

OFFICIAL
P4075028
The provision of a National Chargepoint Registry (NCR) for OLEV
Appendix B – Response Guidance

APPENDIX B
RESPONSE GUIDANCE

1. INTRODUCTION

- 1.1 This Appendix B sets out the questions that will be evaluated as part of this Procurement.
- 1.2 The following information has been provided in relation to each question (where applicable):
- 1.2.1 Weighting – highlights the relative importance of the question
 - 1.2.2 Guidance – sets out information for the Potential Provider to consider when preparing a response
 - 1.2.3 Marking Scheme – details the marks available to evaluators during evaluation

2. DOCUMENT COMPLETION

- 2.1 You **must** provide a response to every question. If you wish to provide your response via the AWARD e-portal as a separate document at each question, all responses must be provided as in the document format as outlined below using Arial font, no less than size 11. However, **you must refer to this attachment in the text field provided on the Portal.**
- 2.2 You **must not** submit any additional information with your Tender other than that specifically requested in this document or Appendix A – Service Description and Appendix B – Response Guidance.
- 2.3 **Note:** Please submit your tender response as attachments there should be only **three** attachments, as follows: -
- Responses to all **Commercial (1, 2, 3 & 4)** questions must be submitted as a **single** PDF document, to be attached at the quality evaluation response in the AWARD e-Portal;
 - Responses to **Quality (5)** questions must be submitted as a **single** PDF document, to be attached at the quality evaluation response in the AWARD e-Portal;
 - Responses to **Price (6)** questions must only be submitted as an **excel** file, as issued with the invitation to tender, to be attached at the **price schedule response** in the AWARD e-Portal.

Any submitted tender responses which are not separated in the above manner may be rejected.

- 2.4 Any Tender response left at “Draft Bid” status on the AWARD e-Portal at the Tender receipt cut off time may be deemed a non-compliant bid and may NOT be assessed further.

3. RESPONSE GUIDANCE

[1] COMPANY INFORMATION	
[1.1]	Please state your full company name.

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[1.2]	Please state your registered office address.
[1.3]	Please state your company or charity registration number.
[1.4]	Please state whether your company is a SME.
[1.5]	Please state whether your company is a voluntary, community or social enterprise organisation.
[1.6]	Please state the name of your immediate parent company.

[2] TENDER CONTACT	
[2.1]	Please state the contact's name.
[2.2]	Please state the contact's address, Postcode and Country.
[2.3]	Please state the contact's telephone number.
[2.4]	Please state the contact's mobile number.
[2.5]	Please state the contact's e-mail address.

[3] MANDATORY REQUIREMENTS		Pass/Fail
Please Note: The following question is a Pass / Fail question, therefore if a Potential Provider cannot or is unwilling to answer 'Yes', their Tender will be deemed non-compliant and they will be unable to be considered for this requirement. The Potential Provider should confirm by deleting the inappropriate answer.		
[3.1]	Do you agree, without caveats or limitations, that in the event that you are successful the Department for Transport Terms and Conditions will govern this contract?	

[4] CONFLICT OF INTEREST		Pass/Fail
Please Note: Question 4.1 is a Yes/No question and will dictate whether or not the following question needs to be answered. Question 4.2 is a Pass / Fail question, therefore if a Potential Provider cannot or is unwilling to suitably demonstrate that they have suitable safeguards to mitigate any risk then their Tender will be deemed non-compliant and they will be unable to be considered for this requirement		
[4.1]	Please confirm whether you have any potential, actual or perceived conflicts of interest that may be relevant to this requirement.	

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[4.2]	We require that any potential, actual or perceived conflicts of interest in respect of this mandate are identified in writing and that companies outline what safeguards would be put in place to mitigate the risk of actual or perceived conflicts arising during the delivery of these services.
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[5] QUALITY		Weighting 60%	
Question: Methodology (25%)			
		Max Score	Weighting %
[5.1]	Please outline your proposed detailed methodology to demonstrate an understanding of the Management Services (including stakeholder management) requirement as outlined in Appendix A – Service Description (5.6). This should be some narrative which will enable us to evaluate how well the requirements are understood.	100	40
[5.2]	Please outline your proposed detailed methodology to demonstrate an understanding of the Core Technical Services and Reporting requirements as outlined in Appendix A – Service Description (5.7 and 5.8). This should be some narrative which will enable us to evaluate how well the requirements are understood.	100	40
[5.3]	Please outline your proposed detailed methodology to demonstrate an understanding of the System Development Services requirement as outlined in Appendix A – Service Description (5.12). This should be some narrative which will enable us to evaluate how well the requirements are understood.	100	20
Question: Experience (10%)			
		Max Score	Weighting %
[5.4]	Please outline your past relevant experience, e.g. experience of working with the public sector and experience of the electric vehicle chargepoint industry to demonstrate an ability to meet the requirements as outlined in Appendix A – Service Description.	100	50
[5.5]	Please include CVs giving details of associated qualifications of principal staff who would be involved.	100	50

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Question: Programme Delivery Support & Account Management (25%)			
		Max Score	Weighting %
[5.6]	In the form of a Project Plan, please outline your proposed project management techniques to ensure the delivery of the requirements as outlined in Appendix A – Service Description.	100	25
[5.7]	In the form of a Resource Allocation Plan, please describe the allocation of resources assigned to the deliverables as outlined in Appendix A – Service Description.	100	25
[5.8]	Please describe how you will manage the reporting and reviewing processes to ensure the required levels of service and performance are met as outlined in Appendix A – Service Description.	100	25
[5.9]	In the form of a Risk Register, please outline the key risks to deliver the requirements and describe how you will manage these risks.	100	25

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Guidance:

- As outlined at section 2 of this document, potential providers should attach one document for each set of questions at the relevant questionnaire level that forms their response to the set questions above.
- Potential providers should clearly label the response against each of the questions within the attachment and the document must be submitted as a PDF document.
- The maximum weighted score available for this Quality questionnaire is 60.
- Potential Providers must achieve the **minimum acceptable Quality Score overall of 36 (60%)**. Only those responses which achieve the minimum acceptable Quality Score will be included in the Price Evaluation Process.

Marking Scheme:

The following marking scheme will be used to assess the response provided to each question:

0	Failed to provide confidence that the proposal will meet the requirements. An unacceptable response with serious reservations.
20	A Poor response with reservations. The response lacks convincing detail with risk that the proposal will not be successful in meeting all the requirements.
50	Meets the requirements – the response generally meets the requirements, but lacks sufficient detail to warrant a higher mark.
70	A Good response that meets the requirements with good supporting evidence. Demonstrates good understanding.
100	An Excellent comprehensive response that meets the requirements. Indicates an excellent response with detailed supporting evidence and no weaknesses resulting in a high level of confidence.

The weighting of the scores are summarised below:

Question number	Score (max 100)	Weighting	Numerical score
5.1		x 0.4 x 0.25	(max 10)
5.2		x 0.4 x 0.25	(max 10)
5.3		x 0.2 x 0.25	(max 5)
5.4		x 0.5 x 0.1	(max 5)
5.5		x 0.5 x 0.1	(max 5)
5.6		x 0.25 x 0.25	(max 6.25)
5.7		x 0.25 x 0.25	(max 6.25)
5.8		x 0.25 x 0.25	(max 6.25)
5.9		x 0.25 x 0.25	(max 6.25)
		Total	(max 60)

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[6] PRICE

Weighting 40%

Question: Please provide pricing for the capped element activities described in Appendix A – Service Description [12.1 (a) (i)]

COSTS FOR CAPPED ELEMENT This forms 30% of the Pricing Element:

Task	Total Cost
A firm price for the transition of the NCR from the previous service provider to the new service provider	This is for information only
A firm price for the NCR setup and commencement costs at the beginning of the contract	This is for information only
A firm price for the maintenance, support and ongoing management of the NCR for a period of six months	This is for information only
Total price for six months	This will be evaluated

Question: Please provide pricing for the call-off element activity described in Appendix A – Service Description [12.1 (a) (ii)]

COSTS FOR CALL-OFF ELEMENT This forms 30% of the Pricing element:

Task	Total Cost
A firm price for the maintenance, support and ongoing management of the NCR for a further period of three months. The Authority may take up this call-off element at its exact discretion and does not commit to doing so.	This will be evaluated

Question: Please provide pricing for the call-off element activity described in Appendix A – Service Description [12.1 (a) (ii)]

COSTS FOR CALL-OFF ELEMENT This forms 30% of the Pricing element:

Task	Total Cost
A firm price for the cessation of the NCR at the end of six months or nine months (if contract is extended at the end of six months). The Authority will take up this call-off element at the end of the contract if the NCR is not re-procured and the NCR ceases.	This will be evaluated

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Question: Referring to Appendix A – Service Description [12.1 (b)], please provide pricing for the development and implementation of improvements to the NCR.

This forms 10% of the Pricing element.

Task	Total Cost
A day rate for developer costs. Bidders should note that during the life of this contract we may require some improvement development work to the NCR. We expect no more than 10 calls for improvement development work to be required during the length of this contract. While there is no guarantee of volumes of work we wish to evaluate the maximum possible price, hence the day rate for development work will be multiplied by 10 as set out below in the marking scheme.	This will be evaluated

Guidance:

The client requires details of any additional discounts that are being offered for this contract.

Prices should be submitted in Pound Sterling inclusive of expenses but exclusive of VAT.

The maximum weighted score available for this Price questionnaire is 40.

Marking Scheme:

The blended price is calculated as:

Blended price =

(Capped price for a 6 month contract) +

(Call-off price for a 3 month extension) +

(Call-off price for a cessation at the end of contract [6 or 9 months]) +

(10 x Call-off price [daily rate] for improvements)

The tender with the lowest blended price will be awarded a score of 40. Each other tender will be awarded a score calculated as the lowest price divided by the supplier price (and then weighted) as demonstrated in the table below.

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Bidder Price	Calculation	Numerical score
Bidder A £1000	$1000/1000 \times 40$	40
Bidder B £2000	$1000/2000 \times 40$	20
Bidder C £2500	$1000/2500 \times 40$	16

For avoidance of doubt, although 10 incidents for possible API developments are used for the above calculation, there is no guarantee as to volumes of work for the call-off sections, similarly there is no guarantee of any requirement for development work.

Total evaluation score = Quality score + Price score

The tender will be awarded to the bidder with highest evaluation score having successfully answered the commercial questions 1-4.