running this pilot; • This includes previous experience relevant to all the requirements detailed in the statement of requirements; • CVs of at least 2 key staff members who will be working on delivering the requirement. 	Attachment	66	100	25%

QUESTIONNAIRE 5 - QUALITY – PRIZE DRAWS (20%)

Response Guidance

Potential Bidders MUST answer ALL the following questions. The method of response, page limit on attachments and evaluation criteria is set per question.

Attachments may be submitted in Microsoft Word, Excel. PDF format and must be in Arial font size 11. Page limits include the use of headers footers and diagrams. Upload ONLY those attachments we have asked for – any other supporting evidence, certificates for example, will be requested separately by us

Your attachments should not exceed eight (8) sides of A4, including all headers, diagrams and graphs and excluding CVs, in line with the guidance set in the questionnaires.

No costings should be included in responses to this Questionnaire.

Question Number	Question	Your Response	Minimum Acceptable Score	Maximum Available Score	Weighting 100%
5.1	<p>How will you approach calculating the prize pyramid from the headline prize, the entry data and the prize rate?</p> <p>In your response we will be looking for evidence of:</p> <ul style="list-style-type: none">• Either having, or planning to acquire, the skills and experience needed to run calculations of this kind;• An understanding of the concept of a prize pyramid and how it relates to a prize	Attachment	66	100	75%

	rate, headline prize and the entry data.				
5.2	<p>What method will you use to run fair and random prize draws on the entry data?</p> <p>In your response we will be looking for evidence of:</p> <ul style="list-style-type: none"> • Either having, or planning to acquire, the skills and experience needed to run random prize draws according to a fair and random process. 	Attachment	66	100	25%

QUESTIONNAIRE 6 - QUALITY – PAYMENT OF PRIZES (20%)

Response Guidance

Potential Bidders MUST answer ALL the following questions. The method of response, page limit on attachments and evaluation criteria is set per question.

Attachments may be submitted in Microsoft Word, Excel. PDF format and must be in Arial font size 11. Page limits include the use of headers footers and diagrams. Upload ONLY those attachments we have asked for – any other supporting evidence, certificates for example, will be requested separately by us

Your attachments should not exceed eight (8) sides of A4, including all headers, diagrams and graphs and excluding CVs, in line with the guidance set in the questionnaires.

No costings should be included in responses to this Questionnaire.

Question Number	Question	Your Response	Minimum Acceptable Score	Maximum Available Score	Weighting 100%
6.1	<p>How will you hold the prize funds, while complying with all relevant regulation?</p> <p>In your response we will be looking for evidence of:</p> <ul style="list-style-type: none"> • Your ability to hold the prize funds in a secure account, segregated from other company funds; • Your understanding of the relevant laws and regulations in this area and your plan to comply with them. 	Attachment	66	100	40%
6.2	<p>How quickly will you be able to pay out the smaller prizes to the winners' PLS (prize-linked savings) accounts?</p> <p>In your response we will be looking for evidence of:</p> <ul style="list-style-type: none"> • Your ability to quickly pay out the smaller prizes in the pyramid to the winners' PLS accounts. 	Attachment	66	100	30%
6.3	<p>How will you work with the participating credit unions to verify the identities of the headline prize winners and pay prizes into their nominated bank accounts?</p>	Attachment	66	100	30%

	<p>In your response we will be looking for evidence of:</p> <ul style="list-style-type: none"> A plan to verify the identity of headline prize winners, confirm their preferred payment accounts and pay the prizes in, within a reasonable timeframe. 				
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QUESTIONNAIRE 7 – PRICE (20%)

Response Guidance

Potential Bidders must enter costs by uploading the relevant Attachment 4 - Price Schedule at the question level on the e-Sourcing event.

Prices should be submitted in pounds Sterling inclusive of any expenses but exclusive of VAT and must remain firm for ninety (90) days from after the closure of the event.

Potential Bidders will be scored in accordance with the marking scheme at Section 2.

The price evaluation weighting is 20% and the quality evaluation weighting is 80%.

Question Number	Question	Your Response	Minimum Acceptable Score	Maximum Available Score	Weighting %
7.1	Please confirm, by selecting 'YES' that you have attached a completed Price Schedule to the response to this question. In so doing, you are also confirming that prices offered are exclusive of VAT and firm for the period following the Deadline for Submission as stated in the Attachment 1 - Bid Pack.	Yes/No Attachment	N/A	100	100%

7.2	Please confirm, by selecting 'YES', that you have uploaded a formal , company-headed price quote for the items, in addition to completing Attachment 4 - Price Schedule?	Yes/No Attachment	N/A	N/A	N/A
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3. Award Criteria

- 3.1. The award stage consists of a quality evaluation and a price evaluation.
- 3.2. The award of the resultant contract will be on the basis of the 'Most Economically Advantageous Tender' (MEAT) or price only.
- 3.3. The weighting for the quality evaluation is 80%; and, the price evaluation is 20%.
- 3.4. **Award process - What you need to do**
 - 3.4.1. Answer the questions in section 2 above in the e-Sourcing suite.
 - 3.4.2. Complete the Attachment 4 – Price Schedule.
 - 3.4.3. You must upload your completed Price Schedule into the e-Sourcing suite at questionnaire 7.
- 3.5. **What we will do**

1	Compliance Check First, we will complete a mandatory evaluation 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 mandatory evaluation will be progressed to the Quality Evaluation.
2	Quality Evaluation We will give your responses to the QUALITY questionnaires to the Contracting Authority's evaluation panel. Each evaluator will independently assess your responses to the quality questions using the response guidance and the evaluation criteria.

	<p>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.</p> <p>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.</p>
3	<p>Consensus</p> <p>Once the evaluators have independently assessed your answers to the questions we will arrange for the evaluators to meet. We will facilitate the discussion.</p> <p>At this meeting, the evaluators will discuss the quality of your answers 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.</p> <p>These final scores will be used to calculate your quality score.</p> <p>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.</p>
4	<p>Quality Threshold</p> <p>If you have not met the minimum acceptable score for each question, you will be excluded from the competition. We will tell you that you have been excluded from the procurement and why at award stage.</p>
5	<p>Evaluate Pricing</p> <p>We will then evaluate your price and calculate your price score using the evaluation criteria specified.</p> <p>If we wish clarify any areas of your bid, bid clarification questions will be issued via the e-Sourcing suite on an individual basis.</p>
6	<p>Final Score</p> <p>Your quality score will be added to your price score, to create your final score.</p>
7	<p>Award</p> <p>Awards will be made to the successful bidder, subject to contract.</p> <p>We will notify successful and unsuccessful bidders providing feedback.</p>

4. Marking Scheme

4.1. The evaluation criteria set out below will be used during the Quality Evaluation:

Marking Scheme	Description
100 – Excellent	<p>The response fully meets all requirements with detail provided minimising risks to delivery.</p> <p>The response is comprehensive and unambiguous, demonstrating a thorough understanding of the requirements and provides details of how the requirement will be met in full without additional support from the Contracting Authority, other than that outlined within the statement of requirements.</p>
66 – Good –	<p>The response meets all requirements with detail provided minimising risks to delivery.</p> <p>The response is fairly comprehensive, demonstrating an understanding of the requirements, and provides details of how the requirement will be met without additional support from the Contracting Authority, other than that outlined within the statement of requirements.</p>
33 – Acceptable – some concerns	<p>The response is acceptable and meets all the basic requirements. However, the response, is not sufficiently detailed to minimise risk and/or the proposed approach may require additional support (in addition to that outlined in the Statement of Requirements) from the Contracting Authority to meet its deliverables.</p>
0 - Unsuitable	<p>The response does not meet any of the requirements or no response has been provided. An unacceptable and/or non-compliant response with serious reservations, demonstrating no understanding of the requirement.</p>

5. Quality Evaluation

- 5.1. Questionnaires Q1 and Q2 are mandatory question(s) 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.
- 5.2. 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 questions weighting to calculate your weighted score for that question.
- 5.3. Each weighted score for each question for each Lot you have submitted a bid for will then be added together to calculate your quality score.
- 5.4. Please see table A below for an example of how your quality score will be calculated.

Table A – EXAMPLE ONLY –

Questionnaire	Questionnaire Weighting	Question	Question Weighting	Bidder A			Bidder B			Bidder C		
				Consensus Score (Max 100)	Weighted Question Score	Weighted Questionnaire Score	Consensus Score (Max 100)	Weighted Question Score	Weighted Questionnaire Score	Consensus Score (Max 100)	Weighted Question Score	Weighted Questionnaire Score
4. Service Delivery	40%	4.1	50%	100	50.00	33.20	66	33.00	26.40	100	50.00	26.60
		4.2	50%	66	33.00		66	33.00		33	16.5	
Questionnaire 4 Totals					83.00			66.00			66.5	
5. Account Management	30%	5.1	75%	66	49.50	22.35	66	49.50	17.33	33	24.75	9.90
		5.2	25%	100	25.00		33	8.25		33	8.25	
Questionnaire 5 Totals					74.50			57.75			33.00	
Quality Total Score						55.55			43.73			36.50

6. Price Evaluation

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

6.2. How to complete your Attachment 4 – Price Schedule

- 6.2.1. Read and understand the instructions in the Attachment 4 - Price Schedule, and in this section before submitting your prices.
- 6.2.2. Your prices should compare with the quality of your offer.
- 6.2.3. Your prices must be sustainable and inclusive of all costs for example your operating costs and profit.
- 6.2.4. Your prices are to exclude VAT.
- 6.2.5. Pricing is to be inclusive of expenses.
- 6.2.6. The currency is British pounds sterling, up to two decimal places.
- 6.2.7. The percentages submitted shall be up to two decimal places.
- 6.2.8. Pricing will be based on:
 - Eight (8) hour Working Day; and
 - Rounded to the nearest £10.
 - Zero bids will not be allowed.
- 6.2.9. We will investigate where we consider your bid to be abnormally low.
- 6.2.10. The prices submitted shall not exceed the relevant framework contract rates.
- 6.2.11. You must download and complete the Attachment 4 – Price Schedule you are submitting a bid for. Further detail may be provided within the Attachment 4 – Price Schedule.
- 6.2.12. When you have completed your Attachment 4 - Price Schedule, you must upload this into the e-Sourcing Suite at question Q7. If you do not upload your Attachment 4 – Price Schedule your bid may be rejected from this competition.

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

6.3. Price Evaluation Process

- 6.3.1. This is how we will evaluate your pricing:
- 6.3.2. We will check you have completed the Attachment 4 – Price Schedule as instructed.
- 6.3.3. Failure to complete the Attachment 4 - Price Schedule as instructed may result in your bid being deemed non-compliant and may be rejected from this competition.
- 6.3.4. The price evaluation will be undertaken separately to the quality evaluation process.
- 6.3.5. The Potential Bidder with the lowest total price for each pricing table will be awarded the maximum score available for that pricing table.
- 6.3.6. All other Potential Bidders will get a price score relative to the lowest total price.
- 6.3.7. The calculation we will use to evaluate your total price per element, you are bidding for, is as follows:

$$\text{Price Score} = \frac{\text{Lowest total price}}{\text{Potential Bidders total price}} * \text{maximum score available}$$

- 6.3.8. Please see table B below for an example of how your Price score will be calculated.

Table B – EXAMPLE ONLY

Questionnaire	Questionnaire Weighting	Bidder A				Bidder B				Bidder C			
		Bid Submitted	Lowest Bid Submitted	Score	Weighted Questionnaire Score	Bid Submitted	Lowest Bid Submitted	Score	Weighted Questionnaire Score	Bid Submitted	Lowest Bid Submitted	Score	Weighted Questionnaire Score
6. Price	30%	£217,000	£217,000	100.00	30.00	£432,000	£217,000	50.23	15.07	£542,000	£217,000	40.04	12.01

- 6.3.9. The total score for each pricing table will be added together and the potential bidder with the highest total score will be awarded the maximum score available for price.
- 6.3.10. All other bidders will get a score relative to the total highest score.
- 6.3.11. The calculation we will use to evaluate the total price score is as follows:
- $$\text{Price Score} = \frac{\text{Potential Bidders Total Score}}{\text{Highest Total Score}} * \text{maximum score available}$$
- 6.3.12. 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 Contract Regulations 2015).

7. Final Decision to Award

- 7.1. We will add your quality score to your price score to calculate your final score.
- 7.2. Please see table C below for an example of how your Quality score and Price score will be added together to identify your final score.

Table C – EXAMPLE ONLY:

Questionnaire	Weighted Questionnaire Score		
	Bidder A	Bidder B	Bidder C
4. Service Delivery	35.00	30.00	25.00
5. Account Management	18.75	20.63	15.00
6. Price	30.00	15.07	12.01
Total Score	83.75	65.69	52.01

- 7.3. The bidder with the highest final score will be awarded the contract. However, if this is a 2 Stage Evaluation the final scores up to this point will act as a gateway to Stage 2 as outlined in “What we will do” point 7.

8. Further Information

- 8.1. We will tell you if you have been successful or unsuccessful via the e-Sourcing Suite.