



Crown
Commercial
Service

Your Offer

SARS (Spend Analysis and Recovery
Services) II

Framework Agreement - RM3820



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How to complete your bid

1. Guidance

a. **Your Offer** is split into:

Part A – Selection Stage

Part B – Award Stage

Part C – Quality Evaluation

Part D – Price Evaluation

Part E – Final Decision to Award

Annex 1 – The Armed Forces Covenant

- b. **Your bid must be entered into the eSourcing suite.** We can only accept bids that we receive through the eSourcing Suite.
- c. Make sure you have read the document 'eSourcing Suite Supplier Guidance Part B – Tendering and Further Competitions'
<https://www.gov.uk/government/publications/esourcing-tool-guidance-for-suppliers>
(select the eSourcing Suite guidance: how to respond to Tendering and Further Competitions) or this can be found at Attachment 5 - Supplier Guidance.
- d. Your bid must be completed by the organisation that will be responsible for providing the services, if your bid is successful.
- e. You may bid for one or more of the seven lots.
- f. In the case of a consortium, the bid must be completed by one of the members, on behalf of all the members.
- g. Any supporting evidence will be requested via the eSourcing Suite messaging facility.
- h. Do not upload any attachments we haven't asked for.
- i. Make sure you answer every question.
- j. You must submit your bid before the Bid Submission Deadline, take a look at "Timelines for the competition" in **Framework Needs**.
- k. It will be our decision if we accept bids submitted after the Bid Submission Deadline.
- l. Don't forget to press the **Submit all Draft Bids** button before the Bid Submission Deadline, otherwise we will not be able to see your bid.

- m. Don't forget if you are **sending a message to us or replying to a message** sent to you from us, you must make sure that the name of the procurement is in the context field and 'ALL HOSTS' is selected in the 'TO' box.
- n. If anything is unclear, or you are unsure how to complete your bid submission, you can raise a question during the Clarification Period, via the eSourcing Suite. Take a look at "Timelines for the competition" and "When and how to ask questions" in [Framework Needs](#).

Part A – Selection Stage

2. Selection Process

- a. You need to complete all 10 sections of the selection questionnaire in the eSourcing suite.
- b. After the Bid Submission Deadline we will begin with compliance checks.
- c. We check all bids to make sure we have received everything we have asked for and they are compliant with our instructions in this bid pack.
- d. We may seek clarification of any information you provide. Don't forget to check for messages in the eSourcing system throughout the competition. You must log on to the eSourcing system and access your message inbox for this competition to check for messages.
- e. 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.
- f. 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 green boxes.
- g. We will evaluate your responses using the guidance given in the green boxes.

3. Selection Criteria

- a. We may reject your bid and exclude you from the competition at the Selection Stage for any of the following reasons:
 - i) If you receive a "Fail" for any of the evaluated selection questions;
 - ii) Where any of the information you have provided proves to be false or misleading; and/or
 - iii) Where you have broken any of the competition rules in Part B of **Framework Needs**, or not followed the instructions given in this bid pack.
- b. We will tell you if your bid has been rejected and you have been excluded at the selection stage.
- c. If your bid is successful, section 2 and 3 of the selection questionnaire must be completed for each company that you intend to rely on to meet the selection requirements. This is all the companies you name in your answer to question 2.15. If this information cannot be provided, or one of the companies fails a question in section 3, our offer of a framework agreement may be withdrawn.

Section 1 – Starter Questions

Evaluation guidance

The following questions will be evaluated PASS/FAIL. Your bid will FAIL, if you do not answer 'Yes' to all the questions in this section.

Question Number	Question	Your Response
1.0	Do you agree to the competition rules, set out in the Framework Needs document?	<input type="checkbox"/> Yes <input type="checkbox"/> No
1.1	Do you accept the draft Terms and Conditions as set out in Attachment 1 - Framework Agreement Terms and Conditions	<input type="checkbox"/> Yes <input type="checkbox"/> No
1.2	Do you confirm you have the skills, resources and experience to carry out all of the requirements in the Customer Needs document? This may be through the use of Key Sub-Contractors ¹ or a consortium.	<input type="checkbox"/> Yes <input type="checkbox"/> No
1.3	We understand that we must press the red Submit all Draft Bids button in the eSourcing suite to correctly submit our completed Offer.	<input type="checkbox"/> Yes <input type="checkbox"/> No
1.4	<p>We understand that to send a message to the Crown Commercial Service (CCS) procurement team we must ensure that the name of the procurement is in the context field and 'ALL HOSTS' is selected in the 'TO' box.</p> <p>We understand that to reply to a message sent to us from Crown Commercial Service (CCS) procurement team we must change the 'TO' box to 'ALL HOSTS'.</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
1.5	We have read the document 'eSourcing Suite Supplier Guidance Part B – Tendering and Further Competitions' https://www.gov.uk/government/publications/esourcing-tool-guidance-for-suppliers (select the eSourcing Suite guidance: how to respond to Tendering and Further Competitions).	<input type="checkbox"/> Yes <input type="checkbox"/> No

¹Key Sub-Contractor means any Sub-Contractor that you will rely to perform a critical role in the provision of all or any part of the Services.

Section 2 – Company Details

Guidance

This is essential information which we will use to verify who you are and what your approach is. Please comply by answering all questions in this section.

This section 2 is not evaluated.

Question number	Question	Your response
2.0	Tell us your company details: a) Name b) Registered office address c) Date of company registration d) Company registration number e) DUNS number f) VAT number	Enter in table
2.1	Tell us your trading status: a) public limited company b) limited company c) limited liability d) other partnership e) sole trader f) OTHER	Use pick list
2.1(a)	If you chose “OTHER” for question 2.1 please give details or enter N/A	Text box
2.2	Tell us if you are registered with any professional or trade register in your member state: Yes No N/A	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
2.2(a)	If yes to question 2.2, please give details, or enter N/A	Text box
2.3	Tell us if you need to be legally authorised, or be a member of an organisation, in order to provide the customers’ needs:	<input type="checkbox"/> Yes

	Yes No N/A	<input type="checkbox"/> No <input type="checkbox"/> N/A
2.3(a)	If yes, to 2.3 please give details, or enter N/A	Text box
2.4	Trading name that will be used, if successful in this competition	Text box
2.5	Tell us if you have any relevant classifications: a) Voluntary Community Social Enterprise (VCSE) b) Sheltered Workshop c) Public service mutual d) OTHER e) N/A	Use pick list
2.5(a)	If you chose "OTHER" to question 2.5 please give details, or enter N/A	Text box
2.6	Tell us if you are a Small Medium Enterprise (SME) ² : Yes No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<p>UK companies, Societates European (SEs) and limited liability partnerships (LLPs) will be required to identify and record the people who own or control their company. Companies, SEs and LLPs will need to keep a PSC register, and must file the PSC information with the central public register at Companies House. See PSC guidance.</p> <p>Please note a Disclosure and Barring Service (DBS) check for relevant convictions may be undertaken on the People of Significant in Control (PSC) of the successful bidders.</p> <p>²The definition of small and medium sized enterprises (SMEs) is a business having less than 250 employees, and having an annual turnover of less than £40M (€50M) OR a balance sheet of less than £35M(€43M), and not significantly being controlled by, or in control of, other enterprises.</p>		
2.7	Have you Persons of Significant Control?	<input type="checkbox"/> Yes <input type="checkbox"/> No
2.7(a)	If you answer yes to question 2.7 you must also provide the following information for each Person of Significant Control a) Name b) Date of birth;	Enter in table

	c) Nationality; d) Country, state or part of the UK where the PSC usually lives; e) Service address; f) The date they became a PSC in relation to the company (for existing companies the 6 April 2016 should be used); Which conditions for being a PSC are met; g) Over 25% up to (and including) 50%, h) More than 50% and less than 75%, i) 75% or more.	
2.8	Tell us if you have an Immediate parent company? Yes, you have an Immediate parent company No, you don't have an Immediate parent company	<input type="checkbox"/> Yes <input type="checkbox"/> No
2.8a	If Yes, to question 2.8 give details of your Immediate parent company a) Name b) Registered Office address c) Registration number d) Head office DUNS number e) Head office VAT number	Enter in Table
2.9	Tell us if you have a parent company? Yes, you have a parent company No, you don't have a parent company	<input type="checkbox"/> Yes <input type="checkbox"/> No
2.9(a)	If Yes, to question 2.9 give details of your parent company, or enter N/A	Text box
2.10	Tell us if you have an ultimate parent company? Yes, you have an ultimate parent company No, you don't have an ultimate parent company	<input type="checkbox"/> Yes <input type="checkbox"/> No
2.10 (a)	If Yes, to question 2.10 give details of your ultimate parent company. If No, to question 2.10 enter N/A	Text box

2.11	<p>Tell us if you are bidding as a consortium or as a single provider?</p> <p>Yes, we are bidding as a consortium</p> <p>No, I am bidding as a single provider</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
2.11(a)	<p>If yes to question 2.11, give details of each member:</p> <p>a) Company name</p> <p>b) Company registration number</p> <p>c) Registered office address</p> <p>d) DUNS number</p> <p>If No, to question 2.11 enter N/A</p>	Enter in table
2.12	<p>Tell us the name of the consortium.</p> <p>Please enter N/A if not applicable.</p>	Text box
2.13	<p>Tell us the proposed legal structure for the consortium (e.g. single legal entity).</p> <p>Please enter N/A if not applicable.</p>	Text box
2.14	<p>Tell us if you, as a single provider, or consortium, intend to use Key Sub-Contractors to help you deliver the requirements?</p> <p>Yes</p> <p>No</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
2.14(a)	<p>If Yes, to question 2.14 give details of each Key Sub-Contractor:</p> <p>a) Name</p> <p>b) Registered address</p> <p>c) Trading status</p> <p>d) Company registration number</p> <p>e) Head office DUNS number</p> <p>f) VAT number</p> <p>g) SME?</p> <p>h) The role each Key Sub-Contractor will take</p> <p>i) The approximate % of contractual obligations</p> <p>Please enter N/A if not applicable.</p>	Enter in table

2.15	<p>Confirm all the names of the Key Sub-Contractor and consortium member you are relying on to pass these selection criteria.</p> <p>Note: If your bid is successful, at the intention to award stage we will send an invite to these companies to submit sections 2 & 3 through our eSourcing suite.</p> <p>You may want to make sure that all these companies are registered on our eSourcing suite in readiness.</p>	Enter in table
2.16	<p>Tell us which Lot(s) you are bidding for?</p> <p>Lot 1 – Statement Transaction Review</p> <p>Lot 2 – End-to-End Review</p> <p>Lot 3 – Contract Compliance – Utilities</p> <p>Lot 4 – Contract Compliance – Telecoms / Mobiles</p> <p>Lot 5 – Contract Compliance – Contingent Labour / Agency Staff</p> <p>Lot 6 – Contract Compliance – VAT</p> <p>Lot 7 – Contract Compliance – Property / Rental Review</p>	<input type="checkbox"/> Lot 1 <input type="checkbox"/> Lot 2 <input type="checkbox"/> Lot 3 <input type="checkbox"/> Lot 4 <input type="checkbox"/> Lot 5 <input type="checkbox"/> Lot 6 <input type="checkbox"/> Lot 7

Section 3 - Exclusion Grounds

Evaluation guidance

You must provide an answer to the following questions on behalf of all organisations you are relying on to pass the selection criteria (as listed in question 2.15).

This means:

- a) you;
- b) any of your consortium members; and,
- c) any other organisations that you rely on to meet the selection criteria, (these could be parent companies, affiliates, associates, or Key Sub-Contractors).

Question 3.0 will be evaluated PASS/FAIL. Your bid will FAIL, if you do not answer 'No' to question 3.0 and you FAIL the self-cleaning evaluation.

Question 3.4 will be evaluated PASS/FAIL. Your bid may FAIL if you answer 'Yes' and you FAIL the self-cleaning evaluation.

Self-cleaning evaluation guidance

If you have any declared any convictions related to any of the **‘Mandatory’, ‘Discretionary’ or Tax related offences listed** under the [Public Contracts Regulations 2015](#) (See PCR Regulations 57(1), 57(2), 57(3) and 57(8)) you will be contacted to provide evidence of your self-cleaning.

For evidence of self-cleaning you should provide the following:

- a) If you were required to pay any financial compensation, evidence that you have paid or made arrangements to pay this compensation.
- b) The facts and circumstances relating to each conviction. This may include details of the investigation carried out by the relevant authorities; and
- c) Evidence that you have taken measures to prevent any reoccurrence.

Your bid will **FAIL** the self-cleaning evaluation if any of the following occurs:

- a) You fail to provide evidence of self-cleaning by the date we ask you to submit it;
- b) The self-cleaning evidence you provide is not sufficient; or
- c) The seriousness of the offence is unacceptable.

If you fail the self-cleaning evaluation and it is for a MANDATORY exclusion offence, then your bid will be rejected.

If you fail the self-cleaning evaluation and it is for a DISCRETIONARY or TAX RELATED offence, we may reject your bid.

This process will be applied to all instances where self-cleaning is required.

Question number	Question	Your response
3.0	Do you have any convictions to declare within the last 5 years (see guidance above)? If Yes, refer to self-cleaning guidance above If No, you can submit N/A to questions 3.1, 3.2 and 3.3	<input type="checkbox"/> Yes <input type="checkbox"/> No
3.1	If you answered Yes to question 3.0, tells us about your conviction(s), specifically: Who does the conviction belong to? What was the conviction for? When was the conviction received? Date of conviction, specify which of the grounds listed the conviction was for and the reasons for conviction. If the relevant documentation is available electronically please provide the web address, issuing authority and precise reference of the documents. Please enter N/A if not applicable.	Text box

3.2	<p>Do you have the necessary 'self-cleaning' evidence available upon request?</p> <p>Yes</p> <p>No</p> <p>N/A</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
3.3	<p>If you have answered Yes to question 3.0 and question 3.2 have measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion? (self-cleaning):</p> <p>Yes</p> <p>No</p> <p>N/A</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
3.4	<p>Regulation 57(3)</p> <p>Has it been established, for your organisation by a judicial or administrative decision having final and binding effect in accordance with the legal provisions of any part of the United Kingdom or the legal provisions of the country in which the organisation is established (if outside the UK), that the organisation is in breach of obligations related to the payment of tax or social security contributions?</p> <p>Yes</p> <p>No</p> <p>N/A</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
3.5	<p>If you have answered yes to question 3.4, please provide further details (self-cleaning):</p> <p>Please also confirm you have paid, or have entered into a binding arrangement with a view to paying, the outstanding sum including where applicable any accrued interest and/or fines;</p> <p>Date of conviction, specify which of the grounds listed the conviction was for, and the reasons for conviction; and,</p> <p>Identity of who has been convicted.</p> <p>Please enter N/A if not applicable.</p>	Text box

Section 4 – Financial Risk		
Question number	Question	Your response
4.0	<p>Would you, or any of the members of the consortium, prefer us to carry out the financial risk score and financial risk assessment on a guarantor?</p> <p>Yes</p> <p>No</p>	<p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p>
4.1	<p>If you have answered yes to question 4.0, give details of your guarantor, specifically:</p> <p>a) Company Name;</p> <p>b) Company Registration number; and</p> <p>c) Company Registered Address</p> <p>Enter N/A if not applicable.</p>	Enter in table
4.2	<p>Please confirm that your nominated guarantor has agreed to complete the framework guarantee, prior to any award being made, and comply with clause 8 of Attachment 1 - Framework Agreement Terms and Conditions.</p> <p>Yes - my nominated guarantor has agreed</p> <p>No - my nominated guarantor has not agreed</p> <p>N/A</p>	<p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p><input type="checkbox"/> N/A</p>

Evaluation guidance

Your financial risk will be evaluated PASS/FAIL.

What we will do to assess your financial risk

1

We will use a credit reference agency to get a **financial risk score** for you and any members of your consortium or any nominated guarantor(s).

If the financial risk score is 51 or more, or there is an equivalent international score, you will receive a PASS for this question.

2

If the score is less than 51, or no financial risk score is available, then we will ask for a copy of **audited accounts** for the two most recent years.

If there are no audited accounts available, we will ask for other information including:

- a statement of turnover, profit and loss account/income statement, balance sheet/statement of financial position and statement of cash flow for the most recent year of trading;
- a statement of cash flow forecast for the current year and a bank letter outlining the current cash and credit position; and/or
- an alternative means of demonstrating financial status.

If the information we ask for is not provided you will 'FAIL' this question and your bid may be rejected.

3

We will then use the information provided at stage 2 above to assess the level of financial risk using our **financial risk assessment template** (Attachment 4). If the level of financial risk is not acceptable, and you have not already nominated a guarantor, we will ask you to name a guarantor.

4

If you name a guarantor, stages 1, 2 and 3 above will be repeated on the guarantor. If you cannot provide a guarantor whose level of financial risk is acceptable, or you cannot provide a guarantor, you will FAIL this question and your bid may be rejected.

If any member of a consortium has a level of financial risk which is not acceptable, and you cannot provide a guarantor whose level of financial risk is acceptable, then you will FAIL this question and the consortium bid may be rejected.

Section 5 – Technical and Professional Ability

Evaluation Guidance

The following questions will be evaluated with PASS/FAIL.

All bidders must complete this section for the Lot(s) you are bidding for.

You must populate the table (question 5.0) and text boxes (questions 5.1a to 5.7a) within the eSourcing suite, with the information requested for the contract examples you are submitting.

Please note for Lot 1 – Statement Transaction Review and Lot 2 – End-to-End Review two (2) contract examples are required.

For Lot 3, Lot 4, Lot 5, Lot 6 and Lot 7 one (1) contract example is required.

Question number	Question
5.0	<p>We want you to provide the following information for each contract example in the table:</p> <ul style="list-style-type: none">a) name of customer organisation;b) customer contact name,c) customer telephone numberd) customer email;e) contract start datef) contract completion dateg) estimated contract value.
5.1a	<p>Contract example 1 – Lot 1 Statement Transaction Review</p> <p>Please provide in the text box the following information for your first contract example for Lot 1 Statement Transaction Review.</p> <p>Response guidance</p> <p>Your response must include:</p> <ul style="list-style-type: none">a) A summary of the contract, detailing your technical capability to:<ul style="list-style-type: none">○ conduct the statement transaction review○ identify and report any unallocated amounts, credit notes or other credit balances○ recover identified balances

	<p>b) The objectives and/or key performance indicators, set by the customer at the start of the contract, and how you were able to meet them (including targets and the results you achieved).</p> <p>Please refer to the contract examples guidance.</p> <p>Please enter N/A if you are not submitting a bid for Lot 1.</p>
5.1b	<p>Contract example 2 – Lot 1 Statement Transaction Review</p> <p>Please provide in the text box the following information for your second contract example for Lot 1 Statement Transaction Review.</p> <p>Response guidance</p> <p>Your response must include:</p> <p>a) A summary of the contract, detailing your technical capability to:</p> <ul style="list-style-type: none"> ○ conduct the statement transaction review ○ identify and report any unallocated amounts, credit notes or other credit balances ○ recover identified balances <p>b) The objectives and/or key performance indicators, set by the customer at the start of the contract, and how you were able to meet them (including targets and the results you achieved).</p> <p>Please refer to the contract examples guidance.</p> <p>Please enter N/A if you are not submitting a bid for Lot 1.</p>
5.2a	<p>Contract example 1 – Lot 2 End-to-End Review</p> <p>Please provide in the text box the following information for your first contract example for Lot 2 End-to-End Review.</p> <p>Response guidance</p> <p>Your response must include details of your technical ability to provide an end-to-end review including:</p> <p>a) A summary of the contract, detailing your technical capability to provide an end-to-end review including:</p> <ul style="list-style-type: none"> ○ a statement transaction review ○ payment error review ○ contract compliance review <p>b) The objectives / key performance indicators, set by the customer at the start of the contract, and how you were able to meet them (including targets and the results you achieved).</p> <p>Please refer to the contract examples guidance.</p> <p>Enter N/A if you are not submitting a bid for Lot 2.</p>

5.2b	<p>Contract example 2 – Lot 2 End-to-End Review</p> <p>Please provide in the text box the following information for your second contract example for Lot 2 End-to-End Review.</p> <p>Response guidance</p> <p>Your response must include details of your technical ability to provide an end-to-end review including:</p> <ul style="list-style-type: none"> a) A summary of the contract, detailing your technical capability to provide an end-to-end review including: <ul style="list-style-type: none"> ○ a statement transaction review ○ payment error review ○ contract compliance review b) The objectives / key performance indicators, set by the customer at the start of the contract, and how you were able to meet them (including targets and the results you achieved). <p>Please refer to the contract examples guidance.</p> <p>Enter N/A if you are not submitting a bid for Lot 2.</p>
5.3	<p>Contract example – Lot 3 Contract Compliance - Utilities</p> <p>Please provide in the text box the following information for your contract example for Lot 3 Contract Compliance – Utilities.</p> <p>Response guidance</p> <p>Your response must include:</p> <ul style="list-style-type: none"> a) A summary of the contract, detailing your technical capability to conduct the review, analyse and identify anomalies in supplier charges, payments, or agreements which resulted in missed benefits or miscalculated payments, overpayments or overcharges. This must be in Utilities, and include analysis of four or more of the following: tariffs; distribution charges; transmission charges; metering charges; climate change levy charges; and/or environmental costs. b) The objectives / key performance indicators, set by the customer at the start of the contract, and how you were able to meet them (including targets and the results you achieved). <p>Please refer to the contract examples guidance.</p> <p>Enter N/A if you are not submitting a bid for Lot 3.</p>
5.4	<p>Contract Compliance – Lot 4 Contract Compliance -Telecoms / Mobile</p> <p>Please provide in the text box the following information for your contract example for Lot 4 Contract Compliance - Telecoms / Mobile.</p> <p>Response guidance</p> <p>Your response must include:</p>

	<p>a) A summary of the contract, detailing your technical capability to conduct the review, analyse and identify anomalies in supplier charges, payments, or agreements which resulted in missed benefits or miscalculated payments, overpayments or overcharges. This must be Telecoms / Mobile and include analysis of four or more of the following: Public Switch Telephone Network (PTSN) lines; call plans; Multi-Protocol Label Switching (MPLS) / Ethernet; leased line services; maintenance charges; and, mobile voice and data charges.</p> <p>b) The objectives / key performance indicators, set by the customer at the start of the contract, and how you were able to meet them (including targets and the results you achieved).</p> <p>Please refer to the contract examples guidance.</p> <p>Enter N/A if you are not submitting a bid for Lot 4.</p>
5.5	<p>Contract example – Lot 5 Contract Compliance - Contingent Labour / Agency Staff</p> <p>Please provide in the text box the following information for your contract example for Lot 5 Contract Compliance – Contingent Labour / Agency Staff.</p> <p>Response guidance</p> <p>Your response must include:</p> <p>a) A summary of the contract, detailing your technical capability to conduct the review, analyse and identify anomalies in supplier charges, payments, or agreements which resulted in missed benefits or miscalculated payments, overpayments or overcharges. This must be Contingent Labour / Agency Staff, and include analysis of two or more of the following: hourly rates; grades vs charges; and, hours worked vs charges.</p> <p>b) The objectives / key performance indicators, set by the customer at the start of the contract, and how you were able to meet them (including targets and the results you achieved).</p> <p>Please refer to the contract examples guidance.</p> <p>Enter N/A if you are not submitting a bid for Lot 5.</p>
5.6	<p>Contract example – Lot 6 Contract Compliance - VAT</p> <p>Please provide in the text box the following information for your contract example for Lot 6 Contract Compliance – VAT.</p> <p>Response guidance</p> <p>Your response must include:</p> <p>a) A summary of the contract, detailing your technical capability to conduct the review, analyse and identify anomalies in supplier charges, payments, or agreements which resulted in missed benefits or miscalculated payments, overpayments or overcharges. This must</p>

	<p>include analysis of the following: input and output VAT; VAT rates; and, exemption calculations.</p> <p>b) The objectives / key performance indicators, set by the customer at the start of the contract, and how you were able to meet them (including targets and the results you achieved).</p> <p>Please refer to the contract examples guidance.</p> <p>Enter N/A if you are not submitting a bid for Lot 6.</p>
5.7	<p>Contract example – Lot 7 Contract Compliance - Property / Rental Review</p> <p>Please provide in the text box the following information for your contract example for Lot 7 Contract Compliance - Property /Rental Review.</p> <p>Response guidance</p> <p>Your response must include:</p> <p>a) A summary of the contract, detailing your technical capability to conduct the review, analyse and identify anomalies in supplier charges, payments or agreements which resulted in missed benefits or miscalculated payments, overpayments or overcharges. This must be in the Property / Rental market, and include analysis of three or more of the following: lease charges; rental charges; VAT charges; insurance payments; and, exemptions.</p> <p>b) The objectives / key performance indicators, set by the customer at the start of the contract, and how you were able to meet them (including targets and the results you achieved).</p> <p>Please refer to the contract examples guidance.</p> <p>Enter N/A if you are not submitting a bid for Lot 7.</p>
<p><u>Evaluation guidance</u></p> <p>Contract examples will be evaluated PASS/FAIL</p> <ul style="list-style-type: none"> • Examples can be public or private sector; • Examples provided must relate to contracts performed during the past 3 years, prior to publication of the OJEU Contract Notice to be valid; • Customer contact provided must be notified by you that they may be contacted by the Authority (the Authority reserves the right to verify the accuracy of contract details provided); • Examples must clearly and unambiguously fall within the scope of the requirement; • Examples of contracts awarded under Framework Agreements via Call Off contracts will be considered valid, but Framework Agreements themselves will NOT be considered valid; 	

- Customer contact provided must not have been employed or appointed by your organisation, or from within your associated group of companies, within the past 3 years prior to the publication of the OJEU Contract Notice; and
- Examples may cover situations where your organisation was acting as prime contractor, Key Sub-Contractor or part of a consortium.

If you do not provide the contract examples we have asked for your bid will be excluded from this procurement.

What we will do with your responses:

Quality Evaluation

1

We will give your example(s) to our evaluation panel. Example 1 and 2 for Lot 1 will be assessed together; the same will apply to Lot 2. Each evaluator will independently assess your example(s) using the response guidance, marking scheme and evaluation criteria below. They will give a mark (PASS/FAIL) and a reason for their mark for each example(s) they are assessing. The evaluators will enter the marks and reasons into the eSourcing suite.

Consensus

2

Once the evaluators have independently assessed your example(s) we will arrange for the evaluators to meet. We will facilitate the discussion. At this meeting, the evaluators will discuss the quality of your answers and review their marks and reasons for that mark. The discussion will continue until they reach a consensus regarding the mark and reason for that mark. This will be done for each Lot you have submitted examples for.

If you do not achieve a PASS for the examples in the Lot(s) you have bid for, we will tell you that your bid has been excluded from the competition and why.

The marking scheme and evaluation criteria evaluators will be used for questions 5.1 to 5.7

Marking Scheme	Evaluation Criteria
Pass	You have provided a contract example(s) which address the response guidance.
Fail	You have not provided a contract example(s) which address the response guidance. OR This question has not been answered.

Section 6 Modern Slavery Act 2015: Requirements under Modern Slavery Act 2015		
Question Number	Question	Response
<p><u>Evaluation guidance</u></p> <p>This question 6.0 will be evaluated PASS/ FAIL.</p> <p>Your bid will FAIL, if you answer 'Yes' to question 6.0 and do not provide a url at question 6.2 to your organisation website, were your slavery and human trafficking statement appears in a prominent place on the website homepage.</p> <p>Your bid will FAIL, if you answer 'Yes' to question 6.0 and do not provide a satisfactory explanation at question 6.3 as to why you are not compliant with the annual reporting requirements contained within Section 54 of the Act 2015.</p>		
6.0	Are you a relevant commercial organisation as defined by section 54 ("Transparency in supply chains etc.") of the Modern Slavery Act 2015 ("the Act") this means do you have a total turnover of £36m or more?	<input type="checkbox"/> Yes <input type="checkbox"/> No
6.1	<p>If you have answered 'Yes' to question 6.0 are you compliant with the annual reporting requirements contained within Section 54 of the Act 2015</p> <p>www.legislation.gov.uk/ukpga/2015/30/section/54/enacted</p> <p>Please enter N/A if not applicable.</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
6.2	<p>If you have answered 'Yes' to question 6.0 and your organisation has a website, please provide the relevant link to the slavery and human trafficking statement that appears in a prominent place on the website homepage.</p> <p>Please enter N/A if not applicable.</p>	Text box
6.3	<p>If you have answered 'No' to question 6.1 please provide an explanation.</p> <p>Please enter N/A if not applicable.</p>	Text box

Section 7	Additional Questions	
	Cyber Essentials Scheme and CESG CHECK Penetration Testing	
<p><u>Evaluation guidance</u></p> <p>The following questions are evaluated PAS/FAIL.</p> <p>Your bid will FAIL, if you do not answer 'Yes' to all questions in this section.</p>		
Question Number	Question	Response
7.0	<p>In relation to the Services, please tell us if you comply with <u>one</u> of the following criteria:</p> <p>(i) You have a current and valid Cyber Essentials certificate which has been awarded by one of the government approved Cyber Essentials accreditation bodies within the most recent 12 months and where your organisation proposes to use Key Sub-Contractors to carry out the Services and these Key Sub-Contractors shall be involved in handling sensitive and personal information with regard to the Services, such Key Sub-Contractors will have in place a valid Cyber Essentials certificate by the Framework commencement where your organisation proposes to use the Sub-Contractor;</p> <p>OR</p> <p>(ii) You do not have a current and valid Cyber Essentials certificate which has been awarded by one of the government approved Cyber Essentials accreditation bodies but you are working towards gaining it, and will be in a position to confirm that you have been awarded a current and valid Cyber Essentials certificate by one of the government approved accreditation bodies, by the Framework commencement date and where your organisation proposes to use Key Sub-Contractors to carry out the Services and these Key Sub-Contractors shall be involved in handling sensitive and personal information with regard to the Services, such Key Sub-Contractors will have in place a valid Cyber Essentials certificate by the Framework commencement date where your organisation proposes to use the Key Sub-Contractor;</p> <p>OR</p>	<p>Please select an option from the drop down list.</p> <p><input type="checkbox"/> (i) Yes</p> <p><input type="checkbox"/> (ii) Yes</p> <p><input type="checkbox"/> (iii) Yes</p> <p><input type="checkbox"/> No</p>

	<p>(iii) You do not have a current and valid Cyber Essentials certificate which has been awarded by one of the government approved Cyber Essentials accreditation bodies, but you can demonstrate (or, will be able to demonstrate) by the Framework commencement date that your organisation meets the technical requirements prescribed by the Cyber Essentials Scheme as detailed in the following link: https://www.cyberstreetwise.com/cyberessentials/files/requirements.pdf AND that you can provide evidence of verification by a technically competent and independent third party (which has taken place within the most recent 12 months) that your organisation demonstrates compliance with Cyber Essentials technical requirements. Also where your organisation proposes to use Key Sub-Contractors to carry out the Services and these Key Sub-Contractors shall be involved in handling sensitive and personal information with regard to the Services, such Key Sub-Contractors will have in place a valid Cyber Essentials certificate by the Framework commencement date where your organisation proposes to use the Key Sub-Contractor.</p>	
7.1	<p>In relation to the Services, please confirm that you comply with all of the following criteria and you agree to undertake CHECK compliant CESG Penetration Testing, with a CESG approved provider, prior to 'Go Live' and annually thereafter.</p> <p>Further information can be found at: https://www.cesg.gov.uk/articles/using-check-provider https://www.cesg.gov.uk/scheme/penetration-testing</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
7.2	<p>Have you downloaded and read Attachment 6 – Security Guidance.</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No

Section 8 Insurance – All Lots		
Question Number	Question	Response
<u>Evaluation guidance</u> Question 8.0 is evaluated PASS/FAIL.		

Your bid will FAIL, if you do not answer 'Yes' to this question.		
8.0	<p>Tell us if you have, or agree to get before the contract begins, the following levels of insurance cover:</p> <p>Employer's (Compulsory) Liability Insurance* = £5,000,000</p> <p>Public Liability Insurance = £1,000,000</p> <p>Professional Indemnity Insurance = £1,000,000</p> <p>*It is a legal requirement that all companies hold Employer's (Compulsory) Liability Insurance of £5 million as a minimum. Please note this requirement is not applicable to sole traders.</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No

Section 9 Framework Population Template – this section is not evaluated	
<p>Have you downloaded, completed Attachment 3 - Framework Population Template.</p> <p>You can upload your completed Framework Population Template to this eSourcing suite by using the paperclip icon aligned to this question.</p> <p>Please name the attachment</p> <p>[insertyourorganisationname attachment 3]</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No

Section 10

Contact details and declaration

I declare that to the best of my knowledge the answers submitted and information provided in response to this selection questionnaire is correct and accurate.

I declare that, upon request and without delay, I will provide the certificates or documentary evidence referred to in this selection questionnaire.

I understand that the information will be used in the selection process to assess my organisation's suitability to be invited to participate further in this procurement.

I understand that the authority may reject this submission in its entirety if there is a failure to answer all the relevant questions fully, or if false/misleading information or content is provided in any section.

I am aware of the consequences of serious misrepresentation.

Contact details and declaration	
Question	Response
Contact name Name of organisation Role in organisation E-mail address Signature (electronic is acceptable) Date	Enter in table

END OF SELECTION QUESTIONNAIRE

Part B – Award Stage

4. Award Stage

- a. If you have successfully passed Part A - Selection Stage above, you will proceed to this Award Stage.
- b. We have tried to make our Award Stage as simple as possible, whilst achieving the best possible commercial outcomes.
- c. Your offer must deliver what our customers need, at the best possible price you can give us.
- d. Tips for completing your bid:
 - Read through the **Customer Needs** carefully, and read it more than once;
 - Know the question, response guidance, marking scheme and evaluation criteria;
 - Read the Terms and Conditions (Attachment 1);
 - If you are unsure, ask questions. Take a look at “Timelines for the competition” and “When and how to ask questions” in **Framework Needs**;
 - Allow plenty of time to complete your responses; it always takes longer than you think to submit; and
 - Your prices should be in line with the service level you offer, in response to the quality questions.
- e. The Award Stage consists of a quality evaluation (Part C of this document) and a price evaluation (Part D).
- f. The award of this framework agreement will be on the basis of the ‘Most Economically Advantageous Tender’ (MEAT).
- g. The weighting for the quality evaluation is 70 marks; and, the price evaluation is worth 30 marks.

5. What YOU need to do

- a. You need to answer the quality questions (Section A and Section B of the Quality Questionnaire) in the eSourcing suite and complete the pricing matrix (Attachment 2) for the Lot(s) you are bidding for. You must upload your completed pricing matrix into the eSourcing suite at question PQ1.

6. What WE will do at this award stage

1

Compliance Check

First, we will do a check to make sure that you have answered all quality questions and have completed the pricing matrix in line with our instructions.

2

Quality Evaluation

We will give your responses to our evaluation panel. Each evaluator will independently assess your responses to the quality questions using the response guidance and the evaluation criteria. They will give a mark and a reason for their mark for each question they are assessing. The evaluators will enter the marks and reasons into the eSourcing suite.

3

Consensus

Once the evaluators have independently assessed your answers to the questions we will arrange for the evaluators to meet. We will facilitate the discussion. At this meeting, the evaluators will discuss the quality of your answers and review their marks and reasons for that mark. The discussion will continue until they reach a consensus regarding the mark, and reason for that mark, for each question. These final marks will be used to calculate your quality score for each lot you have bid for.

4

Quality Threshold

If you have received a zero for any of the quality questions we will reject your bid and you will be excluded from the competition. We will tell you that you have been excluded from the procurement and why.

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 (see Part E Final decision to award).

7

Award

Awards will be made to the successful bidders following the Standstill Period, subject to contract.

Part C – Quality Evaluation

7. Quality Evaluation

- a. Question QA1 is a mandatory question and will be evaluated PASS / FAIL. If you answer no to this question you will fail this question, we will reject your bid and you will be excluded from the competition. We will tell you that your bid has been excluded.
- b. 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.
- c. Each of the quality questions, in section B and section C of the quality questionnaire will be evaluated by our evaluation panel.
- d. When the consensus meeting has taken place and the final mark for each question has been agreed by the evaluators, your final mark for each question will be multiplied by that question's weighting to calculate your weighted mark for that question.
- e. 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.
- f. Please see table(s) A, B and C below for an example of how your quality score will be calculated:

Table A - Lot 1

Subject		Question weighting	Maximum mark available	Your final mark	Your weighted mark
QB1	Data Handling and Security	20%	100	33	6.60
QC1	Statement Transaction Review	50%	100	66	33.00
Quality Score					39.60

Table B - Lot 2

Subject		Question weighting	Maximum mark available	Your final mark	Your weighted mark
QB1	Data Handling and Security	10%	100	100	10.00
QC1	Statement Transaction Review	20%	100	66	13.20
QC2	Payment Error Review	20%	100	33	6.60
QC3	Contract Compliance	20%	100	50	10.00
Quality Score					39.80

Table C - Lot 3, Lot 4, Lot 5, Lot 6 and Lot 7

Subject		Question weighting	Maximum mark available	Your final mark	Your weighted mark
QB1	Data Handling and Security	20%	100	66	13.20
QC3	Contract Compliance	50%	100	50	25.00
Quality Score					38.20

8. Quality Questionnaire Response Guidance, Evaluation and Marking Scheme

- a. The quality questionnaire is split into three sections:

Section A – Mandatory questions

Section B – Generic question

Section C – Lot specific questions

- b. 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
QA1	Mandatory Service Requirements	Pass/Fail	N/A	N/A	N/A	N/A	N/A	N/A	N/A
QB1	Data Handling and Security	100/66/33/0	20	10	20	20	20	20	20
QC1	Statement Transaction Review	100/66/33/0	50	20					
QC2	Payment Error Review	100/66/33/0		20					
QC3	Contract Compliance	100/75/50/25/0		20	50	50	50	50	50

SECTION A – MANDATORY SERVICE REQUIREMENTS	
QA1 Compliance with Framework Schedule 2: Part A – Services (specification) – ALL LOTS	
<p>If you are awarded a place on the Framework Agreement, will you unreservedly deliver in full, all the Mandatory Service Requirements specific to the Lot(s) for which you are bidding for, as set out in Framework Schedule 2: Part A – Services. Please answer YES or NO.</p> <p>YES - You will unreservedly deliver in full all the Mandatory Service Requirements that are specific to the Lot(s) you are bidding for, as set out in Framework Schedule 2: Part A - Services.</p> <p>NO - You will not, or cannot, deliver in full all the Mandatory Service Requirements that are specific to the Lot(s) you are bidding for, as set out in Framework Schedule 2: Part A - Services.</p>	
<p>QA1 Response Guidance</p> <p>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.</p> <p>You are required to select either option YES or NO from the drop down list associated with this question.</p> <p>Providing a YES response means you will unreservedly deliver in full all the Mandatory Service Requirements that are specific to the Lot(s) you are bidding for, as set out in Framework Schedule 2: Part A - Services.</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 Mandatory Service Requirements that are specific to the Lot(s) you are bidding for, as set out in Framework Schedule 2: Part A - Services you will be excluded from further participation in this competition, and we will tell you that your bid has been excluded from the competition and why.</p>	
Marking Scheme	Evaluation Guidance
PASS	You have selected option YES confirming that you will unreservedly deliver in full all the Mandatory Service Requirements that are specific to the Lot(s) you are bidding for, as set out in Framework Schedule 2: Part A - Services.
FAIL	<p>You have selected NO confirming that you will not, or cannot, deliver in full all the Mandatory Service Requirements that are specific to the Lot(s) you are bidding for, as set out in Framework Schedule 2: Part A - Services.</p> <p>OR</p>

You have not selected either **YES** or **NO**.

SECTION B – GENERIC QUESTION

QB1 ALL LOTS – DATA HANDLING AND SECURITY

REQUIREMENT:

The Authority requires you to demonstrate the approach you will have to ensure the secure handling and disposal of data, and your processes for dealing with and mitigating a breach of data security.

Maximum character count – 4096 characters including spaces and punctuation.

QB1 Response Guidance

All bidders must answer this question.

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

Your response must:

- a) describe how your organisation will ensure that Contracting Authorities' information and data is collected, held and maintained, in a secure and confidential manner;
- b) demonstrate the process you will have in place for the removal and destruction of Contracting Authorities' data, in a secure and confidential manner when instructed by the Contracting Authority; and
- c) describe how you will ensure that the security of portable IT and communications equipment will be maintained.

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 – 4096 characters including spaces and punctuation.

You must not exceed the character count within the eSourcing Suite.

No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.

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 component parts (a to c) of the response guidance above.
0	<p>The bidder's response has not fully addressed any of the 3 component parts (a to c) of the response guidance above.</p> <p>OR</p> <p>A response has not been provided to this question.</p>

SECTION C – LOT SPECIFIC QUESTIONS

QC1 LOT 1 and LOT 2 ONLY – STATEMENT TRANSACTION REVIEW

REQUIREMENT:

The Authority requires you to demonstrate the approach you will take to ensure that the delivery of a Statement Transaction Review, as required under Lot 1 and Lot 2, is delivered effectively and efficiently, in accordance with the specification at paragraph 2 of Bid Pack 2 – Customer Needs.

Maximum character count – 4096 characters including spaces and punctuation.

QC1 Response Guidance

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

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

- a) demonstrate how you will work with Contracting Authorities to ensure that the statement transaction review process is fit for purpose and specific to each Contracting Authority's requirement;
- b) demonstrate how you will ensure that any balances already identified, or in the process of being 'recovered' by the Contracting Authority, are excluded from your statement transaction review process; and,

- c) demonstrate how you will monitor and measure success of the statement transaction review.

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 – 4096 characters including spaces and punctuation.

You must not exceed the character count within the eSourcing Suite.

Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.

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.

QC2 LOT 2 ONLY – PAYMENT ERROR REVIEW

REQUIREMENT:

The Authority requires you to demonstrate the approach you will take to ensure that the delivery of a Payment Error Review, as required under Lot 2, is implemented effectively and efficiently, in accordance with the specification at paragraph 2 of Bid Pack 2 – Customer Needs.

Maximum character count – 4096 characters including spaces and punctuation.

QC2 Response Guidance

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

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

- a) demonstrate the process of how you will receive the extract from CA's financial systems;
- b) demonstrate the process in place to conduct a review of historic supplier invoices and payments; and
- c) demonstrate how you will report and recover any payments.

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 – 4096 characters including spaces and punctuation.

You must not exceed the character count within the eSourcing Suite.

Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.

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.

QC3 LOT 2, LOT 3, LOT 4, LOT 5, LOT 6 and LOT 7 – CONTRACT COMPLIANCE

REQUIREMENT:

The Authority requires you to demonstrate the approach you will take to ensure that the delivery of Contract Compliance, as required in the specification at paragraph 2 of Bid Pack 2 – Customer Needs.

Maximum character count – 8192 characters including spaces and punctuation.

QC3 Response Guidance

All Bidders must answer the questions (a to d) below.

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

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

- a) demonstrate how you will work with Contracting Authorities to ensure that the delivery of Contract Compliance is fit for purpose, specific to each Contracting Authority's requirement;
- b) demonstrate the process you will have in place to review the Contracting Authority's contracts or data relating to specified areas of procurement;
- c) demonstrate the process you will have in place to ensure that the Contracting Authority has received the full benefit of any negotiated supplier agreements; and
- d) demonstrate how you will monitor and measure the success of the review.

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 – 8192 characters including spaces and punctuation.

You must not exceed the character count within the eSourcing Suite.

Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.

Marking Scheme 100/66/33/0

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 only 1 of the 4 component parts (a to d) of the response guidance above
0	<p>The bidder's response has not fully addressed any of the 4 component parts (a to d) of the response guidance above.</p> <p>OR</p> <p>A response has not been provided to this question.</p>

Part D – Price Evaluation

This section contains:

9. How to complete your price matrix; and
10. Price evaluation process.

9. How to complete your price matrix:

- a. Read and understand the instructions in Attachment 2 - Price Matrix, in this section Part D – Price Evaluation, and Attachment 1 – Framework Agreement Terms and Conditions (Framework Schedule 3: Framework Prices and Charging Structure), before submitting your prices.
- b. Your prices should compare with the quality of your offer.
- c. Your prices must be sustainable and include your operating overhead costs and profit.
- d. You should also take into account our management charge of 10%, which shall be paid by the Supplier to the Authority, as set out in clause 20 of Attachment 1 – Framework Agreement.
- e. Your prices are to exclude VAT.
- f. The currency is British pounds sterling, up to two decimal places.
- g. The maximum recovery percentages submitted shall be up to two decimal places.
- h. The maximum percentage fees submitted should be in a descending order, or equal to the previous monetary range.
- i. Zero bids will not be allowed. We will investigate where we consider your bid to be abnormally low.
- j. The maximum recovery percentages submitted will be the maximum payable under this framework agreement. Prices may be lowered at the Call Off stage.
- k. You must download and complete Attachment 2 - Price Matrix for the Lot(s) you are submitting a bid for.
- l. Provide a maximum recovery percentage, where one has been requested, in the cells highlighted yellow.

- m. When you have completed your price matrix, you must upload this into the eSourcing Suite at question PQ1. If you do not upload your price matrix your bid may be rejected from this competition.
- n. Do not alter, amend or change the format or layout of Attachment 2 – Price Matrix.
- o. Please note the maximum recovery percentage is on the not on the aggregated. Please see the example below for a recovery of £2,000,000

The supplier has submitted the recovery percentages below at the further competition stage:

Monetary Range	Recovery Percentages (%)				
	£1.00 - £50,000.00	£50,001.00 – £150,000.00	£150,001.00 - £500,000.00	£500,001.00 - £1,000,000.00	£1,000,001.00 +
Recovery Percentages (%)	14.50%	13.75%	13.25%	12.75%	12.25%

If the supplier recovers £2,000,000 (£2m) then they will pay to the customer

14.5% of £50,000	=	£7,250.00
13.75% of £100,000	=	£13,750.00
13.25% of £350,000	=	£46,375.00
12.75% of £500,000	=	£63,750.00
12.25% of £1,000,000	=	£122,500.00
Total		£253,625.00

10. Price evaluation process

This is how we will evaluate your pricing:

- a. We will check you have completed all the yellow cells for each Lot you are bidding for.
- b. Failure to insert an applicable maximum recovery percentage may result in your bid being deemed non-compliant and may be rejected from this competition.
- c. The price evaluation will be undertaken separately to the quality evaluation process.
- d. The bidder with the lowest total basket price will be awarded the maximum mark available (a price score of 30).

- e. All other bidders will get a price score relative to the lowest total basket price.
- f. The calculation we will use to evaluate your total basket price, for each Lot you are bidding for, is as follows:

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

Example applicable for all Lots:

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

- Bidder A has the lowest basket price of £217,000.00. Bidder A is awarded the maximum mark available for price, e.g. 30;
 - Bidder B submits a total basket price of £432,000.00. Bidder B is awarded a price score of 15
 - Bidder C submits a total basket price of £542,000.00 and is awarded a price score of 12.
- g. Where we consider any of the total basket price(s) you have submitted to be **abnormally low** we will ask you to explain the price(s) you have submitted (as required in regulation 69 of the Public Contracts Regulations 2015).
 - h. If we consider the price(s) you have provided are (i) abnormally low, or (ii) have no correlation with the quality of your offer, your bid may be rejected from this competition.
 - i. We will inform you if your bid has been excluded and why.

Part E – Final Decision to Award

11. Final decision to award

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

Example:

Bidder	Quality evaluation score	Price evaluation 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

- b. We will then award a framework agreement to the number of bidders who have a final score of 40.00 or above (“**minimum pass score**”) for each Lot.

Example

Bidder	Final score	Outcome
A	70.00	Awarded a framework agreement
B	65.00	Awarded a framework agreement
C	55.00	Awarded a framework agreement
D	40.00	Awarded a framework agreement
E	38.50	Unsuccessful in the competition

- c. We will tell you if you have been successful or unsuccessful via the eSourcing Suite. We will send an ‘intention to award’ letter to all bidders.
- d. 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.
- e. 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 agreement with successful bidders for the Lot(s) that have not been challenged.

- f. Following the standstill period, and if there are no challenges to our decision, successful bidders will be formally awarded a framework agreement subject to contract.
- g. The conclusion of a framework agreement is subject to the provision of due 'certificates, statements and other means of proof' where bidders have, to this point, relied on self-certification.

Annex 1 – The Armed Forces Covenant

1. The Armed Forces Covenant (“the Covenant”) is a public sector pledge from Government, businesses, charities and organisations to demonstrate their support for the armed forces community. The Covenant was brought in under the Armed Forces Act 2011 to recognise that the whole nation has a moral obligation to redress the disadvantages the armed forces community face in comparison to other citizens, and recognise sacrifices made.
- 1.1 The Covenant’s 2 principles are that:
 - 1.1.1 the armed forces community should not face disadvantages when compared to other citizens in the provision of public and commercial services; and
 - 1.1.2 special consideration is appropriate in some cases, especially for those who have given most, such as the injured and the bereaved.
- 1.2 The Authority encourages all Potential Provider, and their Key Sub-Contractors, to sign the Corporate Covenant, declaring their support for the Armed Forces community by displaying the values and behaviours set out therein.
- 1.3 Guidance on the various ways you can demonstrate your support through the Corporate Covenant is at The Corporate Covenant.
- 1.4 If you wish to register your support you can provide a point of contact for your organisation on this issue to the Armed Forces Covenant Team at the address below, so that the MOD can alert you to any events or initiatives in which you may wish to participate. The Covenant Team can also provide any information you require in addition to that included on the website.

Email address: covenant-mailbox@mod.uk

Address: Armed Forces Covenant Team, Zone D, 6th Floor, Ministry of Defence, Main Building, Whitehall, London SW1A 2HB.
- 1.5 Paragraphs 1.1 to 1.4 above are not a condition of working with the Authority now or in the future, nor will this issue form any part of the tender evaluation, contract award procedure or any resulting contract. However, the Authority very much hopes you will want to provide your support.