

## **PART 3: THE PROCESS AND EVALUATION STRATEGY & CRITERIA**

### **1. ISSUE OF NOTICE AND TENDER DOCUMENTS**

- 1.1. Following the publication of the Contract notice, Bidders will be able to view all of the tender documents by registering on the West Sussex e-Sourcing Portal.

### **2. BIDDER'S RESPONSE & CLARIFICATION QUESTIONS**

- 2.1. Bidders are now given time to create their response to all elements of the tender. In this period the Council welcomes clarification questions via the e-Sourcing Portal.
- 2.2. All queries relating to content of this ITT should be made via the secure messaging service within the Tender section of the e-Sourcing Portal. All communication with the Council must quote in the message heading the specific section and question number for which you require information or clarification.
- 2.3. Please note it is the Council's policy to publish, in an anonymised format, all queries submitted and the Council's responses to such queries for the benefit of all other Bidders.
- 2.4. Any questions deemed to be commercially confidential should therefore be clearly marked and the Council will decide in its absolute discretion whether the question submitted and the Council's response to the question are commercially confidential or whether they should be made available to all Bidders. If the Bidder disagrees with the Council's decision, it may decide to withdraw the query.
- 2.5. All Bidders that wish to submit a Tender must return their submissions via the e-Sourcing Portal by the tender deadline (as detailed in Part 5 below), after this time the Tenders will be opened, evaluated and scored. Any further correspondence must be communicated through the e-Sourcing Portal.

### **3. HOW THE COUNCIL WILL ASSESS AND EVALUATE YOUR TENDER**

- 3.1. The Council will assess each tender response against the following sets of criteria:

#### **3.2. Selection Criteria**

These criteria relate to your eligibility to tender, your economic and financial standing and your technical experience in providing similar services. If your Tender does not pass the selection stage, your Tender will be non-compliant and the Council will not evaluate the remainder of your Tender.

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### 3.3. **Award criteria**

Once you have passed the selection element, the Council will evaluate your tender against the Award Criteria (see Part 4). The Award Criteria are made up of two sections:

- The Technical Section, which evaluates how you propose to deliver the service; and
- The Commercial Section, which evaluates the price
- For more information, see Part 4 (Scoring Methodology and Weighting).

## **4. COMPLIANCE CHECK**

4.1. The Council will carry out an initial examination of the tender responses it receives to ensure compliance and completeness in accordance with the requirements set out in this ITT.

4.2. In particular, the tenders will first be reviewed to ensure that:

- The Tender has been submitted in accordance with the Council's requirements/instructions which have been notified to Bidders; and
- The Tender is sufficiently complete to enable the Tender to be evaluated in accordance with the evaluation methodology.

4.3. Clarification may be sought from Bidders to determine if a Tender is complete and compliant.

4.4. Subject to 19.3, Tenders that are non-compliant with the requirements of this ITT may be rejected at this stage without further evaluation.

4.5. All Tenders which pass the compliance check as described above will be subject to full assessment and evaluation by the Council.

## **5. STANDARD SELECTION QUESTIONNAIRE (SSQ) ASSESSMENT**

5.1. Bidder's responses to the SSQ will be assessed pass/fail, as detailed further in Part 4 (Evaluation Methodology & Weighting).

## **6. TENDER EVALUATION**

6.1. The Council will evaluate all Tenders that pass the SSQ assessment.

6.2. The Council may (but is not obliged to) seek clarification(s) from Bidders in order to assist its understanding of the Bidder's Tender and where necessary for the purposes of carrying out a fair evaluation. Such clarifications will be issued to the Bidder through the e-Sourcing Portal. Bidders are asked to respond to such requests promptly and in a clear manner. Vague or ambiguous answers are likely to score poorly or render the Tender non-compliant.

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Information submitted by the Bidders via the e-Sourcing Portal in response to clarification questions will be taken into account when evaluating the Tenders.

### **7. STANDSTILL PERIOD**

- 7.1. The Council will observe a ten (10) day standstill period between notification of the successful Bidder(s) and formal award of the Contract.

### **8. POST AWARD REQUIREMENTS**

- 8.1. At the point of contract award, the successful Bidder(s) will be required to provide copies of the relevant documents as listed below:
- Proof of Insurances
  - Proof of any self-certifications within the SSQ as requested by the Council

## **PART 4: EVALUATION METHODOLOGY & WEIGHTING**

### **9. OVERVIEW**

- 9.1. The underlying principle of the Evaluation Methodology is to select the most economically advantageous tender (M.E.A.T) to the Council (in terms of the qualification, technical and commercial criteria described below) which meet the Council's requirements. Bidders will receive a score out of 100% on the basis of a technical/commercial split of 70% (technical)/30% (commercial) respectively.
- 9.2. This process involves the attribution of real 'value' to the qualitative elements of each Bidder's submission, to ensure that a contract is awarded to the Bidder who achieves the highest total score when summing across all of the objective assessment areas, and not just the lowest price
- 9.3. The Evaluation Methodology set out in this Part 4 will be used to evaluate the Tenders submitted by Bidders in response to this ITT and the Evaluation Methodology is designed to provide a structured and auditable approach to evaluating the Tenders submitted by Bidders.

### **10. ASSESSING THE SSQ RESPONSES**

- 10.1. The responses to the SSQ will be assessed by the Council first and will be assessed as pass or fail.
- 10.2. Any questions requiring responses "for information only" purposes are marked as such and will not be assessed.

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- 10.3. All questions that require a mandatory response must be answered in the required manner or the Bidder may be excluded from further progression in the competition.
- 10.4. Tenders must achieve a “pass” in relation to all of the pass/fail tests applied in the assessment of the SSQ, in order for the Tender to progress to the next stage of the competition.
- 10.5. If a response to a particular question within the SSQ receives a fail or does not achieve the minimum score for any question, the Tender may be rejected, unless further assurance can be gained. The Council reserves the right to ask for additional information as appropriate.
- 10.6. Financial standing will be assessed broadly in line with the recommendations set out by the Cabinet Office.
- 10.7. In performing the economic and financial standing assessment the Council will consider, but not be limited to considering, turnover, profitability, cash flow, solvency, strength of balance sheet and asset cover level.
- 10.8. To support this assessment the Council may seek reference to other independent reports and information such as credit reference agency reports.
- 10.9. The Council reserves the right to take up any references supplied.
- 10.10. The SSQ is enclosed (Document 04). This questionnaire must be downloaded, completed and uploaded at the relevant placeholder on the e-Sourcing Portal.
- 10.11. The areas covered in the questionnaire are provided in the table below:

<b>TABLE 1: SSQ REQUIREMENTS</b>		
<b>PART 1: POTENTIAL SUPPLIER INFORMATION</b>		
Organisation Details	You are asked to provide information about your organisation	For Information Only
Bidding Model	You are asked to provide information about your organisation’s proposed bidding model	
Contact Details and Declaration	You are asked to provide your contact details and declare all information is correct	

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<b>PART 2: EXCLUSION GROUNDS</b>		
Your organisation is eligible if none of the mandatory or discretionary exclusion grounds for rejecting a potential bidder under Regulation 57 of The 2015 Regulations are applicable or may become applicable, to your company or any parent company.		Pass / Fail
In some circumstances the Council is required by law to exclude you from participating further in a procurement if there are grounds for mandatory rejection.		
<b>PART 3: SELECTION QUESTIONS</b>		
Financial Standing	You will need to demonstrate that you meet the Council's minimum standards of economic and financial standing.	Pass / Fail
Technical and Professional Ability	You will provide details of any technical and professional ability	Pass / Fail
Modern Slavery	You will need to confirm compliance with the Modern Slavery Act 2015	Pass / Fail
Insurance	You will be required to have, or agree to take out should you be successful, Public Liability insurance to a value of at least £10m and Employers Liability insurance to a value of at least £5m.	Pass / Fail
Skills and Apprentices	You will confirm your apprenticeship commitment	Pass / Fail
Performance	You will declare any instances of poor performance	Pass / Fail
Health and Safety	You are required to complete the West Sussex Health and Safety Questionnaire at Document 07	Pass / Fail
Safeguarding	You will confirm that you have a safeguarding policy and will provide a copy to the Council if requested	Pass / Fail
Conflict of Interest	You will complete the Capita Conflicts of Interest Questionnaire and submit this as part of your tender response	Pass / Fail
Corporate Social Responsibility	You will confirm that you have a Corporate Social Responsibility (CSR) Policy and will provide a copy to the Council if requested	Pass / Fail
Business Continuity	You will confirm that you have a Business Continuity Plan and will provide a copy to the Council if requested	Pass / Fail
General Data Protections Regulation (GDPR)	You will confirm compliance with the GDPR regulations	Pass / Fail
Freedom of Information (FOI)	You will declare any elements of your bid you deem to be commercially sensitive.	Pass / Fail

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Confirmations	You must confirm that you have read, understand and accept the information contained in the Invitation to Tender (ITT) document and supporting documents, including Conditions of Tender (Appendix 1 of this document)	Pass / Fail
	You must confirm that your bid is TUPE compliant.	Pass / Fail
	You must confirm that you have read, understand and accept the Terms and Conditions of the Contract at document 04.	Pass / Fail

**11. EVALUATING THE TECHNICAL RESPONSE: METHOD STATEMENTS**

11.1. The technical response has a weighting of 70% and is split into a number of sub-criteria as detailed in Table 2 below.

11.2. Each of these sub-criteria has an overall weighting (expressed as a percentage) reflecting its relative importance to the Council as detailed in Table 2.

<b>TABLE 2: EVALUATION CRITERIA</b>					
<b>Section</b>	<b>Section Weighting (%)</b>	<b>Question</b>	<b>Question Weighting</b>	<b>Page Limit (A4 Pages)</b>	<b>Minimum Score Threshold</b>
Technical	70.00%	1	15.00%	2	3
		2	10.00%	2 (excluding case studies)	N/A
		3	10.00%	2 (excluding words relating to any spreadhseet/charts)	
		4	15.00%	2 (excluding case studies)	
		5	10.00%	2	
		6	10.00%	2	
		7	10.00%	3	
		8	15.00%	2	
		9	5.00%	2	
		10	N/A	1	
Quality Total			100.00%		
<b>Weighted Quality Total</b>			<b>70.00%</b>		
Commercial	30.00%	Hours provided	70.00%	N/A	Complete Pricing Schedule (Document 06)
		Service Cost	30.00%	N/A	
Commercial Total			100.00%		
<b>Weighted Commercial Total</b>			<b>30.00%</b>		
<b>Grand Total</b>			<b>100.00%</b>		

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- 11.3. Where any technical criteria/sub-criteria have a minimum score threshold, Bidders must achieve that minimum score threshold in respect of each and every one of the relevant technical criteria/sub-criteria. **The Council shall reject Tenders that do not meet one or more of the minimum score thresholds.**
- 11.4. The total score for each of the method statement technical sub-criteria for each Tender that meets the minimum score threshold will then have the appropriate weighting applied to it to produce the final weighted score for the technical criteria. If in applying the weighting to arrive at a final score a calculation produces a score which is not a whole number, a score will be rounded up to 2 decimal places.
- 11.5. The Method Statement questions, including the relevant response format, can be found at Document 05 on the e-Sourcing portal. Bidders must provide their responses at the relevant placeholder.
- 11.6. Bidders must ensure their responses are within the page limits provided. Any additional wording will not be taken forward to evaluation.
- 11.7. Technical responses will be evaluated in accordance with the Scoring Matrix Table in terms of the extent to which the response demonstrates and evidences a proposal that meets the requirements set out in the Specification to determine a score ranging from 0 to 5. Only whole number scores between 0 and 5 will be applied.
- 11.8. The Scoring Matrix Table is set out in order to inform Bidders how the Council will approach scoring each criteria, and to provide guidance as to what a Bidder must aim for in order to achieve full marks. Note that the best rated response for each criteria will not necessarily be awarded the full marks for that criteria.

<b>SCORING MATRIX TABLE</b>		
<b>Score</b>	<b>Classification</b>	<b>Definition</b>
0	No response (complete non-compliance)	No response at all or insufficient information provided in the response such that the solution is totally un-assessable and/or incomprehensible.
1	Unsatisfactory response (potential for some compliance but very major areas of weakness)	Substantially unacceptable submission which fails in several significant areas to set out a solution that addresses and meets the requirements: little or no detail may (and, where evidence is required or necessary, no evidence) have been provided to support and demonstrate that the Bidder will be able to provide the services and/or considerable reservations as to the Bidder's proposals in respect of relevant ability, understanding, expertise, skills and/or resources to deliver the requirements. Would represent a very high risk solution for the Council.

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2	Partially acceptable response (one or more areas of major weakness)	Weak submission which does not set out a solution that fully addresses and meets the requirements: response may be basic/ minimal with little or no detail (and, where evidence is required or necessary, with insufficient evidence) provided to support the solution and demonstrate that the Bidder will be able to provide the services and/or some reservations as to the Bidder's solution in respect of relevant ability, understanding, expertise, skills and/or resources to deliver the requirements. May represent a high risk solution for the Council.
3	Satisfactory and acceptable response (substantial compliance with no major concerns)	Submission sets out a solution that largely addresses and meets the requirements, with some detail (or, where evidence is required or necessary, some relevant evidence) provided to support the solution; minor reservations or weakness in a few areas of the solution in respect of relevant ability, understanding, expertise, skills and/or resources to deliver the requirements. Medium, acceptable risk solution to the Council.
4	Fully satisfactory /very good response (fully compliant with requirements).	Submission sets out a robust solution that fully addresses and meets the requirements, with full details (and, where evidence is required or necessary, full and relevant evidence) provided to support the solution; provides full confidence as to the relevant ability, understanding, expertise, skills and/or resources to deliver the requirements. Low/No risk solution for the Council.
5	Outstanding response (fully compliant, with some areas exceeding requirements)	Submission sets out a robust solution (as for a 4 score – above) and, in addition, provides or proposes additional value and/or elements of the solution which exceed the requirements in substance and outcomes in a manner acceptable to the Council; provides full confidence as to the relevant ability, understanding, expertise, skills and/or resources not only to deliver the requirements, but also exceed it as described. Low/No risk solution for the Council.

**12. MODERATION OF TECHNICAL EVALUATION**

- 12.1. Following the evaluation and scoring of Tenders in accordance with this Evaluation Methodology by the individual evaluation team members, a moderation meeting will be held.
- 12.2. The moderation will look at the technical response by each Bidder for each criterion. Individual scores will be discussed taking into account the strengths and weaknesses of each criteria and agreeing a single moderated score for each. It is this moderated score that will then be used as the final score for each Tender.

**13. COMMERCIAL EVALUATION**

- 13.1. The commercial response will account for a total of 30% of the total score available, which will be split as follows:
- Total hours offered (21%)
  - Total price offered (9%)
- 13.2. The above criteria will be scored using the banding tables overleaf.



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- 13.3. Bidders must complete Document 06 (Pricing Schedule) and upload it to the relevant placeholder on the e-Sourcing portal. Bidders must follow all instructions on Document 06 (Pricing Schedule). **The Council reserves the right to not evaluate any non-compliant tenders.**

**Lot 1 Banding Table**

Price Scoring	
Price offered (£)	Weighted Score (%)
395,000	9.00
395,001 – 395,999	8.70
396,000 – 396,999	8.40
397,000 – 397,999	8.10
398,000 – 398,999	7.80
399,000 – 399,999	7.50
400,000 – 400,999	7.20
401,000 – 401,999	6.90
402,000 – 402,999	6.60
403,000 – 403,999	6.30
404,000 – 404,999	6.00
405,000 – 405,999	5.70
406,000 – 406,999	5.40
407,000 – 407,999	5.10
408,000 – 408,999	4.80
409,000 – 409,999	4.50
410,000 – 410,999	4.20
411,000 – 411,999	3.90
412,000 – 412,999	3.60
413,000 – 413,999	3.30
414,000 – 415,000	3.00

Hours Scoring	
Hours Offered	Weighted Score (%)
15,800 – 15,958	10.50
15,959 – 16,116	11.03
16,117 – 16,274	11.55
16,275 – 16,432	12.08
16,433 – 16,590	12.60
16,591 – 16,748	13.13
16,749 – 16,906	13.65
16,907 – 17,064	14.18
17,065 – 17,222	14.70
17,223 – 17,380	15.23
17,381 – 17,538	15.75
17,539 – 17,696	16.28
17,697 – 17,854	16.80
17,855 – 18,012	17.33
18,013 – 18,170	17.85
18,171 – 18,328	18.38
18,329 – 18,486	18.90
18,487 – 18,644	19.43
18,645 – 18,802	19.95
18,803 – 18,960	20.48
18,961 – 19,118	21.00

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**Lot 2 Banding Table**

Price Scoring	
Price offered (£)	Weighted Score (%)
508,250	9.0
508,251- 509,588	8.7
509,589 – 510,926	8.4
510,927 – 512,264	8.1
512,265 – 513,602	7.8
513,603 - 514,940	7.5
514,941 – 516,278	7.2
516,279 – 517,616	6.9
517,617 – 518,954	6.6
518,955 – 520,292	6.3
520,293 – 521,630	6.0
521,631 – 522,968	5.7
522,969 – 524,630	5.4
524,307 – 525,644	5.1
525,645 – 526,982	4.8
526,983 – 528,320	4.5
528,321 – 529,658	4.2
529,659 – 530,996	3.9
530,997 – 532,334	3.6
532,335 – 533,672	3.3
533,673 – 535,000	3.0

Hours Scoring	
Hours Offered	Weighted Score (%)
26,600 – 26,866	10.50
26,867 – 27,132	11.03
27,133 – 27,398	11.55
27,399 – 27,664	12.08
27,665 – 27,930	12.60
27,931 – 28,196	13.13
28,197 – 28,462	13.65
28,463 – 28,728	14.18
28,729 – 28,994	14.70
28,995 – 29,260	15.23
29,261 – 29,526	15.75
29,527 – 29,792	16.28
29,793 – 30,058	16.80
30,059 – 30,324	17.33
30,325 – 30,590	17.85
30,591 – 30,856	18.38
30,857 – 31,122	18.90
31,123 – 31,388	19.43
31,389 – 31,654	19.95
31,655 – 31,920	20.48
31,921 – 32,186	21.00

**14. FINAL TENDER SUBMISSION SCORES**

- 14.1. All Tenders that have passed the SSQ assessment, achieved the minimum scores in the technical evaluation and progressed through the commercial evaluation will have the technical and commercial scores combined to provide a final score for each Tender.

**15. OVERALL SCORING AND AWARD DECISION**

- 15.1. The Council will award the highest scoring bidder the contract.
- 15.2. Once the Council has reached a decision in respect of contract award, it will notify all Bidders of that decision and provide for a ten (10) day standstill period.
- 15.3. Contract award is subject to the formal approval process of the Council. Until all necessary approvals are obtained and the standstill period completed, no contract will be entered into.

**16. THE PROCESS AND COUNCIL DECISIONS**

- 16.1. The Council reserves its right at any time to terminate the procurement process for any reason and to decide in its absolute discretion whether or not it will enter into any contractual arrangements at the termination of this procurement process.
- 16.2. In responding to this ITT or otherwise engaging in the procurement process, Bidders accept that their participation in the procurement process is entirely at their own risk and cost in full knowledge of the Council's right at any time and for any reason to terminate the procurement with or without the award of a contract.
- 16.3. The Council shall bear no liability whatsoever for the outcome of this procurement procedure, whether withdrawn or altered or recommenced, including any loss of bidding costs, loss of profits or economic loss incurred by a Bidder or by any other person arising out of or in connection with the conduct of this procurement procedure in accordance with the 2015 Regulations.