



Crown
Commercial
Service

Invitation to tender

Attachment 2 – How to bid

RM6074 – LOGISTICS AND WAREHOUSING

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1. How to make your bid

- 1.1 Your bid must be made by the organisation that will be responsible for providing the goods and/or services if your bid is successful.
- 1.2 You may bid for one or more of the lots, ensure you read paragraph 3.1 of attachment 1.
- 1.3 Your bid must be **entered into the eSourcing suite**. We can only accept bids that we receive through the eSourcing suite.
- 1.4 Upload ONLY those attachments we have asked for. Do not upload any attachments we haven't asked for.
- 1.5 Make sure you answer every question.
- 1.6 You must submit your bid before the bid submission deadline, in paragraph 5 "Timelines for the competition" in attachment 1 - About the framework.
- 1.7 It will be our decision whether we will accept bids submitted after the bid submission deadline.
- 1.8 You must regularly check for messages in the eSourcing suite throughout the competition. You must log on to the eSourcing suite and access your message inbox for this competition to check for messages.
- 1.9 If anything is unclear, or you are unsure how to complete your bid submission, you can raise a question before the clarification question deadline, via the eSourcing suite. Read paragraph 6 "When and how to ask questions" in attachment 1 - About the framework.
- 1.10 We may require you to clarify aspects of your bid in writing and/or provide additional information. Failure to respond within the time required, or to provide an adequate response will result in the rejection of your bid and your exclusion from this competition.

2. 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 If you are relying on any key subcontractors to provide the answers to the technical and professional ability or you are relying on a guarantor to pass the economic and financial assessment, they must complete Parts 2 and 3 for themselves.
- 2.3 In addition, if you are the lead member of a consortium, you must get each of the other members to answer the questions in Parts 2 and 3 for themselves.
- 2.4 We are providing the 'Information and declaration' workbook (attachment 4) to enable you to collect and submit this data to us, whether from organisations on whom you are relying (for example a key subcontractor or a guarantor) or from other members of a consortium.

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. Don't forget to check for messages in the eSourcing suite throughout the competition. You must log on to the eSourcing suite and access your message inbox for this competition to check for messages.
- 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.
 - any of the information you have provided proves to be false or misleading.
 - you have broken any of the competition rules in paragraph 9 attachment 1 About the framework, or not followed the instructions given in this ITT pack.
- 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, you will proceed to the award stage.

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 specifically Framework Schedule 1 (Specification) carefully, and read more than once
- Read each question, the response guidance, marking scheme and evaluation criteria
- Read the contract terms.
- If you are unsure, ask questions before the clarification questions deadline See paragraph 5 'Timelines for the competition' and paragraph 6 'When and how to ask questions' in attachment 1 - About the framework document
- Allow plenty of time to complete your responses; it always takes longer than you think to submit
- Your prices should be in line with the service level you offer, in response to the award quality questions.

7. Award criteria

The Award Stage consists of a quality evaluation (see paragraph 9 of this document) and a price evaluation (see paragraph 10 of this document).

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

The weighting for the quality evaluation is 70 marks; and, the price evaluation is worth 30 marks.

The weighting for the quality evaluation and the price evaluation for all lots is broken down as follows:

Quality Evaluation - Weighted	Price Evaluation - Weighted
70%	30%

8. Award process

8.1 What YOU need to do

- answer the quality questions section A, section B and section C of the quality questionnaire in the eSourcing suite in the technical envelope for the lots for which you are bidding.
- complete the pricing matrix attachment for the lots for which you are bidding. Upload your completed pricing matrix into the eSourcing suite in

the commercial envelope (of the lot(s) you are bidding for) to the question in the below table.

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

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

1.	<p>Compliance Check</p> <p>First, we will do a check to make sure that you completed the pricing matrix in line with our instructions.</p>
2.	<p>Quality Evaluation</p> <p>We will give your responses to our evaluation panel. Each evaluator will independently assess your responses to the quality questions using the response guidance and the evaluation criteria. Each evaluator will give a mark and a reason for their mark for each question they are assessing. Each evaluator will enter their marks and reasons into the eSourcing suite.</p>
3.	<p>Consensus</p> <p>Once the evaluators have independently assessed your answers to the questions we will arrange for the evaluators to meet and we will facilitate the discussion. At this consensus meeting, the evaluators will discuss the quality of your answers and discuss their marks and reasons for that mark. The discussion will continue until they reach a consensus regarding the mark, and a reason for that mark, for each question. These final marks will be used to calculate your quality score for each lot you have bid for.</p>
4.	<p>Quality Threshold</p> <p>If you have received a zero for any of the quality questions, we will reject your bid and you will be excluded from the competition. We will tell you</p>

	that your bid has been excluded from the competition and why. Refer to tables at paragraph 9 for an example of how your quality score for each lot will be calculated.
5.	Evaluate Pricing We will then give your pricing to the price evaluation panel, who are different evaluators from those who assessed your quality responses. They will calculate your price score using the evaluation criteria in Part D – Price Evaluation.
6.	Final Score Your quality score will be added to your price score, to create your final score as illustrated in Part E Final decision to award.
7.	Award Awards will be made to the successful bidders following the standstill period, subject to contract.

9. Quality Evaluation

Questions QA1 to QA8 are a mandatory questions and will be evaluated PASS / FAIL. If you answer no to this one or more of the 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 and section C 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 questions 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, B, C, D, E, F, G and H below for an example of how your quality score will be calculated.

Table A – Lot 1 - Logistics - Transport

Question		Question Weighting	Maximum mark available	Your final mark	Your weighted mark
B1	Management of Resources, SLA/KPI and Inventory Management Systems	20%	100	100	20
B2	Account Management	25%	100	100	25
C1	Lot 1 Capacity, Demand and Service Delivery	25%	100	100	25
Quality score					70.00

Table B – Lot 2 - Logistics – Warehousing and Storage

Question		Question Weighting	Maximum mark available	Your final mark	Your weighted mark
B1	Management of Resources, SLA/KPI and Inventory Management Systems	20%	100	100	20
B2	Account Management	25%	100	100	25
C2	Lot 2 Capacity, Demand and Service Delivery	25%	100	100	25
Quality score					70.00

Table C – Lot 3 - Waste Logistics, Recycling, Disposal and Destruction

Question		Question Weighting	Maximum mark available	Your final mark	Your weighted mark
B1	Management of Resources, SLA/KPI and Inventory Management Systems	20%	100	100	20
B2	Account Management	25%	100	100	25
C3	Lot 3 Capacity, Demand and Service Delivery	25%	100	100	25
Quality score					70.00

Table D – Lot 4 - Removals and Relocations

Question		Question Weighting	Maximum mark available	Your final mark	Your weighted mark
B1	Management of Resources, SLA/KPI and Inventory Management Systems	20%	100	100	20
B2	Account Management	25%	100	100	25
C4	Lot 4 Capacity, Demand and Service Delivery	25%	100	100	25
Quality score					70.00

Table E – Lot 5 - Vehicle, Plant and Industrial Equipment – Transportation and Storage

Question		Question Weighting	Maximum mark available	Your final mark	Your weighted mark
B1	Management of	20%	100	100	20

	Resources, SLA/KPI and Inventory Management Systems				
B2	Account Management	25%	100	100	25
C5	Lot 5 Capacity, Demand and Service Delivery	25%	100	100	25
Quality score					70.00

Table F – Lot 6 - Construction Logistics – Transportation and Storage

Question		Question Weighting	Maximum mark available	Your final mark	Your weighted mark
B1	Management of Resources, SLA/KPI and Inventory Management Systems	20%	100	100	20
B2	Account Management	25%	100	100	25
C6	Lot 6 Capacity, Demand and Service Delivery	25%	100	100	25
Quality score					70.00

Table G – Lot 7 - Healthcare Logistics – Transportation and Storage

Question		Question Weighting	Maximum mark available	Your final mark	Your weighted mark
B1	Management of Resources, SLA/KPI and Inventory Management Systems	20%	100	100	20
B2	Account Management	25%	100	100	25
C7	Lot 7 Capacity, Demand and Service Delivery	25%	100	100	25
Quality score					70.00

Table H – Lot 8 - Logistics and Warehousing Solutions, Design and Support Services

Question		Question Weighting	Maximum mark available	Your final mark	Your weighted mark
B1	Management of Resources, SLA/KPI and Inventory Management Systems	20%	100	100	20
B2	Account Management	25%	100	100	25
C8	Lot 8 Capacity, Demand and Service Delivery	25%	100	100	25
Quality score					70.00

10. Award quality questionnaire

10.1 The quality questionnaire is split into three sections:

- Section A – Mandatory questions
- Section B – Generic question
- Section C – Lot specific questions

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:

Question		Marking Scheme	Weighting %							
			Lot 1	Lot 2	Lot 3	Lot 4	Lot 5	Lot 6	Lot 7	Lot 8
A1	Mandatory service requirements	Pass/Fail	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
A2	Mandatory service requirements	Pass/Fail	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
A3	Mandatory service requirements	Pass/Fail	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
A4	Mandatory service requirements	Pass/Fail	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
A5	Mandatory service requirements	Pass/Fail	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
A6	Mandatory service requirements	Pass/Fail	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
A7	Mandatory service requirements	Pass/Fail	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
A8	Mandatory service requirements	Pass/Fail	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
B1	Generic Questions– All Lot's	100/75/50/25/0	20%							
B2	Generic Questions– All Lot's	100/75/50/25/0	25%							
C1	Capacity Demand and Service Delivery – Lot 1 only	100/75/50/25/0	25%							
C2	Capacity Demand and Service Delivery – Lot 2 only	100/75/50/25/0		25%						

C3	Capacity Demand and Service Delivery – Lot 3 only	100/75/50/25/0			25%					
C4	Capacity Demand and Service Delivery – Lot 4 only	100/75/50/25/0				25%				
C5	Capacity Demand and Service Delivery – Lot 5 only	100/75/50/25/0					25%			
C6	Capacity Demand and Service Delivery – Lot 6 only	100/75/50/25/0						25%		
C7	Capacity Demand and Service Delivery – Lot 7 only	100/75/50/25/0							25%	
C8	Capacity Demand and Service Delivery – Lot 8 only	100/66/33/0								25%

		Marking scheme
Section A – Lot specific Mandatory service requirements		
A1	Compliance with Framework Schedule 1 - (Specification) – Lot 1 only.	Pass / Fail
A2	Compliance with Framework Schedule 1 - (Specification) – Lot 2 only.	Pass / Fail
A3	Compliance with Framework Schedule 1 - (Specification) – Lot 3 only.	Pass / Fail
A4	Compliance with Framework Schedule 1 - (Specification) – Lot 4 only.	Pass / Fail
A5	Compliance with Framework Schedule 1 - (Specification) – Lot 5 only.	Pass / Fail
A6	Compliance with Framework Schedule 1 - (Specification) – Lot 6 only.	Pass / Fail
A7	Compliance with Framework Schedule 1 - (Specification) – Lot 7 only.	Pass / Fail
A8	Compliance with Framework Schedule 1 - (Specification) – Lot 8 only.	Pass / Fail

		Marking scheme	Weighting (%)
Section B – Generic Questions			
B1	Generic Questions– All Lot's	100/75/50/25/0	20%

B2	Generic Questions– All Lot's	100/75/50/25/0	25%
		Marking scheme	Weighting (%)
Section C – Lot 1 Specific Questions			
C1	Capacity Demand and Service Delivery – Lot 1 only	100/75/50/25/0	25%
Section C – Lot 2 Specific Questions			
C2	Capacity Demand and Service Delivery – Lot 2 only	100/75/50/25/0	25%
Section C – Lot 3 Specific Questions			
C3	Capacity Demand and Service Delivery – Lot 3 only	100/75/50/25/0	25%
Section C – Lot 4 Specific Questions			
C4	Capacity Demand and Service Delivery – Lot 4 only	100/75/50/25/0	25%
Section C – Lot 5 Specific Questions			
C5	Capacity Demand and Service Delivery – Lot 5 only	100/75/50/25/0	25%
Section C – Lot 6 Specific Questions			
C6	Capacity Demand and Service Delivery – Lot 6 only	100/75/50/25/0	25%
Section C – Lot 7 Specific Questions			
C7	Capacity Demand and Service Delivery – Lot 7 only	100/75/50/25/0	25%
Section C – Lot 8 Specific Questions			
C8	Capacity Demand and Service Delivery – Lot 8 only	100/66/33/0	25%

Section A – Mandatory service requirements
A1 Compliance with Framework Schedule 1 (Specification) – Lot 1
<p>If you are awarded a framework contract, will you unreservedly deliver in full, all the mandatory service requirements as set out in Framework Schedule 1 (Specification).</p> <p>Please answer 'Yes' or 'No' or N/A if you are not applying for Lot 1.</p> <p>Yes - You will unreservedly deliver in full all the Lot 1 mandatory service requirements as set out in Framework Schedule 1 (Specification).</p> <p>No - You will not, or cannot, deliver in full all the Lot 1 mandatory service requirements as set out in Framework Schedule 1 (Specification).</p> <p>N/A - You are not applying for Lot 1.</p>
<p>A1 Response guidance</p> <p>This is a Pass/Fail question.</p> <p>If you cannot or are unwilling to select 'Yes' to this question, you will be disqualified from further participation in this competition.</p> <p>You are required to select either option YES, NO or N/A from the drop down list.</p>

Providing a 'Yes' response means you will unreservedly deliver in full all the Lot 1 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 Lot 1 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 1 mandatory service requirements as set out in Framework Schedule 1 (Specification). OR You have selected option N/A confirming that you are not applying for Lot 1.
Fail	You have selected 'No' confirming that you will not, or cannot, deliver in full all the Lot 1 mandatory service requirements as set out in Framework Schedule 1 (Specification). OR You have not selected either 'Yes' or 'No' or N/A.

Section A – Mandatory service requirements

A2 Compliance with Framework Schedule 1 (Specification) – Lot 2

If you are awarded a framework contract, will you unreservedly deliver in full, all the mandatory service requirements as set out in Framework Schedule 1 (Specification).

Please answer 'Yes' or 'No' or N/A if you are not applying for Lot 2.

Yes - You will unreservedly deliver in full all the Lot 2 mandatory service requirements as set out in Framework Schedule 1 (Specification).

No - You will not, or cannot, deliver in full all the Lot 2 mandatory service requirements as set out in Framework Schedule 1 (Specification).

N/A - You are not applying for Lot 2.

A1 Response guidance

This is a Pass/Fail question.

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

You are required to select either option YES, NO or N/A from the drop down list.

Providing a 'Yes' response means you will unreservedly deliver in full all the Lot 2 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 Lot 2 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 2 mandatory service requirements as set out in Framework Schedule 1 (Specification). OR You have selected option N/A confirming that you are not applying for Lot 2.
Fail	You have selected 'No' confirming that you will not, or cannot, deliver in full all the Lot 2 mandatory service requirements as set out in Framework Schedule 1 (Specification). OR You have not selected either 'Yes' or 'No' or N/A.

Section A – Mandatory service requirements	
A3 Compliance with Framework Schedule 1 (Specification) – Lot 3	
<p>If you are awarded a framework contract, will you unreservedly deliver in full, all the mandatory service requirements as set out in Framework Schedule 1 (Specification).</p> <p>Please answer 'Yes' or 'No' or N/A if you are not applying for Lot 3.</p> <p>Yes - You will unreservedly deliver in full all the Lot 3 mandatory service requirements as set out in Framework Schedule 1 (Specification).</p> <p>No - You will not, or cannot, deliver in full all the Lot 3 mandatory service requirements as set out in Framework Schedule 1 (Specification).</p> <p>N/A - You are not applying for Lot 3.</p>	
<p>A1 Response guidance</p> <p>This is a Pass/Fail question.</p> <p>If you cannot or are unwilling to select 'Yes' to this question, you will be disqualified from further participation in this competition.</p> <p>You are required to select either option YES, NO or N/A from the drop down list.</p> <p>Providing a 'Yes' response means you will unreservedly deliver in full all the Lot 3 mandatory service requirements as set out in Framework Schedule 1 (Specification).</p> <p>If you select 'No' (or do not answer the question) to indicate that you will not, or cannot, deliver in full all the Lot 3 mandatory service requirements as set out in Framework Schedule 1 (Specification) you will be excluded from further participation in this competition.</p>	
Marking scheme	Evaluation guidance
Pass	You have selected option 'Yes' confirming that you will unreservedly deliver in full all the Lot 3 mandatory service requirements as set out in Framework Schedule 1 (Specification). OR You have selected option N/A confirming that you are not applying for Lot 3.

Fail	<p>You have selected 'No' confirming that you will not, or cannot, deliver in full all the Lot 3 mandatory service requirements as set out in Framework Schedule 1 (Specification).</p> <p>OR</p> <p>You have not selected either 'Yes' or 'No' or N/A.</p>
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Section A – Mandatory service requirements	
A4 Compliance with Framework Schedule 1 (Specification) – Lot 4	
<p>If you are awarded a framework contract, will you unreservedly deliver in full, all the mandatory service requirements as set out in Framework Schedule 1 (Specification).</p> <p>Please answer 'Yes' or 'No' or N/A if you are not applying for Lot 4.</p> <p>Yes - You will unreservedly deliver in full all the Lot 4 mandatory service requirements as set out in Framework Schedule 1 (Specification).</p> <p>No - You will not, or cannot, deliver in full all the Lot 4 mandatory service requirements as set out in Framework Schedule 1 (Specification).</p> <p>N/A - You are not applying for Lot 4.</p>	
<p>A1 Response guidance</p> <p>This is a Pass/Fail question.</p> <p>If you cannot or are unwilling to select 'Yes' to this question, you will be disqualified from further participation in this competition.</p> <p>You are required to select either option YES, NO or N/A from the drop down list.</p> <p>Providing a 'Yes' response means you will unreservedly deliver in full all the Lot 4 mandatory service requirements as set out in Framework Schedule 1 (Specification).</p> <p>If you select 'No' (or do not answer the question) to indicate that you will not, or cannot, deliver in full all the Lot 4 mandatory service requirements as set out in Framework Schedule 1 (Specification) you will be excluded from further participation in this competition.</p>	
Marking scheme	Evaluation guidance
Pass	<p>You have selected option 'Yes' confirming that you will unreservedly deliver in full all the Lot 4 mandatory service requirements as set out in Framework Schedule 1 (Specification).</p> <p>OR</p> <p>You have selected option N/A confirming that you are not applying for Lot 4.</p>
Fail	<p>You have selected 'No' confirming that you will not, or cannot, deliver in full all the Lot 4 mandatory service requirements as set out in Framework Schedule 1 (Specification).</p> <p>OR</p> <p>You have not selected either 'Yes' or 'No' or N/A.</p>

Section A – Mandatory service requirements	
A5 Compliance with Framework Schedule 1 (Specification) – Lot 5	
<p>If you are awarded a framework contract, will you unreservedly deliver in full, all the mandatory service requirements as set out in Framework Schedule 1 (Specification).</p> <p>Please answer 'Yes' or 'No' or N/A if you are not applying for Lot 5.</p> <p>Yes - You will unreservedly deliver in full all the Lot 5 mandatory service requirements as set out in Framework Schedule 1 (Specification).</p> <p>No - You will not, or cannot, deliver in full all the Lot 5 mandatory service requirements as set out in Framework Schedule 1 (Specification).</p> <p>N/A - You are not applying for Lot 5.</p>	
<p>A1 Response guidance</p> <p>This is a Pass/Fail question.</p> <p>If you cannot or are unwilling to select 'Yes' to this question, you will be disqualified from further participation in this competition.</p> <p>You are required to select either option YES, NO or N/A from the drop down list.</p> <p>Providing a 'Yes' response means you will unreservedly deliver in full all the Lot 5 mandatory service requirements as set out in Framework Schedule 1 (Specification).</p> <p>If you select 'No' (or do not answer the question) to indicate that you will not, or cannot, deliver in full all the Lot 5 mandatory service requirements as set out in Framework Schedule 1 (Specification) you will be excluded from further participation in this competition.</p>	
Marking scheme	Evaluation guidance
Pass	<p>You have selected option 'Yes' confirming that you will unreservedly deliver in full all the Lot 5 mandatory service requirements as set out in Framework Schedule 1 (Specification).</p> <p>OR</p> <p>You have selected option N/A confirming that you are not applying for Lot 5.</p>
Fail	<p>You have selected 'No' confirming that you will not, or cannot, deliver in full all the Lot 5 mandatory service requirements as set out in Framework Schedule 1 (Specification).</p> <p>OR</p> <p>You have not selected either 'Yes' or 'No' or N/A.</p>

Section A – Mandatory service requirements
A6 Compliance with Framework Schedule 1 (Specification) – Lot 6

<p>If you are awarded a framework contract, will you unreservedly deliver in full, all the mandatory service requirements as set out in Framework Schedule 1 (Specification).</p> <p>Please answer 'Yes' or 'No' or N/A if you are not applying for Lot 6.</p> <p>Yes - You will unreservedly deliver in full all the Lot 6 mandatory service requirements as set out in Framework Schedule 1 (Specification).</p> <p>No - You will not, or cannot, deliver in full all the Lot 6 mandatory service requirements as set out in Framework Schedule 1 (Specification).</p> <p>N/A - You are not applying for Lot 6.</p>	
<p>A1 Response guidance</p> <p>This is a Pass/Fail question.</p> <p>If you cannot or are unwilling to select 'Yes' to this question, you will be disqualified from further participation in this competition.</p> <p>You are required to select either option YES, NO or N/A from the drop down list.</p> <p>Providing a 'Yes' response means you will unreservedly deliver in full all the Lot 6 mandatory service requirements as set out in Framework Schedule 1 (Specification).</p> <p>If you select 'No' (or do not answer the question) to indicate that you will not, or cannot, deliver in full all the Lot 6 mandatory service requirements as set out in Framework Schedule 1 (Specification) you will be excluded from further participation in this competition.</p>	
Marking scheme	Evaluation guidance
Pass	<p>You have selected option 'Yes' confirming that you will unreservedly deliver in full all the Lot 6 mandatory service requirements as set out in Framework Schedule 1 (Specification).</p> <p>OR</p> <p>You have selected option N/A confirming that you are not applying for Lot 6.</p>
Fail	<p>You have selected 'No' confirming that you will not, or cannot, deliver in full all the Lot 6 mandatory service requirements as set out in Framework Schedule 1 (Specification).</p> <p>OR</p> <p>You have not selected either 'Yes' or 'No' or N/A.</p>

Section A – Mandatory service requirements
A7 Compliance with Framework Schedule 1 (Specification) – Lot 7
<p>If you are awarded a framework contract, will you unreservedly deliver in full, all the mandatory service requirements as set out in Framework Schedule 1 (Specification).</p> <p>Please answer 'Yes' or 'No' or N/A if you are not applying for Lot 7.</p> <p>Yes - You will unreservedly deliver in full all the Lot 7 mandatory service requirements as set out in Framework Schedule 1 (Specification).</p>

No -	You will not, or cannot, deliver in full all the Lot 7 mandatory service requirements as set out in Framework Schedule 1 (Specification).
N/A -	You are not applying for Lot 7.

A1 Response guidance

This is a Pass/Fail question.

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

You are required to select either option YES, NO or N/A from the drop down list.

Providing a 'Yes' response means you will unreservedly deliver in full all the Lot 7 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 Lot 7 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 7 mandatory service requirements as set out in Framework Schedule 1 (Specification). OR You have selected option N/A confirming that you are not applying for Lot 7.
Fail	You have selected 'No' confirming that you will not, or cannot, deliver in full all the Lot 7 mandatory service requirements as set out in Framework Schedule 1 (Specification). OR You have not selected either 'Yes' or 'No' or N/A.

Section A – Mandatory service requirements

A8 Compliance with Framework Schedule 1 (Specification) – Lot 8

If you are awarded a framework contract, will you unreservedly deliver in full, all the mandatory service requirements as set out in Framework Schedule 1 (Specification).

Please answer 'Yes' or 'No' or N/A if you are not applying for Lot 8.

Yes - You will unreservedly deliver in full all the Lot 8 mandatory service requirements as set out in Framework Schedule 1 (Specification).

No - You will not, or cannot, deliver in full all the Lot 8 mandatory service requirements as set out in Framework Schedule 1 (Specification).

N/A - You are not applying for Lot 8.

A1 Response guidance

This is a Pass/Fail question.

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

You are required to select either option YES, NO or N/A from the drop down list.

Providing a 'Yes' response means you will unreservedly deliver in full all the Lot 8 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 Lot 8 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 8 mandatory service requirements as set out in Framework Schedule 1 (Specification). OR You have selected option N/A confirming that you are not applying for Lot 8.
Fail	You have selected 'No' confirming that you will not, or cannot, deliver in full all the Lot 8 mandatory service requirements as set out in Framework Schedule 1 (Specification). OR You have not selected either 'Yes' or 'No' or N/A.

Section B – Generic questions - All Lot's

B1 Requirement: Management of Resources, SLA/KPI and Inventory Management Systems

CCS requires the Bidder to demonstrate how you will deliver the Mandatory services pertaining to the specific Lots you are bidding for.

B1 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:

- Demonstrate how you will manage your resources, estates and partners for the Lots you have bid for. Including both in house and/or those provided by third party suppliers or partners (or through a combination of own and secondary resources.
- Demonstrate your approach to the management of stringent Service Level Agreements and Key Performance Indicators delivered either through your own resource or that of third party suppliers (as per Section 3.9.3 of Framework Schedule 1 - Specification); and
- Demonstrate how your tracking and/or inventory management systems would operate including identification of error rates, any weaknesses, gaps in the process

- and what your organisations planned enhancements would be to resolve (as per Section 3.9.4 of Framework Schedule 1 - Specification); and
- d) Demonstrate how your security policies and procedures are set out to manage business continuity events including your incident management structure and recovery time objectives (as per Sections 3.7.5 of Framework Schedule 1 - Specification).

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 B1(i), B1(ii) B1(iii) and B1(iv) each box has a character count of 2,000 characters.

Marking Scheme 100/75/50/25/0

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

Section B – Generic questions - All Lot's

B2 Requirement:

CCS requires the Bidder to clearly demonstrate how your organisation provides account management, supporting functions, effective customer relationship development and the championing of the UK government's Social Value agenda.

B2 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 support the development of relationships while delivering Customer contract, Framework strategic and operational account management within the principles of the Framework, as set out in Framework Schedule 4 - Framework Management). Please include organisational functions and management structures pertaining to your organisation design.
- b) Demonstrate how you intended to ensure that your organisation will deliver safe and secure supply chains that address Modern Slavery and exploitation within your supply chain (as per Sections 3.10 of Framework Schedule 1 - Specification)
- c) Demonstrate how your organisation intends to deliver a diverse supply chain with fair, inclusive and ethical employment practices and skills development (as per Section 3.12 of Framework Schedule 1 - Specification)
- d) Demonstrate what steps your organisation will take to become more environmentally sustainable and provide effective reporting and action plans that support this key UK government agenda item (as per Section 3.14 of Framework Schedule 1 - Specification).

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 B2(i), B2(ii) B2(iii) and B2(iv) each box has a character count of 2,000 characters.

Marking Scheme 100/75/50/25/0

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

	OR A response has not been provided to this question.
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Section C – Lot 1 - Logistics - Transport	
C1 Requirement: Capacity, Demand and Service Delivery	
CCS requires the Bidder to clearly demonstrate how you will deliver the Mandatory Services detailed under Lot 1.	
C1 Response guidance All bidders must answer this question. You must insert your response into the text fields in the eSourcing suite. In order to satisfy the requirement, and the question associated with the requirement, you must: <ul style="list-style-type: none"> a) Demonstrate how you will meet variable, ad-hoc and scheduled delivery speeds where demand and volumes fluctuates (as per sections 4.2.6 and 4.2.8 of Framework Schedule 1 - Specification). b) Demonstrate how you will make changes to your fleet and operating practices to deliver environmental benefits (as per section 3.10.8 and 3.11.2 of Framework Schedule 1 - Specification) c) Demonstrate how you will maintain the security and integrity of goods in transit and provide auditable, accurate evidence of collection, key stage handling and delivery (as per section 4.2.11 of Framework Schedule 1 - Specification) d) Demonstrate how your processes and systems will be available to customers to access the service for both ad-hoc and scheduled collections (as per section 4.2.8 of Framework Schedule 1 - Specification). <p>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.</p> <p>Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to.</p> <p>Maximum character count – 8,000 characters including spaces and punctuation.</p> <p>You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.</p> <p>You are required to insert your response to this question in the technical envelope in boxes C1(i), C1(ii) C1(iii) and C1(iv) each box has a character count of 2,000 characters.</p>	
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 2 - Logistics – Warehousing and Storage

C2 Requirement: Capacity, Demand and Service Delivery

CCS requires the Bidder to clearly demonstrate how you will deliver the Mandatory Services detailed under Lot 2.

C2 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 make changes to your fleet and operating practices to improve and deliver environmental benefits (as per section 3.14 of Framework Schedule 1 - Specification)
- b) Demonstrate how you will manage fluctuation in capacity and processing activity across your storage estate (as per section 4.4.4 of Framework Schedule 1 – Specification)
- c) Demonstrate how you will maintain the security and integrity of goods in storage and provide auditable evidence of receipt, key stage processing and delivery preparation. Including detail of how your warehouse management systems and their capabilities (as per section 4.4.9 of Framework Schedule 1 - Specification)
- d) Demonstrate how you will manage the storage of irregularly sized and shaped commodities (as per section 4.4.3 of Framework Schedule 1 - Specification).

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

Marking Scheme 100/75/50/25/0

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

Section C – Lot 3 - Waste Logistics, Recycling, Disposal and Destruction

C3 Requirement: Capacity, Demand and Service Delivery

CCS requires the Bidder to clearly demonstrate how you will deliver the Mandatory Services detailed under Lot 3.

C3 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:

- Demonstrate how you will maintain the security and integrity of goods in transit and provide auditable, accurate evidence of collection, key stage handling and delivery (as per section 4.6.12 of Framework Schedule 1 – Specification)
- Demonstrate how you will meet variable, ad-hoc and scheduled delivery speeds where demand and volumes fluctuates (as per section 4.6.9 of Framework Schedule 1 - Specification)
- Demonstrate how you will ensure that all waste material entrusted to your organisation as part of the Service is managed and evidenced from point of collection through to destruction, disposal and recycling (as per section 4.6 of Framework Schedule 1 - Specification)

- d) Demonstrate how your management processes will ensure you maintain regulatory compliance with waste carriage regulations and ensure waste carrier licences are current at any given time (as per sections 4.6.14 and 4.6.15 of Framework Schedule 1 - Specification).

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 C3(i), C3(ii) C3(iii) and C3(iv) each box has a character count of 2,000 characters.

Marking Scheme 100/75/50/25/0

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

Section C – Lot 4 – ~~Logistics – Warehousing and Storage~~ Removals and Relocations

C4 Requirement: Capacity, Demand and Service Delivery

CCS requires the Bidder to clearly demonstrate how you will deliver the Mandatory Services detailed under Lot 4.

C4 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 your approach to managing the provision of the labour and resources required to effect both collection, delivery and where relevant, installation and de-installation. This may include but is not limited to the provision of qualified engineers and fitters (as per sections 4.8.10 and 4.8.17 of Framework Schedule 1 - Specification)
- b) Demonstrate how you will manage and provide a range of storage durations that meet differing customers' needs (as per section 4.8.5 of Framework Schedule 1 – Specification)
- c) Demonstrate how you will maintain the security and integrity of goods in transit and / or storage and provide auditable evidence of collection receipt, key stage processing, delivery preparation and delivery (as per section 4.8.12 of Framework Schedule 1 - Specification)
- d) Demonstrate your ability to meet variable, ad-hoc and scheduled delivery speeds where demand fluctuates (as per section 4.8.9 of Framework Schedule 1 - Specification).

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

Marking Scheme 100/75/50/25/0

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

Section C – Lot 5 - Vehicle, Plant and Industrial Equipment – Transportation and Storage

C5 Requirement: Capacity, Demand and Service Delivery

CCS requires the Bidder to clearly demonstrate how you will deliver the Mandatory Services detailed under Lot 5.

C5 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 your processes and procedures you will employ to collect and assist immobilisation vehicles, plant and equipment (as per section 4.10.10 of Framework Schedule 1 - Specification)
- b) Demonstrate your ability to meet variable, ad-hoc and scheduled delivery speeds where demand fluctuates (as per sections 3.9.3 and 4.10.7 of Framework Schedule 1 - Specification)
- c) Demonstrate how you will maintain the security and integrity of goods in transit and provide auditable evidence of collection, key stage handling, storage and delivery, specifically where the items in transit may form a chain of evidence (as per sections 4.10.20 of Framework Schedule 1 - Specification)
- d) Demonstrate how you will provide any necessary, vehicles, resources, labour and material handling equipment to ensure effective collection and delivery (as per sections 4.10.8, 4.10.9 and 4.10.12. of Framework Schedule 1 - Specification).

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 C5(i), C5(ii) C5(iii) and C5(iv) each box has a character count of 2,000 characters.

Marking Scheme 100/75/50/25/0

Marking scheme	Evaluation criteria
100	The bidder's response fully addresses all 4 of the component parts (a to d) of the response guidance above.
75	The bidder's response fully addresses 3 of the 4 component parts (a to d) of the response guidance above.

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

Section C – Lot 6 - Construction Logistics – Transportation and Storage

C6 Requirement: Capacity, Demand and Service Delivery

CCS requires the Bidder to clearly demonstrate how you will deliver the Mandatory Services detailed under Lot 6.

C6 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:

- Demonstrate how you will provide auditable, inventorial, item, asset and / or vehicle tracking capabilities (as per section 4.12.15 of Framework Schedule 1 – Specification)
- Demonstrate your methodology and approach to project management and planning services (as per section 4.12.20 of Framework Schedule 1 - Specification)
- Demonstrate how you will provide any necessary labour and resources required to effect collection, delivery and storage, and where relevant, installation and de-installation of plant and equipment (as per section 4.12.11 of Framework Schedule 1 - Specification)
- Demonstrate your processes and systems that enable you to provide both ad-hoc and scheduled service provisions (as per section 4.12.8 of Framework Schedule 1 - Specification).

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 C6(i), C6(ii) C6(iii) and C6(iv) each box has a character count of 2,000 characters.

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

Section C – Lot 7 – Construction Logistics – Transportation and Storage Healthcare Logistics
C7 Requirement: Capacity, Demand and Service Delivery CCS requires the Bidder to clearly demonstrate how you will deliver the Mandatory Services detailed under Lot 7.
C7 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: <ul style="list-style-type: none"> a) Demonstrate how you will maintain the security and integrity of goods in storage and provide auditable evidence of receipt, key stage processing and delivery preparation. Please detail your warehouse management systems and their capabilities (as per section 4.14.17 of Framework Schedule 1 - Specification) b) Demonstrate how you will provide any necessary labour and resources required to effect both collection, delivery and storage, and where relevant, installation and de-installation (as per section 4.14.14 of Framework Schedule 1 - Specification) c) Demonstrate how the processes and governance structures you will put in place will provide secure delivery to controlled and / or unmanned locations (as per section 4.14.9 of Framework Schedule 1 - Specification); and d) Demonstrate your ability to meet variable, ad-hoc and scheduled Service speeds (as per sections 4.14.4 and 4.14.8 of Framework Schedule 1 - Specification). 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 C7 (i), C7(ii) C7(iii) and C7(iv)] each box has a character count of 2,000 characters.

Marking Scheme 100/75/50/25/0

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

Section C – Lot 8 - ~~Construction Logistics – Transportation and Storage~~

Section C – Lot 8 – Logistic and Warehousing Solutions, Design and Support Services

C8 Requirement: Capacity, Demand and Service Delivery

CCS requires the Bidder to clearly demonstrate how you will deliver the Mandatory Services detailed under Lot 8.

C8 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:

- Demonstrate the approach you would take to gathering, interpreting, analysing and deploying operational data in order to inform and develop process efficiencies and reduced operating costs (as per section 4.17.1 and 4.17.2 of Framework Schedule 1 - Specification)
- Demonstrate your methodology and business model that ensures unbiased thought leadership in delivering innovation either through, or as a combination of, emerging

- technology and / or standardisation of process (as per section 4.17.3 of Framework Schedule 1 - Specification)
- c) Demonstrate how your operating model will enable you to meet the variable human resourcing demands of customers specifically around project management and planning (as per section 4.17.6 of Framework Schedule 1 – Specification).

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

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

Maximum character count – 6,000 characters including spaces and punctuation.

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

You are required to insert your response to this question in the technical envelope in boxes C8(i), C8(ii) and C8(iii) each box has a character count of 2,000 characters.

Marking Scheme 100/66/33/0

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

11. Price evaluation

This paragraph 11 contains information on how to complete the pricing matrix attachment 3 and the price evaluation process.

11.1 How to complete your pricing matrix:

Read and understand the instructions in the pricing 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 0.75% which shall be paid by you to us, as set out in the Framework Award form.

You should have read and understood the information on TUPE in paragraph 8 of attachment 1 – About the framework. You are reminded that it is your responsibility to take your own advice and consider whether TUPE is likely to apply and to act accordingly. You are encouraged to carry out your own due diligence exercise on the application of TUPE when completing your pricing matrix.

Your prices submitted must :

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

Pricing will be based on:

- a) eight (8) hour Working Day; and
- b) rounded to the nearest £10.

Zero or negative bids will not be allowed.

We will investigate where we consider your bid to be abnormally low.

The prices submitted will be the maximum payable under this framework. Prices may be lowered at the call-off stage. Refer to Framework Schedule 3 – price.

You must download and complete the pricing matrix attachment 3 for the lot(s) you are submitting a bid for.

Provide a price, where one has been requested, in the cells highlighted light green and pale yellow.

When you have completed your pricing matrix, you must upload this into the eSourcing suite at question PQ1 in the commercial envelope. If you do not upload your pricing matrix your bid may be rejected from this competition.

Do not alter, amend or change the format or layout of the pricing matrix attachment 3.

11.2 Price evaluation process

This is how we will evaluate your pricing:

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

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

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

The bidder with the lowest total basket price will be awarded the maximum mark available (a price score of 30).

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

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

$$\text{Price Score} = \frac{\text{Lowest total basket price}}{\text{Bidders total basket price}} \times 30 \text{ (maximum mark available)}$$

Bidder A	Bidder B	Bidder C
Total basket price	Total basket price	Total basket price
£ 217,000.00	£ 432,000.00	£ 542,000.00

1. Bidder A has the lowest basket price of £217,000.00. Bidder A is awarded the maximum mark available for price, which is 30;
2. Bidder B submits a total basket price of £432,000.00. Bidder B is awarded a price score of 15
3. Bidder C submits a total basket price of £542,000.00 and is awarded a price score of 12.

11.3 Abnormally low tenders

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

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

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	Price score	Final score
	(Maximum score available 70)	(Maximum score available 30)	(Maximum score available 100)
Bidder A	70.00	30.00	100.00
Bidder B	60.00	15.00	75.00
Bidder C	50.00	12.00	62.00

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

We will offer the number of bidders a framework contract as set out in paragraph 3.1 of attachment 1 – about the framework.

12.2 Reserved rights

We also reserve the right to award a framework to any bidders whose final score is within 1% of the last position, the last position for lot 1 to Lot 8 is 30th position.

Example: Lot 1 to Lot 8

If the bidder in last position has a final score of 60.00

The calculation we will use is:

Lot 1 – Lot 8 last place bidders final score is 60.00

1% of 60.00 = 0.60

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

$60.00 - 0.60 = 59.40$

So any bidder whose final score is 59.40 or above will be awarded a Lot 1 to Lot 8 place on the framework.

12.3 Intention to award

You can submit a bid for one or more lots.

We will tell you if you have been successful or unsuccessful for the lots that you submitted a bid for 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.

12.4 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.

This means;

Lots 1-8 Employers (Compulsory) Liability Insurance = £5,000,000

Lots 1-8 Public Liability Insurance = £2,000,000

Lots 8 ONLY - Professional Indemnity Insurance = £1,000,000

ISO27001 or Cyber Essentials or relevant equivalents including, but not limited to, Sarbanes-Oxley (SOX) controls