

Invitation to Tender

Attachment 2 – How to Bid

RM6302 Language Services

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# **How to Make your Bid**

* 1. Your bid must be made by the organisation that will be responsible for providing the services if your bid is successful.
  2. You may bid for one or more of the Lots, ensure you read section 3.1 of Attachment 1.
  3. Your bid must be entered into the eSourcing Suite. We can only accept bids that we receive through the eSourcing Suite.
  4. If you are bidding as a consortium, please submit your bid in the name of the lead member and follow the instructions when completing the Qualification Envelope, including providing the name of the consortium in Section 1.12.
  5. If you are bidding as a single entity on a Lot and as a consortium on another Lot, you will need to set up an additional account in the eSourcing Suite. Please submit your bids as follows:
* For your bid as a single entity, please submit your bid in the eSourcing Suite in the name of your organisation.
* For your bid as a consortium, please create an additional account in the eSourcing Suite in the name of your consortium

In both cases, when submitting your bid(s) please continue to follow the instructions when completing the Qualification Envelope section 1.12 Group or Consortium Details.

* 1. If you are bidding as a consortium, each consortium member (other than the consortium member responding to the electronic Selection Questionnaire within the eSourcing Suite) will be required to complete an Attachment 4a – Information & Declarations\_Consortium. In this attachment, consortium members will respond to part 1 and 2 Selection Questionnaire declarations and some Part 3 selection questions in their own right. It is clearly indicated within the electronic Selection Questionnaire (a copy of which can be found at Attachment 2a Selection Questionnaire) when the consortium member completing the electronic Selection Questionnaire should respond on behalf of ALL consortium members for Part 3 selection questions.
  2. Upload ONLY those attachments we have asked for. Do not upload any attachments we haven’t asked for.
  3. Make sure you answer every question.
  4. You must submit your bid before the bid submission deadline, in section 5 “Timelines for the competition” in Attachment 1 - About the Framework.
  5. 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.
  6. 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 section 6 “When and how to ask questions” in Attachment 1 - About the Framework.
  7. 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.

# **Selection Stage**

* 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. When responding to part 1 and part 2 Selection Questionnaire declarations, you must respond on behalf of all relevant persons in your organisation as per PCR 2015, regulation 57(2), i.e., members of the administrative, management or supervisory body of your organisation including those with powers of representation, decision or control.
  3. If you are relying on any Key Subcontractors to meet the selection criteria within Part 3 of the Selection Questionnaire, you must tell us. If a Key Subcontractor is being relied on to meet Part 3 selection criteria, you must clearly tell us within Attachment 7 – Key Subcontractor Details which criteria you are relying on them for and you must ensure that each of these applicable Key Subcontractors completes Attachment 4b – Information and Declarations\_Key Subcontractor\_Guarantor and this is submitted via the applicable question within the electronic Selection Questionnaire.
  4. If, following financial assessment, we require you to nominate a guarantor, we will contact you and tell you. You are not permitted to nominate a guarantor for Part 3 – Financial Risk Viability Assessment (FVRA) at the point of tender submission. You must undergo the financial assessment within your own right initially. Should we deem it appropriate to offer you the opportunity to nominate a guarantor post-tender submission, we will also require the nominated guarantor to complete Attachment 4b – Information and Declarations\_Key Subcontractor\_Guarantor.
  5. You must ensure you read the instructions for the Attachment 2b(i), (ii), (iii), (iv) and (v) applicable to each lot carefully and ensure that you allow plenty of time to send to your Contract Customer, for them to complete and return to you.
  6. It is essential that you clearly and unambiguously fall within the scope of the requirement for each lot you are bidding for, as set out in Framework Schedule 1 (Specification) and fully comply with the instructions contained within the Attachment 2b(s) Certificate of Technical and Professional Ability (COTPA) - Contract Example Template.
  7. Remember CCS may contact the Contract Customer to verify the information provided in your Attachment 2bs, if the Contract Customer cannot or will not verify the information or fails to respond to a verification request from CCS, your bid may be rejected and you may be excluded from the competition. We will tell you why your bid has been excluded

# **Selection Process**

* 1. After the bid submission deadline, we will check all bids to make sure we have received everything we have asked for.
  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 on a daily basis. You must log on to the eSourcing Suite and access your message inbox for this competition to check for messages.
  3. 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.
  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 theevaluation guidance.

# **Selection Criteria**

* 1. We may exclude you from the competition at the selection stage if:
* You, or a member of your consortium, receive a ‘fail’ for any of the evaluated selection questions.
* you, or a member of your consortium, do not pass the economic and financial standing assessment to the satisfaction of CCS.
* your bid is deemed non-compliant.
* any of the information you have provided proves to be false or misleading.
* you have broken any of the competition rules in Attachment 1 About the Framework, or not followed the instructions given in this ITT pack.
* you receive a ‘fail’ for any of the selection questions contained in part 3 Technical and Professional Ability. For the avoidance of doubt, if a customer indicates OPTION B when completing TABLE B of your Attachment 2b(s) or cannot or will not verify the information you have provided or fails to respond to a verification request from CCS, this may result in you being awarded a fail.
  1. If we exclude you from the competition we will tell you and explain why.

# **Selection Questionnaire**

* 1. Please refer to Attachment 2a Selection Questionnaire. Remember you must complete the questionnaire online in the eSourcing Suite (Qualification Envelope).

# **Award Stage**

* 1. If you have successfully passed the selection stage, you will proceed to the award stage.
  2. We have tried to make our award stage as simple as possible, whilst achieving the best possible commercial outcomes.
  3. Your bid must deliver what our Buyers need, at the best possible price you can give.
  4. When completing your bid, you must:
* Read through the entire ITT pack, including Attachment 1a - Framework Schedule 1 (Specification)carefully, and read more than once.
* Read each question, the response guidance, marking scheme, evaluation criteria, and the instructions on response parameters and required format.
* Read the contract terms set out at Attachment 9 - Framework Contract Documents.
* If you are unsure, ask questions before the clarification questions deadline See section 5 ‘Timelines for the competition’ and section 6 ‘When and how to ask questions’ in Attachment 1 - About the framework document
* Allow plenty of time to complete your responses; it always takes longer than you think to submit your bid via the eSourcing Suite and to ensure any completion errors are rectified before the bid submission deadline.
* Your prices should be in line with the service level you offer in response to the award quality questions.

# **Award Criteria**

* 1. The Award Stage consists of a quality evaluation (see section 10 of this document) and a price evaluation (see section 11 of this document).
  2. The award of this framework will be on the basis of the ‘Most Economically Advantageous Tender’ (MEAT).
  3. The weighting for Social Value is 10%, quality evaluation is 60%; and, the price evaluation is worth 30%.

# **Award Process**

* 1. What YOU need to do
* answer the quality questions section A, section B, section C and section D of the quality questionnaire in the eSourcing Suite in the Technical Envelope.
* Complete the price matrix Attachment 3 for the Lots which you are bidding for.
* Upload your completed price matrix into the eSourcing Suite in the Commercial Envelope to question PQ1 for lot 1, PQ2 for lot 2 and PQ3 for lot 3 PQ4 for lot 4 and PQ 5 for Lot 5.
  1. What **WE** will do at the award stage

|  |  |
| --- | --- |
| 1. | **Compliance Check**  First, we will do a check to make sure that you completed the questionnaires and pricing matrix in line with our instructions. |
| 2. | **Quality Evaluation**  We will give your responses to our evaluation panel. Each evaluator will independently assess your responses to the quality questions using the response guidance and the evaluation criteria. Each evaluator will give a mark and a reason for their mark for each question they are assessing. Each evaluator will enter their marks and reasons into the eSourcing Suite. |
| 3. | **Consensus**  Once the evaluators have independently assessed your answers to the questions we will arrange for the evaluators to meet and we will facilitate the discussion. At this consensus meeting, the evaluators will discuss the quality of your answers and discuss their marks and reasons for that mark. The discussion will continue until they reach a consensus regarding the mark, and a reason for that mark, for each question. These final marks will be used to calculate your Quality Score for each Lot you have bid for. |
| 4. | **Moderation**  ​Once the consensus meetings have taken place, the consensus manager(s) will review the consensus marks and reasons for the marks agreed with evaluators for any errors or discrepancies. If any errors or discrepancies are identified, marks may be changed as a result of this moderation exercise. The reasons for revisiting the marks and the outcome of revisiting the marks will be fully recorded. |
| 5. | **Quality Threshold**  If you receive a mark of **0** (zero) for any of the quality questions we will reject your bid and you will be excluded from the competition.  If you have not met the minimum Quality Score of **33** for question 2.2 Social Value (All Lots question), we will reject your bid and you will be excluded from the competition.  If you have not met the **combined** total weighted minimum Quality Score of **30.00** for questions 2.3, 2.4, 2.5, 2.6, 2.7, 2.8 and question 2.9 for the applicable lots you are bidding for, we will reject your bid and you will be excluded from the competition.  We will tell you that your bid has been excluded from the competition and why.  Refer to tables at Section 9 for an example of how your **Quality Score** for each Lot will be calculated. |
| 6. | **Evaluate Pricing**  We will give your pricing to the price evaluation panel, who are different evaluators from those who assess your quality responses.  They will calculate your Price Score using the evaluation criteria in Section 11 – Price Evaluation. |
| 7. | **Final Score**  Your Quality Score will be added to your Price Score, to create your Final Score as illustrated in Section 12 Final decision to award. |
| 8. | **Award**  Awards will be made to the successful Bidders following the standstill period, subject to contract. |

# **Quality Evaluation**

* 1. Questions 2.1.1, 2.1.2 and 2.1.3 are mandatory questions and will be evaluated PASS / FAIL. If you answer no to these questions, we will reject your bid and you will be excluded from the competition. We will tell you that your bid has been excluded and why.
  2. 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.
  3. Each of the quality questions, in section B, section C and section D of the quality questionnaire will be independently assessed by our evaluation panel.
  4. 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.
  5. Each weighted mark for each question for each Lot you have submitted a bid for will then be added together to calculate your Total Quality Score.
  6. Please see tables A, B, C, D, E & F below for an example of how your Quality Score will be calculated.

Table A – **All Lots – Social Value Question**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Question** | | **Question Weighting** | **Maximum Mark Available** | **Your Final Mark** | **Your Weighted Mark** |
| 2.2 | Social Value (All Lots) | 10% | 100 | 100 | 10.00 |

Table B – Lot 1

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Question** | | **Question Weighting** | **Maximum Mark Available** | **Your Final Mark** | **Your Weighted Mark** |
| 2.3 | Generic Question- Recruitment and Appointment of Individuals (All Lots) | 30% | 100 | 66 | 19.80 |
| 2.4 | Generic Question - Booking of Individuals – (All Lots) | 30% | 100 | 66 | 19.80 |
| 2.5 | Service Delivery - (Lot 1 Only) | 40% | 100 | 33 | 13.20 |
| **Total weighted mark** *(max 100)* | | | | | 52.80 |
| **lot 1 quality score** *(Total weighted mark multiplied by 60% quality)* | | | | | **31.68** |

Table C – Lot 2

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Question** | | **Question Weighting** | **Maximum Mark Available** | **Your Final Mark** | **Your Weighted Mark** |
| 2.3 | Generic Question- Recruitment and Appointment of Individuals (All Lots) | 30% | 100 | 100 | 30.00 |
| 2.4 | Generic Question - Booking of Individuals – (All Lots) | 30% | 100 | 100 | 30.00 |
| 2.6 | Service Delivery - (Lot 2 Only) | 40% | 100 | 100 | 40.00 |
| **Total weighted mark** *(max 100)* | | | | | 100.00 |
| **lot 2 quality score** *(Total weighted mark multiplied by 60% quality)* | | | | | **60.00** |

Table D – Lot 3

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Question** | | **Question Weighting** | **Maximum Mark Available** | **Your Final Mark** | **Your Weighted Mark** |
| 2.3 | Generic Question- Recruitment and Appointment of Individuals (All Lots) | 30% | 100 | 66 | 19.80 |
| 2.4 | Generic Question - Booking of Individuals – (All Lots) | 30% | 100 | 66 | 19.80 |
| 2.7 | Service Delivery - (Lot 3 Only) | 40% | 100 | 66 | 26.40 |
| **Total weighted mark** *(max 100)* | | | | | 66.00 |
| **lot 3 quality score** *(Total weighted mark multiplied by 60% quality)* | | | | | **39.60** |

Table E – Lot 4

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Question** | | **Question Weighting** | **Maximum Mark Available** | **Your Final Mark** | **Your Weighted Mark** |
| 2.3 | Generic Question- Recruitment and Appointment of Individuals (All Lots) | 30% | 100 | 100 | 30.00 |
| 2.4 | Generic Question - Booking of Individuals – (All Lots) | 30% | 100 | 100 | 30.00 |
| 2.8 | Service Delivery - (Lot 4 Only) | 40% | 100 | 66 | 26.40 |
| **Total weighted mark** *(max 100)* | | | | | 86.40 |
| **lot 4 quality score** *(Total weighted mark multiplied by 60% quality)* | | | | | **51.84** |

Table F – Lot 5

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| --- | --- | --- | --- | --- | --- |
| **Question** | | **Question Weighting** | **Maximum Mark Available** | **Your Final Mark** | **Your Weighted Mark** |
| 2.3 | Generic Question- Recruitment and Appointment of Individuals (All Lots) | 30% | 100 | 33 | 9.90 |
| 2.4 | Generic Question Booking of Individuals – (All Lots) | 30% | 100 | 100 | 30.00 |
| 2.9 | Service Delivery - UK and Overseas (Lot 5 only) | 40% | 100 | 100 | 40.00 |
| **Total weighted mark** *(max 100)* | | | | | 79.90 |
| **lot 5 quality score** *(Total weighted mark multiplied by 60% quality)* | | | | | **47.94** |

# **Award Quality Questionnaire**

* 1. The quality questionnaire is split into 6 sections:
* Section A – Mandatory Questions
* Section B – Social Value - All Lots
* Section C – Generic Questions - All Lots
* Section D - Lot 1 to Lot 5, Lot specific Questions
  1. A summary of all the questions in the quality questionnaire, along with the marking scheme, and weightings for each question is set out below:

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Question** | | **Marking scheme** | **Weighting %** | | | | |
| **Lot 1** | **Lot 2** | **Lot 3** | **Lot 4** | **Lot 5** |
| 2.2 | Social Value - (All Lots) | 100/66/33/0 | 10% | 10% | 10% | 10% | 10% |
| 2.3. | Generic Question - Recruitment and Appointment of Individuals (All Lots) | 100/66/33/0 | 30% | 30% | 30% | 30% | 30% |
| 2.4 | Generic Question Booking of Individuals – (All Lots) | 100/66/33/0 | 30% | 30% | 30% | 30% | 30% |
| 2.5 | Service Delivery - (Lot 1 Only) | 100/66/33/0 | 40% |  |  |  |  |
| 2.6 | Service Delivery - (Lot 2 Only) | 100/66/33/0 |  | 40% |  |  |  |
| 2.7 | Service Delivery - (Lot 3 Only) | 100/66/33/0 |  |  | 40% |  |  |
| 2.8 | Service Delivery - (Lot 4 Only) | 100/66/33/0 |  |  |  | 40% |  |
| 2.9 | Service Delivery - UK and Overseas - (Lot 5 only) | 100/66/33/0 |  |  |  |  | 40% |

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|  | | | **Marking Scheme** |
| **Section A – Mandatory Service Requirements** | | | |
| 2.1.1 | Accept Competition Rules | | Pass / Fail |
| 2.1.2 | Accept Contract Terms | | Pass / Fail |
| 2.1.3 | Compliance with Mandatory Service Requirements Framework Schedule 1: Specification. | | Pass / Fail |
|  | | | |
|  | | **Marking Scheme** | **Weighting (%)** |
| **Section B – Social Value – ALL LOTS]** | | | |
| 2.2 | Social Value- (All Lots) | 100/66/33/0 | **10%** |

|  |  |  |  |
| --- | --- | --- | --- |
|  | | **Marking Scheme** | **Weighting (%)** |
| **Section C – Generic Questions – ALL LOTS** | | | |
| 2.3. | Generic Question- Recruitment and Appointment of Individuals - (All Lots) | 100/66/33/0 | **30%** |
| 2.4 | Generic Question Booking of Individuals – (All Lots) | 100/66/33/0 | **30%** |

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| --- | --- | --- | --- |
|  | | **Marking Scheme** | **Weighting (%)** |
| **Section D – Lot 1 Specific Questions** | | | |
| 2.5 | Service Delivery - (Lot 1 Only) | 100/66/33/0 | **40%** |
| **Section D – Lot 2 Specific Questions** | | | |
| 2.6 | Service Delivery - (Lot 2 Only) | 100/66/33/0 | **40%** |
| **Section D – Lot 3 Specific Questions** | | | |
| 2.7 | Service Delivery - (Lot 3 Only) | 100/66/33/0 | **40%** |
| **Section D – Lot 4 Specific Questions** | | | |
| 2.8 | Service Delivery - (Lot 4 Only) | 100/66/33/0 | **40%** |
| **Section D – Lot 5 Specific Questions** | | | |
| 2.9 | Service Delivery - UK and Overseas - (Lot 5 only) | 100/66/33/0 | **40%** |

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| **Section A – Mandatory Service Requirements** | |
| **2.1.1 Accept Competition Rules** | |
| Do you accept the competition rules, as described in the ITT pack Attachment 1 - About the framework, paragraph 9 Competition rules?  Please answer ‘Yes’ or ‘No’  **Yes -** You accept the competition rules, as described in the ITT pack Attachment 1 - About the framework, paragraph 9 Competition rules.  **No** **-** You do not accept the competition rules, as described in the ITT pack Attachment 1 - About the framework, paragraph 9 Competition rules. | |
| **2.1.1 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 or NO from the drop down list.  Providing a ‘Yes’ response means you accept the competition rules, as described in the ITT pack Attachment 1 - About the framework, paragraph 9 Competition rules.    If you select ‘No’ to indicate that you do not accept the competition rules, as described in the ITT pack Attachment 1 - About the framework, paragraph 9 Competition rules, you will be excluded from further participation in this competition. | |
| **Marking Scheme** | **Evaluation Guidance** |
| Pass | You have selected option ‘Yes’ confirming that you accept the competition rules, as described in the ITT pack Attachment 1 - About the framework, paragraph 9 Competition rules. |
| Fail | You have selected ‘No’ confirming that you do not accept the competition rules, as described in the ITT pack Attachment 1 - About the framework, paragraph 9 Competition rules. |

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| **2.1.2 Accept Contract Terms** | |
| Do you accept the contract terms as incorporated in the Framework Award Form?  Please answer ‘Yes’ or ‘No’  **Yes -** You accept the contract terms as incorporated in the Framework Award Form.  **No** **-** You do not accept the contract terms as incorporated in the Framework Award Form. | |
| **2.1.2 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 or NO from the drop down list.  Providing a ‘Yes’ response means you accept the contract terms as incorporated in the Framework Award Form.    If you select ‘No’ to indicate that you do not accept the contract terms as incorporated in the Framework Award Form, you will be excluded from further participation in this competition. | |
| **Marking Scheme** | **Evaluation Guidance** |
| Pass | You have selected option ‘Yes’ confirming that you accept the contract terms as incorporated in the Framework Award Form. |
| Fail | You have selected ‘No’ confirming that you do not accept the contract terms as incorporated in the Framework Award Form. |

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| --- | --- |
| **2.1.3 Compliance with Framework Schedule 1 (Specification)** | |
| If you are awarded a Framework Contract, will you unreservedly deliver in full, all of the mandatory service requirements for the Lots you are bidding for as set out in Framework Schedule 1 (Specification).  Please answer ‘Yes’ or ‘No’.  **Yes -** You will unreservedly deliver in full all of the mandatory service requirements for the Lots you are bidding for as set out in Framework Schedule 1 (Specification).  No **-** You will not, or cannot, deliver in full all of the mandatory service requirements for the Lots you are bidding for as set out in Framework Schedule 1 (Specification). | |
| **2.1.3 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 from the drop down list.  Providing a ‘Yes’ response means you will unreservedly deliver in full all of the mandatory service requirements for the Lots you are bidding for 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 of the mandatory service requirements for the Lots you are bidding for 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 of the mandatory service requirements for the Lots you are bidding for as set out in Framework Schedule 1 (Specification). |
| Fail | You have selected ‘No’ confirming that you will not, or cannot, deliver in full all of the mandatory service requirements for the Lots you are bidding for as set out in Framework Schedule 1 (Specification).  OR  You have not selected either ‘Yes’ or ‘No’. |

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| **Section B – Social Value - All Lots** | |
| **2.2 Requirement:**  CCS requires you to demonstrate the commitment that your organisation will make to ensure that opportunities under the Framework deliver the Policy Outcome Social Value Model Theme 2 - Tackling Economic Inequality, Model Award Criteria MAC 2.2 – Create employment and training opportunities particularly for those who face barriers to employment and/or who are located in deprived areas, and for people in industries with known skills shortages or in high growth sectors. Bidders are also directed to paragraph 24 of Attachment 1a - Framework Schedule 1 (Specification).  The Social Value Policy Outcome Model details can be found at the following link:  <https://assets.publishing.service.gov.uk/media/5fc8b7ede90e0762a0d71365/Social-Value-Model-Edn-1.1-3-Dec-20.pdf>  Procurement Policy Note (PPN) 06/20 guidance documents can be found at:  <https://www.gov.uk/government/publications/procurement-policy-note-0620-taking-account-of-social-value-in-the-award-of-central-government-contracts>. | |
| **2.2 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:   1. Demonstrate how you will create employment and training opportunities for those facing barriers to employment in accordance with paragraph 24.4 of Attachment 1a - Framework Schedule 1 (Specification); 2. Demonstrate how you will monitor, measure and report the impact of your proposals, in accordance with paragraph 24.5 of Attachment 1a - Framework Schedule 1 (Specification); and 3. Demonstrate how you will seek to continually improve the positive impact of your social value commitment throughout the duration of the Framework in accordance with paragraph 24.6 of Attachment 1a - 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 eSourcing Suite. Responses must include spaces between words. No attachments or hyperlinks to external content are permitted; any additional documents or hyperlinks 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 the applicable and additional text boxes provided, 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. |

|  |  |
| --- | --- |
| **Section C – Generic Question - Recruitment and Appointment of Individuals (All Lots)** | |
| **2.3 Requirement:**  CCS requires you to have robust recruitment and appointment processes in place to ensure qualified Individuals are available to deliver the services of this Framework.  CCS requires you to demonstrate how you will ensure that recruited individuals meet the specific qualifications and experience requirements, validate the accuracy of their information during the recruitment process, and implement strategies to mitigate changing demand for services in accordance with Attachment 1a - Framework Schedule 1 (Specification). | |
| **2.3 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:   1. Demonstrate how you will ensure any recruited Individuals are tested to ensure they meet the qualifications and experience specific to requirements of the Lot(s), as set out in Annex 1 of Attachment 1a - Framework Schedule 1 (Specification); and 2. Demonstrate how you will validate the accuracy of all information provided by Individuals during the recruitment process within the required timescales, in accordance with paragraph 7.5 of Attachment 1a - Framework Schedule 1 (Specification); and 3. Demonstrate the strategies you will implement to ensure that any change in demand for services is managed and mitigates the risk of underperformance in accordance with 7.3 of Attachment 1a - 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 eSourcing Suite. Responses must include spaces between words. No attachments or hyperlinks to external content are permitted; any additional documents or hyperlinks 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 the applicable and additional text boxes provided, 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. |

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| **Section C – Generic Question - Booking of Individuals – (All Lots)** | |
| **2.4 Requirement:**  CCS requires you to deliver a robust booking management system and processes which ensures that an appropriately qualified and experienced Individual is assigned for each booking.  You must demonstrate how you will deliver training to the Buyer, ensure the Buyer’s understanding of the booking process, match the Buyer’s needs with appropriate Individuals, and manage situations where specific qualifications, clearance, or experience requirements cannot be fulfilled, in accordance with Attachment 1a- Framework Schedule 1 (Specification). | |
| **2.4 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:   1. Demonstrate how you will deliver training to the Buyer on your online booking portal process, and what actions you will take to ensure the Buyers understanding of the booking process throughout the duration of the Framework contract in accordance with paragraph 12.2 of Attachment 1a - Framework Schedule 1 (Specification); 2. Demonstrate how you will ensure that you fully understand the Buyer needs as part of any booking and that the requirements are then paired with an appropriate Individual, in accordance with paragraph 12.12 of Attachment 1a - Framework Schedule 1 (Specification); and 3. Demonstrate how you will manage situations where you cannot fulfil the specific qualifications, security clearance, or experience requirements for a booking, and what actions you will take to provide alternative solutions to mitigate the risk of non-fulfilment in accordance with paragraph 12.21 of Attachment 1a - 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 eSourcing Suite. Responses must include spaces between words. No attachments or hyperlinks to external content are permitted; any additional documents or hyperlinks 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 the applicable and additional text boxes provided, 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. |

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| **Section D – Service Delivery - Lot 1** | |
| **2.5 Requirement:**  CCS requires you to have effective processes and capacity to ensure that all of the mandatory services for Lot 1 will be delivered, in accordance with Appendices 1 to 6 of Attachment 1a - Framework Schedule 1 (Specification).  CCS requires you to demonstrate how you will, as a managed service provider, leverage your role to create better ways of working for Buyers, ensure the safety of Individuals during service delivery, and provide reliable telephone interpreting services, in accordance with Attachment 1a - Framework Schedule 1 (Specification). | |
| **2.5 Response Guidance**  **All Bidders must answer this question if you are bidding for Lot 1.**  **You must insert your response into the text fields in the eSourcing Suite.**  If you are **not** bidding for Lot 1 please insert N/A into the text fields in the eSourcing suite  In order to satisfy the requirement, and the question associated with the requirement, you must:   1. Demonstrate how you, as a managed service provider, will leverage your role to create more efficient and innovative ways of working, including how you will ensure these benefits are evidenced and passed onto the Buyer in accordance with paragraph 3.8 of Attachment 1a - Framework Schedule 1 (Specification); 2. Demonstrate how you will ensure Buyers have access to a reliable telephone interpreting service in accordance with paragraph 1.2 of Appendix 3 of Attachment 1a - Framework Schedule 1 (Specification); and 3. Demonstrate the processes you will have in place to ensure Individuals are not put at undue risk as part of the delivery of any services under this Framework in accordance with paragraph 6 of Attachment 1a - 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 or hyperlinks to external content are permitted; any additional documents or hyperlinks 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 the applicable and additional text boxes provided, 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. |

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| **Section D – Service Delivery (Lot 2)** | |
| **2.6 Requirement:**  CCS requires you to have effective processes in place to ensure that all of the mandatory services for Lot 2 are delivered, in accordance with Appendix 1 of Attachment 1a -Framework Schedule 1 (Specification).  CCS requires you to demonstrate how you will deliver the required breadth of services, ensure high-quality translation services, and advise Buyers on better ways to meet their translation requirements, including technological solutions, in accordance with Attachment 1a - Framework Schedule 1 (Specification). | |
| **2.6 Response Guidance**  **All Bidders must answer this question if you are bidding for Lot 2.**  **You must insert your response into the text fields in the eSourcing Suite.**  If you are **not** bidding for Lot 2 please insert N/A into the text fields in the eSourcing suite  In order to satisfy the requirement, and the question associated with the requirement, you must:   1. Demonstrate how you will deliver the breadth of (all the required) services in accordance with paragraph 1.2 of Appendix 1 of Attachment 1a - Framework Schedule 1 (Specification); 2. Demonstrate how your quality management processes will ensure the Buyer receives a high quality translation service, in accordance with paragraph 1.13 of Appendix 1 of Attachment 1a - Framework Schedule 1 (Specification); and 3. Demonstrate how you will consider when the use of Machine Translation would be appropriate and beneficial for the Buyer translation projects in accordance with 1.7 of Appendix 1 of Attachment 1a - 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 – **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 or hyperlinks to external content are permitted; any additional documents or hyperlinks 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 the applicable and additional text boxes provided, 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. |

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| **Section D – Service Delivery (Lot 3)** | |
| **2.7 Requirement:**  CCS requires you to have effective processes in place to ensure that all of the mandatory services for Lot 3 are delivered in line with expectations, in accordance with Appendix 2 of Attachment 1a - Framework Schedule 1 (Specification)  CCS requires you to demonstrate how you will ensure timely and high-quality transcription services, manage peaks in demand without compromising service standards, and implement effective controls to identify and correct errors while supporting the professional development of all personnel involved. | |
| **2.7 Response Guidance**  **All Bidders must answer this question if you are bidding for Lot 3.**  **You must insert your response into the text fields in the eSourcing Suite.**  If you are **not** bidding for Lot 3 please insert N/A into the text fields in the eSourcing suite.  In order to satisfy the requirement, and the question associated with the requirement, you must:   1. Demonstrate how you will ensure that the expected turnaround times for transcription services are met in accordance with paragraph 1.8 of Appendix 2 of Attachment 1a - Framework Schedule 1 (Specification); 2. Demonstrate how your processes you will have in place will ensure that all transcription requirements, including verbatim, intelligence and edited transcription services will be delivered to a high quality standard in accordance with paragraph 1.2 and paragraph 1.17 of Appendix 2 of Attachment 1a - Framework Schedule (Specification); and 3. Demonstrate how you will deliver Transcription, Stenography and Recording services across the UK, both remotely and onsite, in accordance with paragraph 1.1 of Appendix 2 of Attachment 1a - 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 or hyperlinks to external content are permitted; any additional documents or hyperlinks 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 the applicable and additional text boxes provided, 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. |

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| **Section D – Service Delivery (Lot 4)** | |
| **2.8 Requirement:**  CCS requires you to have effective processes in place to ensure that all of the mandatory services for Lot 4 are delivered, in accordance with Attachment 1a - Framework Schedule 1 (Specification)  CCS requires you to demonstrate how you will ensure high-quality service delivery for video interpreting, face-to-face interpreting, and visual translation services while maintaining quality and accuracy, and meeting the specified performance requirements. | |
| **2.8 Response Guidance**  **All Bidders must answer this question if you are bidding for Lot 4.**  **You must insert your response into the text fields in the eSourcing Suite.**  If you are **not** bidding for Lot 4 please insert N/A into the text fields in the eSourcing suite.  In order to satisfy the requirement, and the question associated with the requirement, you must:   1. Demonstrate how you will ensure that your video interpreting service supports a high quality service delivery for users, including how you will deliver this in accordance with minimum performance requirements as set out in paragraph 1.9 of Appendix 5 of Attachment 1a - Framework Schedule 1 (Specification); 2. Demonstrate how you will regularly seek feedback about your delivery of visual face to face interpreting services in accordance with 3.9 of Attachment 1a - Framework Specification (Specification); and 3. Demonstrate how you will ensure all visual translation services are delivered to a high quality and the accuracy of the content is maintained in accordance with 1.13 of appendix 1 of Attachment 1a - 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 or hyperlinks to external content are permitted; any additional documents or hyperlinks 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 the applicable and additional text boxes provided, 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. |

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| --- | --- |
| **Section D – Service Delivery - UK and Overseas (Lot 5)** | |
| **2.9 Requirement:**  CCS requires you to have effective processes in place to ensure that all of the mandatory services for Lot 5, are delivered in accordance with Attachment 1a - Framework Schedule 1 (Specification)  CCS requires you to demonstrate how you will deliver UK and overseas requirements compliantly, including the effective management of the Interpreters and how you will manage urgent requirements as they arise. | |
| **2.9 Response Guidance**  **All Bidders must answer this question if you are bidding for Lot 5.**  **You must insert your response into the text fields in the eSourcing Suite.**  If you are **not** bidding for Lot 5 please insert N/A into the text fields in the eSourcing suite.  In order to satisfy the requirement, and the question associated with the requirement, you must:   1. Demonstrate how you will effectively manage any call off contract, including Individuals both in the UK and overseas, to ensure a high quality service for the Buyer in accordance with paragraph 2.6.3 of Attachment 1a - Framework Schedule (Specification); 2. Demonstrate how the processes you will have in place will ensure compliance with local laws and regulations, including employment laws, for Third Country Nationals (TCNs) and Locally Recruited Workers (LRWs) deployed overseas in accordance with paragraph 2.6.5 of Attachment 1a - Framework Schedule 1 (Specification); and 3. Demonstrate how the processes you will have in place will meet the Buyers requirement for a deployment of UK based interpreters overseas at short notice in accordance with 2.6.4 of Attachment 1a - Framework Schedule (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 or hyperlinks to external content are permitted; any additional documents or hyperlinks 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 the applicable and additional text boxes provided, 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. |

# **Price Questionnaire and Evaluation**

This section 11 contains information on how to complete the pricing matrix (Attachment 3) and the price evaluation process.

|  |  |  |
| --- | --- | --- |
| **Response Guidance**  You must complete Attachment 3 - Price Matrix for the lots you are bidding for, in line with the guidance in Attachment 2 - How to bid, paragraphs 11 and 12 and the instructions contained within each price matrix and attach to the question below | | |
| **Question Number** | **Question** | **Your Response** |
| PQ1 | Upload to this question your completed Attachment 3a - Pricing Matrix Lot 1  Please name the file [price\_insertyourcompanyname] | Attachment |
| PQ2 | Upload to this question your completed Attachment 3b - Pricing Matrix Lot 2  Please name the file [price\_insertyourcompanyname] | Attachment |
| PQ3 | Upload to this question your completed Attachment 3c - Pricing Matrix Lot 3  Please name the file [price\_insertyourcompanyname] | Attachment |
| PQ4 | Upload to this question your completed Attachment 3d - Pricing Matrix Lot 4  Please name the file [price\_insertyourcompanyname] | Attachment |
| PQ5 | Upload to this question your completed Attachment 3e - Pricing Matrix Lot 5  Please name the file [price\_insertyourcompanyname] | Attachment |

* 1. How to complete your pricing matrix:

Read and understand the instructions provided in the pricing matrix and the guidance in this section before submitting your prices.

Your prices should align with the quality of your offer.

Your prices must be sustainable and include your operating overhead costs and profit.

You should also take into account our management charge of 1% which shall be paid by you to us, as set out in the Framework Award form.

You should have read and understood the information on TUPE in section 6 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.

Zero or negative bids will not be allowed. We will investigate where we consider your bid to be abnormally low.

The prices you submit will be the maximum allowed under this Framework, although they may be reduced at the Call-Off stage. For more details, refer to Framework Schedule 3 – (Framework Prices).

You must enter prices in the cells highlighted YELLOW and GREEN as requested. Prices in the YELLOW cells will be used for price evaluation, and failing to provide these may result in disqualification from the competition. Prices in the GREEN cells will not be evaluated, but if your bid is successful, these values will be included in your Framework Contract as the maximum rates chargeable.

All GREY cells will be automatically populated for evaluation purposes, with the exception of the grey cell in the cover sheet of each Attachment 3a to 3e Pricing Matrices.

Ensure you download and complete the correct Attachment 3 - Pricing Matrix for the Lot(s) you are bidding for.

When you have completed your Pricing Matrix, you must upload this into the eSourcing Suite under the designated PQ questions (PQ1 to PQ5) for the lots in which you are bidding for in the commercial envelope. If you do not upload your Pricing Matrix your bid may be rejected from this competition.

Finally, do not alter, amend, or change the format or layout of the Pricing Matrix (Attachments 3a to 3e). Refrain from inserting or attaching any notes or comments, as any additional information will be disregarded by CCS.

* 1. **Price evaluation process**

How your pricing will be evaluated:

We will check that all the required yellow and green cells have been populated for each Lot you are bidding for.

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

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

* 1. **How we will evaluate your pricing (Part 1)**

Please read the instructions below alongside the instructions tab provided in each Attachment 3a to 3e - Pricing Matrix and Framework Schedule 3 (Framework Prices) of Attachment 9 (Framework Contract Documents).

The evaluation process described below applies to all Lots. We have used Lot 1 as an example to illustrate the process of how your pricing will be evaluated and scored to arrive at your Final Price Score.

Please note this is an illustrative example using Lot 1. Each Lot has a different number of tabs as relevant to that Lot; however, the pricing calculation process below applies to all Lots, including Lot 5 Tab 11 Spoken Face to Face Overseas and UK.

#### **Lot 1 Example Overview:**

The pricing evaluation for Lot 1 will be conducted across tabs 5, 6, 7,8, 9 and 10 of Attachment 3:

* **Translation Services:** Tab 5 of the Lot 1 Pricing Matrix.
* **Transcription, Stenography, and Recording Services:** Tab 6 of the Lot 1 Pricing Matrix.
* **Telephone Interpreting:** Tab 7 of the Lot 1 Pricing Matrix.
* **Spoken Video Services:** Tab 8 of the Lot 1 Pricing Matrix.
* **Visual Services:** Tab 9 of the Lot 1 Pricing Matrix.
* **Spoken Face-to-Face UK:** Tab 10 of the Lot 1 Pricing Matrix.

In Tab 5 of the Lot 1 Pricing Matrix, the prices you submit in Table A and Table C (yellow cells) will be automatically totalled and weighted in the "Evaluation Purposes Only" table. The Weighted Price for each table will be compared against other bidders' weighted prices.

**Weighted Price calculation for each table**

The Weighted Price for each Table will be calculated as follows:

|  |  |  |  |
| --- | --- | --- | --- |
| Weighted Price = | Total Table Price | x | Table Weighting |
| 100 |

Example:

**Bidder A:**

Submits a Total Table Price of £0.40 for Table A, resulting in a Weighted Price of £0.36.

This calculation is also applied to Table C Total Table Price, resulting in a Weighted Price of £48.00.

|  |  |  |  |
| --- | --- | --- | --- |
| Evaluation Purposes Table Only | | | |
| Weighted Table Prices (yellow cells) | | | |
| Table Ref | Total Table Price | % Weighting | Weighted Price |
| Table A | £0.40 | 90% | 0.36 |
| Table C | £480.00 | 10% | 48.00 |

**Bidder B:** Submits a Total Table Price of £0.90 for Table A resulting in a Weighted Price of £0.81.

This calculation is also applied to their Table C Total Table Price, resulting in a Weighted Price of £45.00

|  |  |  |  |
| --- | --- | --- | --- |
| Evaluation Purposes Table Only | | | |
| Weighted Table Prices (yellow cells) | | | |
| Table Ref | Total Table Price | % Weighting | Weighted Price |
| Table A | £0.90 | 90% | 0.81 |
| Table C | £450.00 | 10% | 45.00 |

**Price Score for each Table**

The bidder who submits the lowest Weighted Price for each table will receive 100% of the maximum Price Score available for that table. The scoring formula is as follows, rounded to two decimal places.

|  |  |  |  |
| --- | --- | --- | --- |
| Price Score = | Lowest Weighted Price | x | Maximum Price Score Available based on Table Weightings |
| Bidder’s Weighted Price |

* For Table A:
  + Bidder A: £0.36 (Weighted Price) → 90.00 points (maximum score)
  + Bidder B: £0.81 (Weighted Price) → 40.00 points
* The same evaluation process will be applied to Table C:
  + Bidder A: £48.00 (Weighted Price) → 9.37 points
  + Bidder B: £45.00 (Weighted Price) → 10.00 points

The total "Evaluated Price Score" for Tab 5 will then be calculated by adding together the scores from each table as illustrated below:

|  |  |  |  |
| --- | --- | --- | --- |
| Evaluation - Tab 5 | | | |
| Bidder | Table A Price Score | Table C Price Score | Evaluated Price Score Total |
| Bidder A | 90.00 | 9.37 | 99.37 |
| Bidder B | 40.00 | 10.00 | 50.00 |

The process described above will be repeated for each table within each tab within Attachment 3 (Tabs 6, 7, 8, 9 and 10) within Lot 1.

* 1. **Final Price Score Evaluation (Part 2)**

For the Final Price Score Evaluation stage, each bidder’s total Final Price Score across all tabs (5 to10) will be calculated as follows:

* + The Evaluated Scores from all tabs within Attachment 3 will be totalled to determine each bidder’s Total Score for Lot 1
  + The bidder with the highest Total Score will receive the maximum Final Price Score of 30.00, representing 30% of the overall tender weighting as illustrated in the table below.
  + The Final Price Score is calculated as follows:

|  |  |  |  |
| --- | --- | --- | --- |
| Final Price Score = | Highest Total Score | x | 30 - Maximum Price Score Available |
| Bidder’s Total Score |

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Final Competitive Pricing Evaluation | | | | | | | | | |
| Supplier | Tab 5 | Tab 6 | Tab 7 | Tab 8 | Tab 9 | Tab 10 | Total Score | Highest Total Score | Final Price  Score |
| Bidder A | 99.37 | 45.08 | 61.01 | 55.00 | 87.89 | 100.00 | 448.35 | 448.35 | 30.00 |
| Bidder B | 50.00 | 69.00 | 55.00 | 54.80 | 90.10 | 98.87 | 417.77 | 27.95 |

This process will be replicated for all Lots 1 to Lot 5.

* 1. 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** we 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.

# **Final Decision to Award**

* 1. How we will calculate your Final Score

We will add your Quality Score to your Price Score to calculate your Final Score.

Illustrative Example:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Bidder** | **Social Value** | **Quality score** | **Price score** | **Final score** |
| (Maximum score available 10) | (Maximum score available 60) | (Maximum score available 30) | (Maximum score available 100) |
| Bidder A | 10.00 | 60.00 | 30.00 | 100.00 |
| Bidder B | 5.00 | 50.00 | 10.00 | 65.00 |
| Bidder C | 10.00 | 40.00 | 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 section 3.1 of Attachment 1 – About the Framework.

The maximum number of Bidders for each applicable Lot of this Framework may increase where two (2) or more Bidders have tied scores in last position only.

* 1. Reserved Rights

We also reserve the right to award a Framework Contract to any Bidders whose Final Score is within 1% of the last position, the last position for Lot 1 is 8th position.

**Example:**

If the Bidder in 8th place, last position has a Final Score of 60.00

The calculation we will use is:

Lot 1 - 8th place Bidder’s 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 place on the framework.

* 1. Intention to Award

You can submit a bid for one or more Lots.

We will tell you if you have been successful or unsuccessful via the eSourcing Suite. We will send Intention to Award letters to all Bidders who are still in the competition i.e. who have not been excluded.

At this stage, a standstill period of ten (10) calendar days will start, the term standstill period is set out in regulation 87(2) of the Regulations. During this time, you can ask questions that relate to our decision to award. We cannot provide advice to unsuccessful Bidders on the steps they should take and they should seek independent legal advice, if required.

If during standstill we do receive a substantive challenge to our decision to award and the challenge is for a certain Lot, we reserve the right to conclude a Framework Contract with successful Bidders for the Lot(s) that have not been challenged.

Following the standstill period, and if there are no challenges to our decision, successful Bidders will be formally awarded a Framework Contract subject to signatures.

* 1. Framework Contract

You must sign and return the Framework Contract within 10 days of being asked. If you do not sign and return, we will withdraw our offer of a Framework Contract.

The conclusion of a Framework Contract is subject to the provision of due ‘certificates, statements and other means of proof’ where Bidders have, to this point, relied on self-certification.

If you have bid as a consortium, the conclusion of a Framework Contract is subject to the provision of due ‘certificates, statements and other means of proof’ from EACH member of the consortium.

This means:

Employer’s (Compulsory) Liability Insurance = £5,000,000

Public Liability Insurance = £5,000,000

Professional Indemnity Insurance = £5,000,000

Cyber Essentials Plus certificate

Services Management Standard ISO 9001:2015 (or equivalent) certification

Security Management Standard ISO 27001:2022 (or equivalent) certification

A valid Accessibility Audit WCAG 2.2AA certification or by the 1 year anniversary of the Framework Commencement Date.

A valid certificate for each of the standards listed in the Selection Questionnaire and which is relevant to the services you will be providing under each Lot.

You are required to send the documentary evidence of the above no later than the date provided in the Intention to Award letter.

Failure to do so may mean that we will withdraw our offer of a Framework Contract.