

National Mobilities Procurement Hub

Project Initiation Document

Open Public Procurement of Services and Goods by South West Smart Applications Ltd on behalf of its Local Authority, other Public Sector and Operator Members 2022 – 2028

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1. Introduction

This Project Initiation Document (PID) is Smart Applications Management's (SAM's) planning document that defines the project scope, our business case, risks, and other important details in creating and operating the National Mobilities Procurement Hub on behalf of SAM Members..

The purpose of our PID is to gather key planning information that will help steer the project in the right direction, gain approval from stakeholders and decision-makers, and establish a clear plan for project delivery.

1.1. Background

Smart Applications Management (SAM) is the trading name of South West Smart Applications Ltd, a Membership owned not-for-profit Company limited by guarantee – reg. no: 7205882. SAM was established to provide a range of support services to its Members to enable them to deliver Smart Mobilities and Integrated Ticketing.

Formed in 2010, SAM is owned by its Members, which in June 2022 comprised: 67 Unitary, County and Combined Local Transport Authorities throughout the UK, 66 Public Transport Operators, Transport Scotland, Transport for Wales and 8 Associate Members including the Department for Transport. Membership of SAM is open to any local authority, public sector transport body, or bus operator, as defined within the Articles of Association. The Company has 4 Local Authority and 4 Bus Operator Directors and an independent Chairman. Full details about SAM are available at www.talktosam.co.uk/about-us/

Smart Mobilities are important to all Public Sector Members of SAM, due to the statutory nature of the delivery of Concessionary Travel Schemes, as well as National Standards such as NaPTAN and BODs and Industry Group Standards such as RTIG. With improvements in the delivery of multi-operator and capped ticketing solutions now possible through smart ticketing, contactless EMV, App based NFC and wearable tokens, there is a desire to move towards a more Mobility As A Service (MaaS) offering for UK travel.

In 2017, SAM launched the National Procurement Framework (NPF) – a UK-wide resource for National Governments, Local Government, Combined Authorities, Other Public Sector Bodies, and Transport Operators to have direct access to a full range of ITSO and wider transport mobility services and goods, without having to complete individual, costly and time-consuming OJEU procurement exercises. The Framework went live in August 2017 and by February 2022 had supported over 163 Call-Off Orders and Variations, generating over £21m of business to Framework Suppliers.

The new National Mobilities Procurement Hub (NMPH) will replace the NPF as their Frameworks expire and expand the range of Services and Goods available to SAM Members. It is based upon utilising the Crown Commercial Service (CCS) procurement and contract documentation, refined to meet the specific needs of an individual NMPH Framework. More information on the CCS documentation is available at: <https://www.crowncommercial.gov.uk/about-ccs/> The NMPH competitions will use the OJEU-replacing Find-a-Tender-Service and Contracts Finder portals.

1.2. Strategic Objectives of the National Mobilities Procurement Hub

The Strategic Objectives reflect a need to provide a stable platform for SAM, to enable it to offer a range of Managed Services and Direct Call-Off Options to its current and new Members, thereby protecting their ability to deliver statutory requirements, and improve passenger led solutions.

The Objectives build upon and develop work to date in meeting the national objectives of Transport for Wales, Transport Scotland and the Department for Transport. The Objectives also reflect a priority of SAM Members to be able to directly contribute to key outputs and outcomes of their Economic Growth Plans, Transport Plans, Enhanced Partnership proposals and their Bus Service Improvement Plans in mitigating the impacts of Climate Change. This has led to the development of three Strategic Objectives for the NMPH:

Strategic Objective 1.

- To enable SAM to offer a range of Sustainable Mobility led services and goods to its current and future private and public sector Members, confident that all public sector procurement processes have been met, and that the Framework delivers value for money.

Strategic Objective 2.

- To enable SAM Members to be fully compliant with their statutory obligations and legislative requirements associated with Ticketing and Public Transport data requirements, whether they are based in England, Wales, Scotland or Northern Ireland.

Strategic Objective 3.

- To enable SAM Members to contribute to the delivery of their Economic, Transport, Social Inclusion, Mobility and Climate Change targets through using the National Mobilities Procurement Hub.

1.3. Procurement Vision

The vision of this National Mobilities Procurement Hub is:

“To deliver a National Mobilities Procurement Hub, compliant with best practice in public procurement, hosting framework agreements that are both effective and offer best value for SAM and our Members throughout the UK. The Framework will enable SAM to provide a Managed Service to its Members, whilst also supporting individual call-offs as required.”

1.4 Defining a National Mobilities Procurement Hub Framework Award

A Framework, with one or more Suppliers, sets out terms that allow Buyers to make specific purchases ('Call-Offs') during the life of the Framework. Where Bidders are successful, we will use the information they have provided in their bid, including pricing to personalise their Framework Agreement. Each successful Bidder will have their own Framework Agreement, which will be signed by them and us. The Framework will be managed by SAM.

SAM Members as Buyers can then use the Framework to make Call-Offs. Each Call-Off Contract will be signed and managed by the Supplier and the Buyer.

The estimated value of Call-Off Contracts that may be placed under the Frameworks will be set out in the Contract Notice published on Find a Tender (FTS) at <https://www.gov.uk/find-tender>. There will be multiple Lots under each Framework, however, SAM cannot guarantee any business through the Framework to each Supplier.

2. The Project

2.1. Procurement Process

The procurement of all Frameworks within the National Mobilities Procurement Hub will be undertaken in multiple phases, both to align with the existing expiry of Lots within the National Procurement Framework, and also to spread the workload of introducing the new services and goods to be hosted on an NMPH Framework.

In undertaking this Procurement and by using the CCS documentation as its base, SAM is committed to an open and transparent process, compliant with best practice in public purchasing, which will deliver Framework Agreements that are both effective and offer best value. This will allow both SAM and our Members to implement sustainable mobility schemes in a cost efficient, timely and effective manner, either through the Managed Service and supported delivery provided by SAM, or by Members procuring some or all elements of their scheme directly from Framework call-off agreements themselves.

2.2. Who Can Bid

SAM will run each Framework Tender using the 'open procedure'. This means that anyone can submit a bid in response to the published contract notice.

The contract notice will be published on the Find a Tender Service (FTS), Contracts Finder and the SAM website www.talktosam.co.uk.

Where practical, the Frameworks will support Bidders submitting a bid not only as a single legal entity, but also as part of the following options:

- work with other legal entities to form a consortium. If they do, we ask the consortium to choose a lead member, registered in the UK, who will submit the bid on behalf of the consortium.
- bid with named key subcontractors to deliver parts of the requirements. This applies whether they are bidding as a single legal entity or as a consortium.

We recognise that subcontracting and consortium plans can change. Bidders must tell us about any changes to the proposed subcontracting or to the consortium as soon as they know. If they do not, they may be excluded from the Framework Tender competitions.

2.3. Individual Frameworks of the National Mobility Framework

An overview of the services and goods SAM expects to procure for its Members is outlined below.

Ref.	Lot Title	Short Description
1	RTPI Display Board/Points	Provision of RTPI Display Board/Points Equipment and Services, with appropriate integration services, together with a commitment to and development of data exchange standardisation.
2	Digital Customer Retail Solutions	An Options led provision of both Online and App based Customer Retail and Mobility as a Service solutions. Options to include Smart & Host Card Emulation (HCE) solutions; Mobility as a Service solutions; QR and 2D Barcode solutions; EMV and Digital Wallet solutions; STR; Multi token solutions and combinations thereof.
3	Customer Management Systems (CMS)	A scale based Options led Customer Management System to facilitate the management of customers, cards, ITSO shells, products, and usage. Variations to include Concessionary only, Commercial and Settlement led Services, and Data Analytics.
4	ITSO Cards, Print Hardware and Bureau Services	An Options led provision of ITSO certified smartcards (CMD2 and CMD7), Card Production Hardware such as Printers & Encoding Equipment; and Card Bureau services for card production and distribution.
5	ETMs, ToTo & Retail POST Systems	An Options led provision of Capital Equipment and Support Software for Electronic Ticket Machines (fixed/handheld); Ancillary Equipment such as Tap On Tap Off Readers, Contactless EMV Readers and associated Settlement Software, and wider Retail Point of Sales Terminals.
6	ITSO AMS-HOPS and Part 11 Services	The supply of an ITSO certified AMS-HOPS with associated functionality such as ISAM Management, open API's and wider data support, together with the provision of Part 11 remote ISAM retail services.
7	Low Cost Scholars Systems	The provision of an inclusive (Hardware and Software) System to support the low cost delivery of a digital platform for Scholars Transport.
8	Account Based Ticketing (ABT) Systems	An Options led provision of a multi-operator, multi-token cEMV / Capping / Tokens / ABT System for Passengers.
9	Ticket Vending Machines (TVM) and Validators	An Options led provision of ITSO compliant unattended Retail led ticket vending machines, and Non Retail led Validators (indoors, outdoors, rugged), and their supporting software.

10	Data Development & Journey Planning Systems	A scale based provision of a Data Scheduling / BODS / NapTAN / TNDS / TransXChange / Disruption Information System with Journey Planner and associated APIs.
11	DRT Systems	The provision of a Demand Responsive Transport (DRT) Scheduling System and associated Options.
12	System Integration Solutions	The provision of 3 rd party integration software systems to deliver added value led end-to-end solutions, through integrating with existing Systems in place via open APIs.
13	Consultancy Services	ITSO and wider transport mobilities consultancy and travel operator management services.
14	EPOS Led Ferry & Leisure Booking Software	The provision of software and associated hardware to manage both Ferry and wider based Leisure and Attraction Ticketing.
15	Social Media Management	The provision of software services to manage the digital customer interface of Social Media to ensure consistent customer friendly media management.
16	RTPI Content Management Systems	The provision of software services to manage the import and export of live RTPI data from multiple sources to provide a comprehensive feed to displays and other media.
17	Convenience Store Ticketing Retail Systems	The provision of local retail services to support cash based top up for digital retail in support of cash based passengers.

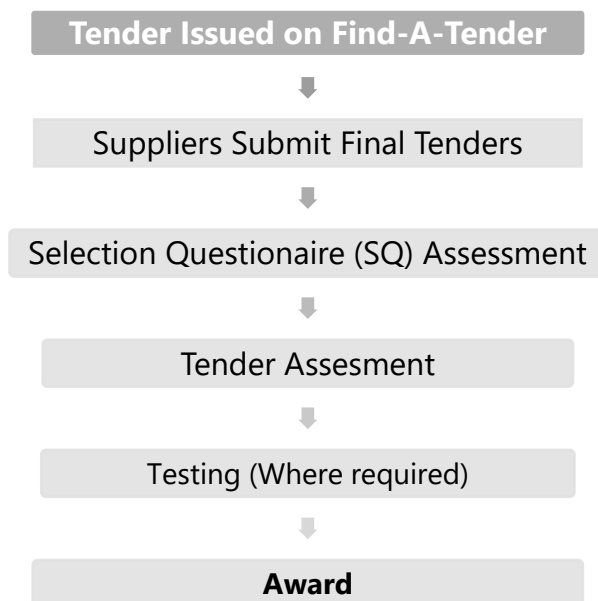
The actual services and goods outlined above and the Order in which they are procured may change depending on the needs of SAM Members and priorities of the Steering Group.

2.4. Project Team

The National Mobilities Procurement Hub Steering Group is tasked with delivering the Project. The Steering Group is comprised of the following representatives:

- Dr Andrew Seedhouse Smart Applications Management
- Ms Kemi Adenubi Transport for Wales
- Ms Debbie Walker Transport Scotland
- Mr Roy Banks West Yorkshire Combined Authority
- Mr Liam Power Liverpool City Region Combined Authority
- Mr Craig Lamberton East Sussex Council
- Mr Chris Parkinson Somerset County Council
- Ms Sharon Bowers Staffordshire County Council
- Mr Glenn St John-Colgan Augmentas Group
- Mr James Bloor Smart Applications Management

2.5. Overview of the Procurement Process



2.6. Structure of the Process

Publication of the Invitation to Tender & Supplier Engagement – Stage 1

As part of the publication of an Individual Framework Tender on Find-A-Tender, SAM will include the provision for potential Bidders to understand more about the Framework process via a Supplier Awareness Event, which may be supported by one-to-one sessions with potential Bidders. These sessions enable SAM to outline the purpose of the National Mobilities Procurement Hub and how Bidders need to engage with the process to ensure a compliant submission is made. In line with the defined Request For Information (RFI) process, all questions asked, and all answers given, at all of these sessions will be summarised, published and made available to all bidders via the RFI catalogue.

Tender Evaluation – Stage 2: Compliance & Completeness Review

Once Tenders have been submitted, SAM will review each submission to ensure the correct number of documents have been provided and completed, and that all tender requests have been met. A Compliance Report will be produced for the Steering Group and non-compliant submissions will not move forward to later stages without Steering Group approval.

Tender Evaluation – Stage 3: Selection Questionnaire (SQ) Assessment

Once the Tender Compliance Report has been produced, compliant Tenders will progress to the next Stage – Selection Questionnaire (SQ) Assessment. An SQ Report will be produced for the Steering Group and non-compliant submissions will not move forward to later stages without Steering Group approval.

Tender Evaluation – Stage 4: Tender Assessment

Once the SQ Assessment Report has been produced, compliant Tenders will progress to the next Stage – Tender Assessment. Tender Assessment will be in line with the process that will be defined and published within each Framework Invitation to Tender.

Clarification of Tenders

At any stage SAM may request a Bidder to clarify, specify or fine tune its Tender e.g. fleshing out minor technical details, although Bidders will not be permitted to alter the basic features of the Tender unless it can be demonstrated that this would not distort the competition or have a discriminatory effect on the other Bidders and their submissions. In this respect, Bidders should note that SAM anticipates that each Tender will constitute a complete bid.

Testing

As part of the evaluation process, Bidders may be required to participate in a test process of their equipment, in line with Call-Off Schedule 13 (Implementation Plan and Testing) of the Framework Award Form.

Appointment of Framework Providers

All Bidders whose Tender scores above a defined threshold will be accepted on to the Framework. Unsuccessful Bidders will be provided with a written summary debrief in accordance with the 2015 Regulations. A notice of the award decision will be issued to any unsuccessful Bidder and will contain the following information:

- The Award Criteria;
- The reasons for the award decision including:
 - Scores of the winning Tenders;
 - Scores of the unsuccessful Tender;
 - Any reasons why the unsuccessful Tender did not meet the technical specifications; and
 - The date when the Standstill Period will end and any reasons why it may not end when envisaged.

Full debrief information will be issued at the commencement of the Standstill Period to the unsuccessful Bidders.

2.7. Procurement Timetable

Each Tender will include a timetable of core actions and activities. An indicative procurement timetable is shown below for illustration only:

Stage	Description	Date
1.	Issue PIN Notice via Find-A-Tender	Prior to Day 1
	Start Date (the date we submitted the contract notice to be published)	Week 1
	<ul style="list-style-type: none"> Issue Invitation To Tender 	Week 1
	<ul style="list-style-type: none"> Publication Date (this is the date the ITT pack will be published) 	Week 1
	<ul style="list-style-type: none"> Supplier Briefing Session 	Week 3
	<ul style="list-style-type: none"> Deadline For Requests For Information (RFIs) 	Week 5
	<ul style="list-style-type: none"> Deadline For our responses to Requests For Information (RFIs) 	Week 6
	<ul style="list-style-type: none"> Date For Submission Of Tenders 	Week 8
	<ul style="list-style-type: none"> Tender Compliance Assessment 	Week 9
2.	Selection Questionnaire (SQ) Assessment	Week 11
3.	Evaluation Of Tenders including Clarifications	Week 13
	<ul style="list-style-type: none"> Deadline for their response to our Clarification Questions 	Week 14
4.	Completion of Testing / Demonstrations (if required)	Week 16
	<ul style="list-style-type: none"> Appointment To Framework 	Week 18
	<ul style="list-style-type: none"> Standstill Period Ends 	Week 20
	<ul style="list-style-type: none"> Framework Award 	Week 20

NB: This timetable and the various stages outlined above are indicative only and SAM reserves the right to alter them at its sole discretion and it will notify all affected parties as appropriate.

2.8. Structure of the Framework Agreement

The Framework Agreement has been developed using the Crown Commercial Service (CCS) framework documentation and schedules, amended as required for the National Mobilities Procurement Hub. Our acknowledgement and thanks to them. Additional information about the Crown Commercial Service can be found at: <https://www.crowncommercial.gov.uk>. Please see Paragraph 3.5 for further Copyright declaration.

The structure of the Framework Agreement therefore utilises that developed for the CCS, namely:

Core Terms

These are the main legal terms for the Framework Agreement and for each call-off contract. The core terms contain our standard commercial terms and govern the Supplier's relationship with SAM at the Framework Agreement level and with each buyer at Call-Off Contract level. The core terms can be found in Framework Award Form in Section 5 of this document.

Schedules

Each Order has mandatory schedules and is customised using optional schedules. The schedules are used with the core terms and comprises, framework schedules, joint schedules (for framework and call-off), and call-off schedules. Schedules are split into three types – those used only in the Framework, those used only in each call-off, and a third set of Joint Schedules, which are used in common across the Framework Agreements and call-off contracts.

Framework Award Form

The Framework Award Form contains important details about the contents of the Framework Agreement. It lists all of the mandatory and optional schedules that have been selected to create the framework and call-off contract. This form is the basis of the contract between the Supplier and SAM. If a Supplier is awarded a place on the framework, the Framework Award Form will be prepared by SAM and personalised to the Supplier. We will use information they have submitted in their bid. The Supplier must sign and return the Framework Award Form within 5 days of being asked. If they do not sign and return, SAM has the right to withdraw our offer of a Framework Agreement.

Order Form

When a Buyer wants to make purchases they will call-off from the framework by providing the relevant information laid out in Framework Schedule 6 (Part A - Order Form Template). The Order Form lays out: the Supplier and Buyer contact details, details of what will be supplied, how it'll be supplied, how much it'll cost, and a list of all the call-off and joint schedules, including any special terms.

Over the life of a framework there are typically many call-offs. Each call-off is normally between one Buyer and one Supplier but Buyers can pool their demand and award jointly to one Supplier.

2.9. Structure of the ITT Document and Process

Set out below is a summary of how each of the Tender documents is expected to be structured, and how it can assist a Bidder in preparing a submission.

Section 1: Introduction

Section 1 will introduce the National Mobilities Procurement Hub, its Objectives and Vision, as well as the Open Tender process to be applied.

Section 2: The Project

Section 2 will introduce the Procurement in more detail and outline who can bid. It will outline the proposed Frameworks of the NMPH, introduce the Project Team, and detail the Stages to be followed within the Tender process. The Timelines for each Framework will be included as well as an overview of the Framework Agreement composition. How and when a Bidder needs to respond will also be detailed.

Section 3: Important Information

Section 3 will contain 23 important sub-sections of important information that the Bidder will need to be aware of and comply with (as required), as part of the framework tender.

Section 4: Requirements Specification & Test Schedule

Section 4 will provide the Bidder with a copy of the Requirements Specification for the Framework, from which the required Deliverables will be identified within any call-off. It will also signpost the location of the Test Schedule which may be applied.

Section 5: Contractual Requirements

Section 5 will provide the Bidder with a copy of the Framework Agreement and related contractual documentation that will be completed when a Bidder is offered a place on the Framework as a Supplier.

Section 6: Bidder Response Documentation

Section 6 will contain all of the tender documentation that a Bidder will need to complete and return to SAM as part of their Tender submission.

Section 7: Assessment & Award Criteria

Section 7 will detail how the Quality, Financial and Social Value responses to the Tender will be assessed.

2.10. Return of Tender Documents

Bidders will be required to return **1 electronic copy**, by email and USB in the format described below:

- All documentation submitted by email and USB in Adobe Acrobat Portable Document Format (PDF); and
- The email or USB must also contain a sub-directory containing, in document order, a copy of all files, in a fully editable state (not password protected), which have been used to create the PDF documents. These documents must be in the following formats:
 - text-based documents - Microsoft Word
 - spreadsheets - Microsoft Excel
 - other graphical files - JPEG

Bidders shall ensure that any appendices are attached to the relevant Section of the submission document. Each Section shall be fully indexed to ensure ease of document navigation.

Each Section above will be required to contain sufficient information to enable SAM to establish whether the Section meets its requirements. Failure to provide a submission to the level of detail required to make a comparative evaluation will, in the first instance, attract a lower evaluation score and may lead to the rejection of that submission. SAM, whose decision in this matter shall be final, may reject a Submission that does not comply with these instructions and exclude the Bidder from any further participation. Bidders will also be required to note that failure to respond in a clear and concise manner will attract a lower evaluation score.

The completed USB responses should be delivered to the address below, by hand, courier or recorded or special delivery, in an envelope stating that the content is confidential, and relates to the correct Framework, to:

Named Procurement Officer	Dr Andrew Seedhouse - Chairman
Name of contracting authority	South West Smart Applications Ltd
Postal address	South West Smart Applications Ltd Ground Floor 3 The Crescent Plymouth PL1 3AB
Email Address	procurement@nationalmobilitiesprocurementhub.co.uk

The deadline for receipt of the submission will be defined in the Tender. Submissions received later than this time and date may not be considered. No package or envelope should bear on the outside any name or mark by which the Bidder can be identified, including any name or mark appearing on the package or envelope by virtue of the method of delivery, such as recorded/special delivery or courier. Failure to comply with this requirement may result in the submission being disqualified.

2.11. The New Procurement Bill

The timeline of the new NMPH coincides with the development of a new National Procurement Bill within Parliament. The new Bill is aiming to bring together a range of benefits, including:

- creating a simpler and more flexible commercial system that better meets the country's needs while remaining compliant with international obligations;
- opening up public procurement to new entrants such as small businesses and social enterprises so that they can compete for and win more public contracts;
- taking tougher action on underperforming suppliers and excluding suppliers who pose unacceptable risks;
- embedding transparency throughout the commercial lifecycle so that the spending of taxpayers' money can be properly scrutinised.

The new Act is expected to go live in around October 2024, following a notice period of at least 6 months. A link to the progression of the Bill is <https://bills.parliament.uk/bills/3159>

The Steering Group will monitor the development of the Act and amend the National Procurement Hub to reflect the elements which will be of most benefit to SAM Members.

3. Important Information

3.1 Some Key Definitions

- When SAM uses "we", "us" or "our" we mean Smart Applications Management (the Authority); When we use "you" or "your" we mean the Bidders organisation, or the organisation they represent, in the competition also referred to as Tenderer.
- Buyers are the SAM Member organisations named in the published Contract Notice as those able to place Call-Off orders for the deliverables via the Framework. They will do this in line with Framework Schedule 7 (call off procedure and award criteria).
- Deliverables are the goods and/or services that will be provided under the Framework Agreement as set out in Framework Schedule 1 (Specification).
- Key subcontractors are any other person other than the Bidder who under the Framework Agreement will:
 - be relied on to deliver any of the deliverables under the Framework Agreement in their entirety (or any part of them)
 - provide the facilities or services necessary for the provision of the deliverables (or any part of them)
 - be responsible for the management, direction or control of the provision of the deliverables (or any part of them)
 - Please note we do not require all subcontractors to be named in a bid, we will only want to know about key subcontractors who directly contribute to a Bidder's ability to provide the deliverables under the framework and any call-off contracts. We do not need to know about subcontractors who supply general services to them (such

as window cleaners etc.) that only indirectly enable them to provide the deliverables under the framework.

- The difference between a Bidder and a Supplier is that successful Bidders will become Suppliers.
- The Public Contracts Regulations 2015 (“the Regulations”) regulate how SAM will procure. This means that SAM and Bidders will follow processes that are fair, transparent and equitable for all Bidders.

3.2. Requests for Further Information (RFI)

Bidders may request, by email, further information, in the form of questions and answers and clarifications on the procurement process. All requests for further information will need to be sent via e-mail to procurement@nationalmobilitiesprocurementhub.co.uk. All requests are to be submitted on the RFI Pro-forma provided in Section 6.2.

Bidders should not contact SAM or any of its Members, officers, employees or advisers or any third party connected to SAM or the advisers in relation to an individual procurement, outside the process outlined within this Section and elsewhere in this document, without the prior written permission of the Project Manager. Requests from Bidders will need to be raised through a single point of contact appointed by that Bidder. Bidders shall provide details of that single point of contact including name, telephone number and email address to the Project Manager.

The deadline for receipt of RFIs will be defined within each Tender. Bidders should note that requests which are not sent to the postal address or via email to the correct address such as procurement@nationalmobilitiesprocurementhub.co.uk may not be answered. SAM will endeavour to deal in good faith with each Bidder but comments on particular aspects of a proposal / solution will not in any way bind SAM to prefer a proposal / solution which adopts SAM's comments, when it proceeds to formal evaluation of the submissions.

SAM will ensure equality of treatment among all Bidders and will not provide information in a discriminatory manner which may give one Bidder an unfair advantage over another. Therefore, where appropriate, SAM will provide all Bidders with any further information made available through a clarificatory request, although, generally, information relating to a Bidder's specific proposal / solution will only be issued to the relevant Bidder.

3.3. Commercially Sensitive Information & Confidentiality

The information contained within a Tender whether written or oral, made available at any time to Bidders by or on behalf of SAM (the “Information Provided”) will be provided on the basis that Bidders and their advisers will keep such information confidential at all times and that such information will be used only for the purpose of participating in the procurement process for the Project. For the avoidance of doubt, nothing within the Tender version of this section shall prevent the Bidder from passing the Information Provided to its employees, potential sub-contractors and professional advisers directly and legitimately involved in the procurement process for the Project, provided such persons agree to treat such information as confidential in accordance with the duty described in this paragraph.

The duty of confidentiality described in the paragraph above will not apply in relation to information:

- which is in or enters the public domain otherwise than by a breach of an obligation of confidentiality;
- which is or becomes known from other sources without breach of any restriction on disclosure; or
- which is required to be disclosed by law or any professional or regulatory obligation.

If a Bidder considers that any information shared or requested during a request for further information should not be disclosed to other Bidders because of its commercial sensitivity, then it must highlight the information that it considers should not be disclosed together with reasons for considering it to be commercially sensitive.

In circumstances where SAM considers that a response to an information request containing commercially sensitive information should be disclosed to all Bidders, SAM will exercise its discretion as to whether in its view the highlighted information should be treated as commercially sensitive. If SAM agrees with the Bidder's position, then SAM will treat the information as being commercially sensitive. If SAM disagrees with the Bidder's position, such that it considers any response to the information request should be shared with other Bidders, the Bidder will be permitted to first withdraw the request for information and in the event that it chooses to do so, no further action will be taken by SAM.

3.4. Return of Documents

All Information Provided, including any software or electronic media or data relating to the Project, are SAM's property and must be returned on request. Should the Bidder decide not to participate in the procurement process for the Project all documents and other material supplied by or on behalf of SAM, together with all such copies thereof as may have been taken, shall be returned to SAM forthwith and all electronic data supplied by or on behalf of SAM shall forthwith be permanently deleted from the Bidder's storage devices and from the storage devices of any other Persons to whom the Bidder may have passed the same (whether or not permitted by SAM). Nothing in this paragraph shall require the return or destruction of such electronic or other records as are required to be retained to fulfil a legal, regulatory or professional obligation.

3.5. Copyright and Intellectual Property Rights (IPR)

The copyright and IPR of the Information Provided will be vested in SAM and its advisers. The Information Provided may not be copied or stored in any electronic medium without SAM's prior written consent, except where necessary for the purpose of preparing responses to SAM's ITT or where otherwise expressly permitted by SAM. Source framework material © Crown Commercial Service 2021. CCS' material is licensed under the Open Government Licence (OGC) v3.0. To view this licence, visit <https://www.nationalarchives.gov.uk/doc/open-government-licence/>



Any enquiries regarding CCS content should be sent to: info@crownccommercial.gov.uk and OGC licensing queries to the National Archives.

3.6. Procurement Regulations

Within the Framework, "Procurement Regulations" will mean each of:

- a) the Public Contracts Regulations 2015 (SI 2015/102);
- b) the Concession Contracts Regulations 2016 (SI 2016/273);
- c) the Utilities Contracts Regulations 2016 (SI 2016/274);
- d) the Defence and Security Public Contracts Regulations 2011 (SI 2011/1848);

except where the framework Call-Off is from a SAM Member in Scotland, where the Regulations as defined in Call-Off Schedule 19 will apply. Some purchases under the framework may have requirements that can be met under the framework but the purchase of which may be exempt from the Procurement Regulations. In such cases, call-offs from the framework will be unregulated purchases for the purposes of the Procurement Regulations, and the buyers may, at their discretion, modify the terms of the framework and any call-off contracts to reflect that buyer's specific needs.

3.7. Accuracy of Information

Although every care has been taken in preparing this document with information obtained from sources considered to be reliable, it will not be independently verified by SAM, or its officers, employees, agents or advisers (each a "Connected Person") and no representation, warranty or undertaking, express or implied will be made, and no responsibility or liability (including for negligence) will be accepted by SAM or any Connected Person as to the accuracy or completeness of the Information Provided. It should not be assumed that the information contained in the Descriptive Document will remain unchanged after the date issued. Neither SAM nor any Connected Person shall be liable for any loss or damage arising as a result of reliance on the Information Provided. The Information Provided will be given in good faith, but Bidders will have to make their own investigations and interpretations as to its veracity, and no liability will be accepted by SAM or any Connected Persons for the accuracy or completeness of the Information Provided.

Without limiting the generality of the foregoing, descriptions, dimensions, references to condition, necessary permissions for use and occupation and other details in the Information Provided are for general guidance only. Their accuracy is not guaranteed. Bidders must not rely on them as statements of fact or representations and must satisfy themselves as to their accuracy. In the event of inconsistency between the ITT and other information provided by SAM or its advisers in respect of the Project, the information contained in the ITT shall prevail, unless otherwise expressly stated by SAM.

Nothing in the ITT excludes or limits the liability of SAM or any Connected Person for fraudulent misrepresentation or death or personal injury caused by the negligence of SAM or any Connected Person.

3.8. Conflicts of interest

SAM is concerned to avoid conflicts of interest. In particular, SAM is likely to regard a conflict of interest as arising where:

- a sub-contractor or adviser put forward by one Bidder is the same firm or company or a member of the same group of companies as that put forward by another Bidder; or
- a sub-contractor or adviser is currently advising or has previously advised SAM at any time in any capacity in respect of the Project.

SAM reserves the right to disqualify Bidders where there is an actual or potential conflict of interest. Bidders will therefore be advised to review carefully their prior or current involvement with SAM and to contact the SAM's Project Manager, before engaging with SAM in the relevant stage of the procurement process, to discuss actual or potential conflicts that may be identified.

3.9. Contracting with SAM

The Information Provided shall not form the basis for any warranty, representation or term of any contract by SAM with any third party. Only the express terms of any written contract relating to the subject matter of the Information Provided as and when it is executed shall have any contractual effect in connection with the matters to which it relates.

None of the advisers to SAM, nor any of their employees or representatives has any authority to make or give any representation or warranty or enter into any contract whatsoever with Bidders in relation to the Project.

3.10. Right to Withdraw

Nothing in the Information to be provided should be relied on as, a promise or representation as to the future intentions of SAM. SAM will reserve the right to withdraw from the procurement process and no expense incurred by any Bidder or its advisers in connection with participation in the procurement process for the Project will be reimbursed. SAM reserves the right not to award a contract for any reason. SAM will not be bound to accept the most economically advantageous, or any tender.

3.11. Canvassing

Any Bidder who directly or indirectly canvasses any Member, officer or employee of SAM concerning the Project or the award of the contract, or who directly or indirectly obtains or attempts to obtain information from any such person, save in accordance with the Information Provided, will be disqualified. As part of the Tender submission, Bidders will be required to complete a declaration regarding no canvassing and regarding their compliance with the Bribery Act 2010.

3.12. Involvement in Multiple Bids

If a Bidder is connected with another bid for the same requirement or the same lot, SAM may make further enquiries. For example, where a Bidder submits a bid:

- in their own name and as a key subcontractor and/or a member of a consortium connected with a separate bid.
- in their own name which is similar to a separate bid from another bidder within their group of companies.

This is so we can be sure that their involvement does not cause:

- potential or actual conflicts of interest.
- Supplier capacity problems.
- restrictions or distortions in competition.

We may require them to amend or withdraw all or part of their bid if, in SAM's reasonable opinion, any of the above issues have arisen or may arise.

3.13. Contracting Arrangements for Consortium

SAM will require a consortium to form a specific legal entity when signing a Framework Agreement. Otherwise, each member will sign the Framework Agreement.

3.14. Collusive Proposals

Any Bidder who:

- fixes or adjusts its bid or submissions by arrangement with any other Person (save for legitimate agreements and/or arrangements with professional advisers and/or proposed subcontractors and/or proposed consultants necessary for the purposes of preparing the bid or submission); or
- communicates to any Person other than SAM (other than in confidence to the Bidder's employees, potential sub-contractors and professional advisers directly and legitimately involved in the bidding process for the Project and in order to obtain insurance quotations necessary for its preparation) the details of its proposal; or
- enters into any arrangement with any other Person that it will cease to tender for the Project; or
- offers or agrees to pay or give or does pay or give any sum of money, other inducement or consideration, directly or indirectly, to any Person in respect of its proposal or the Project, receives or agrees to receive from any Person, or offers or agrees to give to any Person, or procure for any Person any gift or consideration of any kind as an inducement or reward for doing or not doing anything, or for showing favour or disfavour to any Person in relation to a bid or submission or any other contract or the proposed contract with the SAM; or
- conspires with any Person or incites any Person or counsels or procures any Person to do any of the acts mentioned above;

will be disqualified, without prejudice to any other civil remedy which may be available to SAM and any criminal liability which may be incurred. As part of the Tender submission, Bidders will be required to complete a declaration regarding non-collusion.

3.15. Failure to Comply

Failure to comply with any of the instructions set out in the Information Provided, or failure to pass the Test Schedule may result in a bid or submission not being considered by SAM for inclusion on the Framework. SAM will also reserve the right to reject any Bidder who is guilty of

serious misrepresentation in supplying any of the information requested by SAM as part of the procurement process.

3.16. Costs and Expenses

Bidders must bear all of their own costs and expenses in connection with the procedure and all future stages of the procurement for the Project. Under no circumstances shall SAM or any Connected Person incur any liability for any expenses incurred by Bidders or their advisers in connection with the procurement process, whether or not the procurement proceeds.

3.17. Management Information and Management Charge

If a Bidder is awarded a Framework Agreement, they will need to send to SAM management information every month. SAM will use this information to calculate the management charges they must pay us for sales made through the framework. See Framework Schedule 5 (Management Charges and Information). The percentage management charge is stated in the Framework Award Form at Framework Schedule 5 - Management Charge.

3.18. Consents

Unless otherwise stated, the Bidder will be responsible for obtaining all permissions, (including planning permissions), consents, approvals, certificates, permits, licences and authorisations required by law in relation the Project.

3.19. Jurisdictional Restrictions

Taking the information provided into, or possessing or distributing it in, certain jurisdictions may be restricted by law and therefore Persons in possession of the Information provided should inform themselves about and observe such restrictions.

3.20. Transfer of Undertakings (Protection of Employment) Regulations 2006 ("TUPE")

SAM does not think TUPE will apply to this procurement at framework level because:

- no services are provided to SAM under any existing Framework Agreement or has arrangements that the proposed frameworks will replace
- services will only be provided to buyers under call-off contracts, no services will be provided to SAM under the Framework Agreement
- the frameworks will relate to new services

SAM will encourage Bidders to take their own advice on whether TUPE is likely to apply and to carry out due diligence accordingly.

SAM thinks that TUPE may apply to **call-off contracts** because:

- services which are fundamentally the same as what is needed under the procurement are currently being provided either in-house or by a Supplier
- there are organised groupings of employees delivering services
- the responsibility for delivering those or comparable services will transfer to the Supplier who is awarded the call-off contract

Again, SAM will encourage Bidders to take their own advice on whether TUPE is likely to apply and to carry out due diligence accordingly. Bidders can see the provisions SAM makes and the indemnities which will be given if TUPE is to apply under a call-off contract in Call-Off Schedule 2 (Staff Transfer). No further indemnities will be provided.

SAM cannot provide information in respect of employees at this stage because it's not available. It will be provided by Buyers at call-off stage, in the event that TUPE applies to a call-off contract.

3.21. Freedom of Information

SAM is not a public authority for the purposes of the Freedom of Information Act 2000 ("FOIA"). However, a significant proportion of SAM's Members are public authorities pursuant to the FOIA. As such, SAM:

- will consider any Freedom of Information Act requests received in relation to information it holds solely regarding SAM's Members who are public authorities as if SAM were a public authority under the FOIA and / or forward such request to the relevant SAM Member;
- or SAM's Members who are public authorities may disclose information provided by Bidders to anyone who makes an FOIA request;
- or SAM's Members who are public authorities may also publish some of the information given in tender submissions in any Publication Scheme it makes under the FOIA.

If a Bidder considers any of the information contained in its submissions should not be disclosed because of its commercial sensitivity or any other exemptions under Part II (Exempt Information) of the FOIA apply to any information provided to SAM then it should highlight the information that it considers should not be disclosed together with its reasons for considering it to be exempt from disclosure under the FOIA. Information thus highlighted should be limited to that information which is genuinely confidential or otherwise exempt information from disclosure under the FOIA. This process does not remove SAM's obligation to consider the applicability of the suggested exemption on a case by case basis.

3.22. Data Protection

SAM of Ground Floor, 3 The Crescent, Plymouth, PL1 3AB is the data controller for the purpose of the Data Protection Act 1998. By proceeding to submit a Tender, a Bidder will consent that SAM may process the personal data (including sensitive personal data) that they provide SAM and SAM otherwise collects from them. In particular, SAM may use information SAM holds about Bidders for the purposes of the procurement (including contract award) and the management of any contract that may be awarded and / or called-off in the event their response is successful. Bidders will be invited to address any questions, comments and requests regarding SAM's data processing practices to procurement@nationalmobilitiesprocurementhub.co.uk.

3.23. The Armed Forces Covenant

The Armed Forces Covenant is a public sector pledge from Government, businesses, charities and organisations to demonstrate their support for the armed forces community. The Covenant was brought in under the Armed Forces Act 2011 to recognise that the whole nation has a moral obligation to redress the disadvantages the armed forces community face in comparison to other citizens, and recognise sacrifices made. The Covenant's 2 principles are that:

- the armed forces community should not face disadvantages when compared to other citizens in the provision of public and commercial services;
- special consideration is appropriate in some cases, especially for those who have given most such as the injured and the bereaved.

SAM will encourage all bidders, and their Suppliers, to sign the Corporate Covenant, declaring their support for the Armed Forces community by displaying the values and behaviours set out therein. SAM will also encourage them to make their [Armed Forces Covenant pledge](#). The Corporate Covenant gives guidance on the various ways they can demonstrate their support.

If a Bidder wishes to register their support they can provide a point of contact for their company on this issue to the Armed Forces Covenant Team at the address below, so that the MOD can alert them to any events or initiatives in which they may wish to participate. The Covenant Team can also provide any information they require in addition to that included on the website. Email address: covenant-mailbox@mod.uk Address: Armed Forces Covenant Team, Zone D, 6th Floor, Ministry of Defence, Main Building, Whitehall, London, SW1A 2HB.

The Armed Forces Covenant paragraphs above will not be a condition of working with SAM now or in the future, nor will this issue form any part of the tender evaluation, contract award procedure or any resulting contract. However, SAM very much hopes a Bidder will want to provide their support.

4. Project Definition

4.1 Project Scope

The overall scope of the Project is to deliver a sound, stable, open procurement of key ITSO and wider ticketing services and goods which meet all legal obligations to enable SAM to provide a range of Managed Service, Direct Award and Further Competition Call-Off options to its public sector and commercial sector Members, without their own need for additional procurement activity.

4.2 Local Objectives & Deliverables

The local objectives and deliverables of this Project are as follows:

- To establish an approach to procurement governance which reflects best practice, and delivers the outcomes required by SAM and its Membership;
- To ensure the procurement process adheres to all legal obligations associated with a public sector body being able to directly access both the SAM Managed Service options, Direct Award, and Further Competition Framework Call-Offs;
- To provide SAM with multi-Supplier Frameworks covering all key aspects of the ITSO and wider ticketing goods and service supply chains; from which SAM can develop a range of Managed Service options for its Members; and from which SAM Members can call-off directly.

This will be coordinated and managed through the Project Plan process as outlined.

4.3 Key Constraints

Known key constraints have been identified to include:

- The awareness and understanding that key parts of the ITSO Specification remain undefined and not subject to a standardised approach to delivery between Suppliers;
- The limited number of businesses within the supply chain which have ITSO certification;
- The cost of the procurement and availability of suitable support resource within the timescales required;

4.4 Key Assumptions

It is assumed that:

- The SAM Members will make available the additional support resource offered as part of the wider validation process detailed;
- ITSO Suppliers will be keen to respond to the tender process in a competitive manner;
- SAM Members will wish to use a Managed Service option developed by SAM as a result of this process.

4.5 Key Dependencies

The Project is dependent upon:

- Procuring support resource of sufficient technical, legal and procurement management expertise to enable to the Project process and timelines to be met;
- Ensuring the process demonstrates value for money;
- The Project governance process being robust and effective.

4.6 Risk and Issues

A Risk Register has been developed for all core activities associated with the procurement and will be maintained by SAM through the duration. The Risk Register contains the high level / strategic risks associated with delivery of all core procurement Lots. The Risk Register will be reviewed at Project Delivery Team meetings. The Risk Register will remain a live document throughout the duration of the Project and will evolve as the Project progresses and further risks come to light. An Issues Register will also be developed and maintained by the Project Delivery Team.

4.7 Acceptance Criteria

The Project is dependent on key documents and processes being reviewed, approved, and signed off. Once a deliverable has been achieved, a closing report will be produced for the Project Delivery Team and its Chairman. The Project Delivery Team will confirm acceptance and closure on each deliverable, which will be reported back to the SAM Board of Directors. The SAM Board of Directors will be responsible for recommending preferred Suppliers to the SAM Membership, and for signing off the Project as a whole.

4.8 Tolerances and Exception Criteria

Any variations impacting on delivery, for example variations to the programme of more than one month and of cost of more than £5,000 will require an exception report. This will be produced for the Project Delivery Team, together with a proposed way forward, with the SAM Board of Directors making a decision on this basis.

5. Contractual Requirements of a Framework Award

Introduction

The Framework Award Form contains important details about the contents of the Framework Agreement. It is based on the Crown Commercial Service (CCS) documentation and lists all of the mandatory and optional Schedules that have been selected to create the Framework and Call-Off contracts.

This form will be the basis of the contract between the Supplier and SAM. When a Supplier is awarded a place on the Framework, the Framework Award Form will be prepared by SAM and personalised for the Supplier.

The Glossary of terms associated with the procurement is included within Joint Schedule 1 (Definitions) within the Framework Award Form.



2022.06.16
Framework Order For

6. Bidder Response Documentation

Based upon the CCS approach, this Section outlines the core documentation that a Bidder will need to submit as part of their Framework Tender response.

6.1 All Bidders – Selection Questionnaire

Below is the SAM Selection Questionnaire (SQ) for this Tender. In all procurement exercises for public contracts and utilities contracts commenced from 11pm on 31st December 2020, it has been mandatory to use a Selection Questionnaire where the estimated value is equal to or greater than the GPA threshold. The SAM SQ does not require that bidders provide up-front evidence or certificates by allowing them to self-declare that they:

- do not fall within a ground for exclusion (or, if they do, they can demonstrate;
- that they have taken self-cleansing measures);
- meet the relevant selection criteria; and
- (where applicable) fulfil the objective rules and criteria for reduction of candidates.

It is best practice for SAM to also use the SAM SQ document for all regulated procurements below the GPA threshold. The use of the SQ is intended to reduce the administrative burden on bidders and to remove some of the barriers to participation in public procurement, especially for small to medium-sized enterprises (SMEs).

Bidders will use their SQ response to indicate whether or not they have complied with the minimum standards and any other requirements set out in the Contract Notice.

1. Shortlisting & Key points for bidders

Where SAM needs to shortlist the number of bidders to be taken forward to the next stage, this will be done using responses to the Technical and Professional Ability (Part IV. Section C) section of the SAM SQ. The objective and non-discriminatory criteria that will be applied to produce a 'shortlist' of bidders is contained in the Contract Notice. This includes an explanation of the relative weighting and scoring methodology to be applied. Bidders:

- May reuse information that has been provided in an SQ response which has already been used in a previous procurement procedure as long as the information remains correct and continues to be pertinent;
- Must submit an SQ response as part of the selection process, when requested to do so by SAM;
- Should not provide any certificates or supporting documentation as part of the SQ response unless specifically requested by SAM;
- Must provide a separate SQ response from entities upon whose capability / capacity they rely on in order to meet any selection criteria.
- Must replace an entity where verification has shown that any of the mandatory grounds for exclusion apply (SAM may also require the replacement of a subcontractor to which any of the discretionary grounds for exclusion apply);
- Must, if required by SAM, submit a separate SQ response from subcontractors. Where this information is sought it will be specified in the Contract Notice. In such a case, SAM will require the replacement of a subcontractor to which verification shows that mandatory grounds for exclusion apply, and may require the replacement of a subcontractor to which verification shows that any of the discretionary grounds for exclusion apply.
- Must submit a separate SQ response from subcontractors and consortium members, when deemed appropriate by SAM, for below GPA threshold contracts;
- Must submit a separate SQ response from each member of a consortium to ensure all members meet the exclusion criteria and relevant selection criteria for procurement of contracts equal to or above GPA thresholds;
- Will be required to provide the relevant evidence and certificates prior to awarding the contract, if they are the successful bidder to which SAM has decided to award a Framework Contract and such information may also be requested before such date where necessary;
- Should provide the web address where SAM can access the relevant supporting documentation/certificates if freely and publicly available online. If the supporting documents/certificates are not available electronically, bidders must provide them separately, when requested by SAM;
- Should submit an SQ response for each lot where procurements are divided into lots and where the selection criteria vary from lot to lot (or group of lots with the same selection criteria).

2. The Selection Questionnaire (SQ)



Selection
Questionnaire SAM0C

3. Appraisal of SQ Section 1.18 Part 5 Financial Risk

SQ Section 1.18 confirms that a Suppliers Financial Risk will be evaluated on a PASS/FAIL basis and requires them to provide copies of their audited accounts for the last 4 years. The financial information received shall be evaluated and scored out of 20 by allocating a score against four of nine individual economic and financial standing evaluation criteria (**in bold**), namely:

- | | |
|--------------------------------------|----------------------------------|
| 1. Acid Test Ratio | 2. Cash Interest Cover Ratio |
| 3. Return on Capital Employed | 4. Operating Profit Ratio |
| 5. Net Worth | 6. Gearing |
| 7. Annual Contract Value to Turnover | 8. Filed Accounts |
| 9. Audit Report | |

The individual scores shall be assessed over the last 4 years to take in to account the impact of Covid-19 to form an aggregated score for each criteria over the full 4 year period.

The maximum cumulative score resulting from the summation of the nine economic and financial standing aggregated scores shall be 20 marks. A submission shall be marked as a FAIL and will not be considered further if the score achieved by a Single Economic Operator or a Group of Economic Operators is less than 50 percent of the available marks.

Please note: In recognising that Buyers will have their own Financial Risk requirements; as part of a Buyers Call-Off process, they will be entitled to additionally apply any or all of the remaining 5 evaluation criteria to all Suppliers on the Framework, for their own PASS/FAIL selection process up to a maximum of 50 points. They will also have the right to ask for the latest 4 years Accounts where the call-off is taking place more than 2 years since Framework Award. SAM also retains a right to request copies of Audited Accounts throughout the life of the Framework, and to undertake a reassessment on the same basis.

Below is a summary of how all 9 financial standing evaluation criteria will be scored by SAM and Buyers (where appropriate).



Summary of
Financial Ratios for SC

6.2 All Bidders - Request for Information Proforma

Where a Bidder seeks to ask a clarification question during their Tender preparation, they must use the Proforma attached below.



RFI Proforma.doc

6.3 All Bidders – Bidder Acknowledgement Response

The Bidder Acknowledgement Response is provided in Word format. Its purpose is for a potential Bidder to confirm that they have received the ITT and that they intend / do not intend to bid. It is to be submitted to: procurement@nationalmobilitiesprocurementhub.co.uk no less than 3 working days before the Tender Submission Date.



Bidder
Acknowledgement Re

6.4 All Bidders – Technical/Quality Response Proforma

The Technical/Quality Response Proforma is to be completed by the Bidder to both confirm Technical/Quality Compliance and to demonstrate their understanding of the Requirements Specification. The response to the Proforma is likely to be worth up to 60% of the Total Score. Below is a worked example for a Technical Response Proforma – in this case for the proposed Framework 1 RTPI Display Screens.



Example - Technical
Proforma RTPI Display

6.5 All Bidders – Pricing Matrix Proforma

The Pricing Matrix Proforma is to be completed by the Bidder to confirm scale based Unit prices for Equipment and Services to be included within the Suppliers Catalogue, as well as Support prices and additional Items. The response to the Proforma is likely to be worth up to 30% of the Total Score. A worked example (RTPI Display Boards) of how such a Proforma might look is attached below:



RTPI Display Board -
Point Pricing Matrix P

6.6 All Bidders – Social Value Proforma

The Social Value Proforma is to be completed by the Bidder to demonstrate for 3 Social Value Themes their current and planned approach to delivering Social Value on behalf of a Buyer. The response to the Proforma will be worth up to 10% of the Total Score.



Social Value
Proforma.docx

6.7 All Bidders – Bidders’ Declaration Form

The Bidders’ Declaration Form is a template for Bidders to complete and send to SAM as part of their Tender Submission confirming compliance with the Tenders bidding rules and requirements.



Bidders Declaration
Form.docx

6.8 All Bidders – Bidders Response Checklist

The Bidders Response is an aide memoire to a Bidder to help them check that they are submitting all of the required documents to SAM on time.



Bidders Response
Checklist.docx

7. Assessment and Award Criteria

It is envisaged that SAM and SAM's Members (as appropriate) will follow the call-off procedure set out in Schedule 6 of the Framework Agreement that is provided in Section 5 of this ITT.

7.1. Tender Evaluation Methodology

Tenders will be scored in accordance with the SAM’s Tender evaluation methodology which will be outlined in the Tender Document. However, Bidders are expected to refine and confirm the full detail of their proposals and propose a Technical/Quality as well as financial proposition based on the response Proforma documentation provided in Section 6 of this Invitation to Tender. Bidders will also be expected to provide a full set of any and all clarifications they wish to request for consideration to the aforementioned documents; based upon e.g. typographical or material changes, which may be applied to all final documentation sets of all Framework Suppliers to ensure a uniform contract document set is established.

1. The following Award Criteria will be used to evaluate the Tenders:

Principal Criteria	Weightings (Variable)
Technical/Quality	60%
Financial	30%
Social Value	10%

Where appropriate, fair and non-discriminatory, SAM may ask a Bidder to clarify responses or omissions. Provided that a Bidder does not fail the Test Schedule, or as a result of these questions, the remaining responses will be scored to determine whether the response discloses a satisfactory

organisational structure, record of contractual performance, and technical/ professional ability, as relevant.

7.2. Technical/Quality Scoring

In scoring the relevant Technical/Quality responses, SAM's evaluation panel will use the following scoring system:

1. Confirmation of compliance with the Technical/Quality Requirements Specification document for the 8 detailed areas will be worth 30% of the final Total Score (equivalent to 50% of the total Technical/Quality score);
2. The response to Essay question 1 will be worth 15% of the final total score (equivalent to 25% of the total technical score);
3. The response to Essay question 2 will be worth 15% of the final total score (equivalent to 25% of the total technical score);

Where a Technical/Quality confirmation of compliance box is ticked as 'No', the reduction in points awarded from the 50% maximum available will be reduced in accordance with the following scale:

- 1 of 8 boxes ticked as 'No' = 20% of Total Technical/Quality score removed;
- 2 of 8 boxes ticked as 'No' = 40% of Total Technical/Quality score removed;
- 3 or more boxes ticked as 'No' = No score.

Each Essay will be graded in accordance with the following Scoring Table:

Score	Judgement	Interpretation
5	Excellent	Exceptional demonstration of the relevant ability, understanding, experience, skills, resource and/or quality measures required to provide the goods/works/services. Full evidence provided where required to support the response.
4	Good	Above average demonstration of the relevant ability, understanding, experience, skills, resource and/or quality measures required to provide the goods/works/services. Majority evidence provided to support the response.
3	Acceptable	Demonstration of the relevant ability, understanding, experience, skills, resource and/or quality measures required to provide the goods/works/services, with some evidence to support the response.
2	Minor Reservations	Some minor reservations of the relevant ability, understanding, experience, skills, resource and/or quality measures required to provide the goods/works/services, with little or no evidence to support the response.
1	Serious Reservations	Considerable reservations of the relevant ability, understanding, experience, skills, resource and/or quality measures required to provide the goods/works/services, with little or no evidence to support the response.
0	Unacceptable	Does not comply and/or insufficient information provided to demonstrate that there is the ability, understanding, experience, skills, resource and/or quality measures required to provide the goods/works/services, with little or no evidence to support the response.

SAM considers the following Table reflects the expected relationships between the total Technical/Quality scores and Interpretation:

Score	Judgement	Interpretation
80%+	Excellent	Exceptional demonstration of the relevant ability, understanding, experience, skills, resource and/or quality measures required to provide the goods/works/services. Full evidence provided where required, to support the response.
70%+	Good	Above average demonstration of the relevant ability, understanding, experience, skills, resource and/or quality measures required to provide the goods/works/services. Majority evidence provided to support the response.
60%+	Acceptable	Demonstration of the relevant ability, understanding, experience, skills, resource and/or quality measures required to provide the goods/works/services, with some evidence to support the response.
50%+	Minor Reservations	Some minor reservations of the relevant ability, understanding, experience, skills, resource and/or quality measures required to provide the goods/works/services, with little or no evidence to support the response.
40%+	Serious Reservations	Considerable reservations of the relevant ability, understanding, experience, skills, resource and/or quality measures required to provide the goods/works/services, with little or no evidence to support the response.
40%-	Unacceptable	Does not comply and/or insufficient information provided to demonstrate that there is the ability, understanding, experience, skills, resource and/or quality measures required to provide the goods/works/services, with little or no evidence to support the response.

The evaluation panel will use this system as a tool with the objective of helping to determine clearly its compliance with SAM 's requirements. Only those Bidders scoring 60% or above will be automatically considered as suitable from a technical/quality perspective to be considered for the Framework.

7.3. Financial Scoring

For admittance to the Framework financial evaluations will not be applied so long as all of the other tender response documents have been completed to the exacting standards. The exception to this would be where there is considered to be a very high number of bids where the Technical and Social Value scores are very similar, or if there is concern that the Tender prices are abnormally low – see below.

The financial evaluation will take place on a Buyer based basis, and examine the comparative costs over a 4 year period for each Bidder against a series of core purchasing scenarios derived from the requirements within the Pricing Matrix Pro-forma. Scores will be awarded to Bidders based the variance between their submitted price and that of the lowest price Bidders on a proportional basis. This process will be repeated for each scenario and the marks added together to provide an aggregate score.

The lowest price Bidders over the 4 years for all Scenarios will receive 100 marks and be awarded the maximum 30% of the Total Score. Other Bidders will receive a score based upon their percentage difference from this price. A demonstration of this approach is show below:

- Bidder C with a total cost of £50,000 would receive 100 marks = 30% of Total Score
- Bidder B with a total cost of £51,000 would receive 98 marks = 29.4% of Total Score
- Bidder A with a total cost of £75,000 would receive 50 marks = 15% of Total Score
- Bidder D with a total cost of £100,000 would receive 0 marks = 0% of Total Score

Abnormally Low Tenders

Where SAM considers any of the prices that a Bidder has submitted to have no correlation with the quality of their offer or to be abnormally low, we will ask them to explain the price(s) they have submitted (as required in regulation 69 of the Regulations).

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

Multiple NMPH Framework Based Discounting

It is recognised that where a Bidder is providing services across multiple NMPH Frameworks, additional cost savings may be realised through efficiency savings by the Bidder. The Pricing Matrix Pro-forma allows for Bidders to outline such savings should SAM or a Member of SAM award them multiple Contracts from the NMPH. Some of the NMPH individual frameworks will be issued with a single framework but Tenders should note that the documentation set has been written to accommodate where there is more than one related framework.

7.4. Social Value Scoring

In scoring the relevant Social Value responses, SAM's evaluation panel will use the following scoring system:

1. The response to Themed Question a). will be worth 4% of the final total score (equivalent to 40% of the total Social Value score);
2. The response to Themed Question b). will be worth 3% of the final total score (equivalent to 30% of the total Social Value score);
3. The response to Themed Question c). will be worth 3% of the final total score (equivalent to 30% of the total Social Value score);

Each Themed Question response will be graded in accordance with the following Scoring Table:

Score	Judgement	Interpretation
4	Excellent: (exceeds all of the Model Award Criteria).	The response exceeds what is expected for the criteria. Leaves no doubt as to the capability and commitment to deliver what is required. The response therefore shows: <ul style="list-style-type: none"> - Very good understanding of the requirements. - Excellent proposals demonstrated through relevant evidence. - Considerable insight into the relevant issues. - The response is also likely to propose additional value in several respects above that expected. - The response addresses the social value policy outcome and also shows in-depth market experience.
3	Very Good: (exceeds some of the Award Criteria)	The response meets the required standard in all material respects. There are no significant areas of concern, although there may be limited minor issues that need further exploration or attention later in the procurement process. The response therefore shows: <ul style="list-style-type: none"> - Good understanding of the requirements. - Sufficient competence demonstrated through relevant evidence. - Some insight demonstrated into the relevant issues. - The response addresses the social value policy outcome and also shows good market experience.
2	Good: (meets all of the Award Criteria)	The response broadly meets what is expected for the criteria. There are no significant areas of concern, although there may be limited minor issues that need further exploration or attention later in the procurement process. The response therefore shows: <ul style="list-style-type: none"> - Good understanding of the requirements. - Sufficient competence demonstrated through relevant evidence. - Some insight demonstrated into the relevant issues. - The response addresses most of the social value policy outcome and also shows general market experience.
1	Poor: (meets some of the Award Criteria)	The response meets elements of the requirement but gives concern in a number of significant areas. There are reservations because of one or all of the following: <ul style="list-style-type: none"> - There is at least one significant issue needing considerable attention. - Proposals do not demonstrate competence or understanding. - The response is light on detail and unconvincing. - The response makes no reference to the applicable sector but shows some general market experience. - The response makes limited reference (naming only) to the social value policy outcome set out within the invitation.
0	Fail:	The response completely fails to meet the required standard or does not provide a proposal.

SAM considers the following Table reflects the expected relationships between the total aggregated Social Value scores and Interpretation:

Score	Judgement	Social Interpretation
80%+	Excellent	Exceptional demonstration of the relevant ability, understanding, experience, skills. Full evidence provided where required, to support the response.
70%+	Good	Above average demonstration of the relevant ability, understanding, experience, skills. Majority evidence provided to support the response.
60%+	Acceptable	Demonstration of the relevant ability, understanding, experience, skill, with some evidence to support the response.
50%+	Minor Reservations	Some minor reservations of the relevant ability, understanding, experience, skills, with little or no evidence to support the response.
40%+	Serious Reservations	Considerable reservations of the relevant ability, understanding, experience, skills, with little or no evidence to support the response.
40%-	Unacceptable	Does not comply and/or insufficient information provided to demonstrate that there is the ability, understanding, experience, skills,, with little or no evidence to support the response.

The evaluation panel will use this system as a tool with the objective of helping to determine clearly its compliance with SAM 's Social Value requirements. Only those Bidders scoring 60% or above will be automatically considered as suitable from a Social Value perspective to be considered for the Framework.