

# National Mobilities Procurement Hub

## **Framework 3: ITSO Card Bureau Services, Blank ITSO Card Supply & ITSO Card Printing & Encoding Equipment and Services**

### **SAM003: NMPH Framework 3**

### Invitation To Tender (ITT)

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 – 2026

September 2022

### Document Control

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## Contents

1. Introduction.....	4
2. The Project.....	6
3. Important Information .....	14
4. Requirements Specification & Test Schedule.....	24
5. Contractual Requirements .....	25
6. Bidder Response Documentation .....	26
7. Assessment and Award Criteria .....	30

## List of Embedded Documents

1. F3 Requirements Specification (MS Word)	Page 24
2. F3 Framework Award Form SAM003 (MS Word)	Page 25
3. F3 Selection Questionnaire (MS Excel)	Page 27
4. Summary of Financial Ratio's (PDF)	Page 28
5. F3 RFI Proforma (MS Word)	Page 28
6. F3 Quality/Technical Response Proforma (MS Word)	Page 28
7. F3 Pricing Matrix Proforma	Page 29
8. F3 Social Value Proforma (MS Word)	Page 29
9. F3 Bidder Declaration Form (MS Word)	Page 29
10. F3 Bidders Response Checklist (MS Word)	Page 29

# 1. Introduction

This Framework is seeking the provision of ITSO Card Bureau Services, Blank ITSO Card Supply & ITSO Card Printing & Encoding Equipment and Services. Cards, Card Printing and Bureau services are at the heart of any effective Smartcard scheme, providing brand identity, visual and smart verification and entitlement provision for customers to access travel services seamlessly and securely. Up to 5 times faster than a cash based transaction, they improve boarding times whether on bus or via station gateways and are central to how a scheme is perceived and accepted.

## 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/](http://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 ITSO, 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. See [www.talktosam.co.uk/framework/](http://www.talktosam.co.uk/framework/). The Framework went live in August 2017 and by September 2022 had supported over 178 Call-Off Orders and Variations, generating over £23m 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 procurement 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. This competition is for a multi-Supplier Framework. If you are a successful Bidder, we will use the information you have provided in your bid, including your pricing to personalise your Framework Agreement. Each successful Bidder will have their own Framework Agreement, which will be signed by you and us. The Framework will be managed by you and us.

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

The estimated value of Call-Off Contracts that may be placed under this Framework is set out in the Contract Notice published on Find a Tender (FTS) on September 15<sup>th</sup> 2022. There may be multiple Call-Off agreements under one Framework. However, we cannot guarantee any business through this Framework.

## **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**

We are running this competition using the 'open procedure'. This means that anyone can submit a bid in response to the published Contract Notice.

The Contract Notice can be found on the Find a Tender Service (FTS), Contracts Finder and our website [www.talktosam.co.uk](http://www.talktosam.co.uk).

You can submit a bid as a single legal entity. Alternatively, you can take one or both of the following options:

- work with other legal entities to form a consortium. If you 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 you are bidding as a single legal entity or as a consortium.

We recognise that subcontracting and consortium plans can change. You must tell us about any changes to the proposed subcontracting or to the consortium as soon as you know. If you do not, you may be excluded from this competition.

### 2.3. Individual Frameworks of the National Mobilities Procurement Hub

An overview of the services and goods being procured is outlined below.

Lot No.	Lot Title	Short Description
1	RTPI Display Board/Points	<b>Framework 1 is seeking the provision of RTPI Display Board/Points Equipment and Services, with appropriate integration services, together with a commitment to and development of data exchange standardisation.</b>
2	ITSO Electronic Ticket Machines, Support Equipment and Related Services	<b>Framework 2 is seeking the provision of ITSO Electronic Ticket Machines (ETMs) for passenger transport services, and their ancillary equipment to provide ITSO Smart, cEMV, ToTo, ABT, E-Tokens, Barcodes &amp; QR, Cash, Stored Value and similar customer focussed services.</b>
3	ITSO Card Bureau Services, Blank ITSO Card Supply & ITSO Card Printing & Encoding Equipment and Services	<b>Framework 3 is seeking the provision of ITSO Card Bureau Services, Blank ITSO Smartcards, and ITSO Card Printing and Encoding Equipment for concessionary and commercial passenger transport services, and their ancillary equipment.</b>
4	Consultancy Services	<b>Framework 4 is seeking the provision of Consultancy Support Services for ITSO and Wider Transport Ticketing including Payment systems and Concessionary Travel.</b>
5	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.
6	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.
7	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.
8	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.

9	Customer Account Based Payment Systems	An Options led provision of a multi-operator, multi-token cEMV / Capping / Tokens / ABT System for Passengers.
10	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.
11	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.
12	DRT Systems	The provision of a Demand Responsive Transport (DRT) Scheduling System and associated Options.
13	System Integration Solutions	The provision of 3 <sup>rd</sup> party integration software systems to deliver added value led end-to-end solutions, through integrating with existing Systems in place via open APIs.
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.

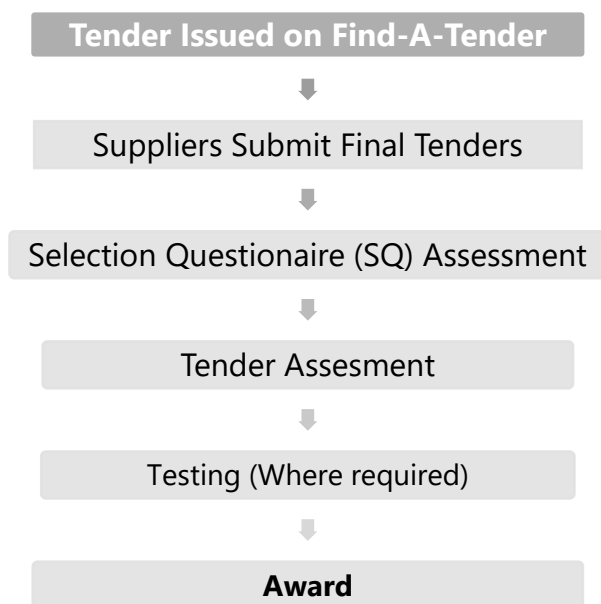
## 2.4. Project Team

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 includes the provision for potential Bidders to understand more about the Framework process. SAM is therefore holding a Supplier Briefing event on Tuesday October 4<sup>th</sup> in central London. Bidders will be welcome to attend either in person or virtually via MS Teams. The Supplier Briefing for Framework 3 will be between 12.00 noon and 14.00 pm.

To request attendance please email [procurement@nationalmobilitiesprocurementhub.co.uk](mailto:procurement@nationalmobilitiesprocurementhub.co.uk) by 5pm on October 2nd confirming whether you wish to attend in person or virtually.

### Tender Evaluation – Stage 2: Compliance

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. This will take the form as outlined in Section 7 Award Criteria.

### **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 and or software. The Test requirements for the Card Bureau, Cards & Print Equipment Framework is detailed within Chapter 2.6 of the Requirements Specification, to be delivered under the umbrella of Call-Off Schedule 13 (Implementation Plan and Testing) of the Framework Award Form (Section 5 of this ITT).

### **Appointment of Framework Providers**

All Bidders whose Tender scores above a defined threshold will be accepted on to the Framework. Unsuccessful Bidders will be offered 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 – Framework 1 RTPI Display Board/Points Equipment and Services

The indicative procurement timetable is as follows:

Stage	Description	Date
1.	Issue PIN Notice via Find-A-Tender	23 <sup>rd</sup> August 2022
	Start Date (the date we submitted the Contract Notice to be published)	15 <sup>th</sup> September 2022
	<ul style="list-style-type: none"> <li>Issue Invitation To Tender</li> </ul>	15 <sup>th</sup> September 2022
	<ul style="list-style-type: none"> <li>Publication Date (this is the date the ITT pack will be published)</li> </ul>	15 <sup>th</sup> September 2022
	<ul style="list-style-type: none"> <li>Supplier Briefing Session</li> </ul>	4 <sup>th</sup> October 2022
	<ul style="list-style-type: none"> <li>Deadline For Requests For Information (RFIs)</li> </ul>	12 Noon 12 <sup>th</sup> October 2022
	<ul style="list-style-type: none"> <li>Deadline For our responses to Requests For Information (RFIs)</li> </ul>	20 <sup>th</sup> October 2022
	<ul style="list-style-type: none"> <li>Date For Submission Of Tenders</li> </ul>	12 Noon 26 <sup>th</sup> October 2022
	<ul style="list-style-type: none"> <li>Tender Compliance Assessment</li> </ul>	27 <sup>th</sup> October 2022
2.	Selection Questionnaire (SQ) Assessment	4 <sup>th</sup> November 2022
3.	Evaluation Of Tenders including Clarifications	25 <sup>th</sup> November 2022
	<ul style="list-style-type: none"> <li>Deadline for your response to our Clarification Questions</li> </ul>	12 Noon 29 <sup>th</sup> November 2022
4.	Completion of Testing / Demonstrations (if required)	30 <sup>th</sup> November 2022
	<ul style="list-style-type: none"> <li>Appointment To Framework &amp; Standstill period starts</li> </ul>	2 <sup>nd</sup> December 2022
	<ul style="list-style-type: none"> <li>Standstill Period Ends</li> </ul>	Midnight 13 <sup>th</sup> December 2022
	<ul style="list-style-type: none"> <li>Framework Award</li> </ul>	14 <sup>th</sup> December 2022

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 us at 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 contract 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 you are awarded a place on the framework, the Framework Award Form will be prepared by us and personalised to you. We will use information you have submitted in your bid. You must sign and return the Framework Award Form within 5 days of being asked. If you do not sign and return, we have 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 this Tender document is structured, and how it can assist a Bidder in preparing a submission.

### **Section 1: Introduction**

Section 1 introduces 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 introduces the Procurement in more details and outlines who can bid. It outlines the proposed Frameworks of the NMPH, introduces the Project Team, and details the Stages to be followed within the Tender process. The Timelines for the Card Bureau, Cards & Print Equipment Framework are included as well as an overview of the Framework Agreement composition. How and when a Bidder needs to respond is also detailed.

### **Section 3: Important Information**

Section 3 contains 23 important sub-sections of important information that the Bidder needs to be aware of and comply with (as required), as part of this Framework tender.

### **Section 4: Requirements Specification & Test Schedule**

Section 4 provides 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 also signposts the location of the Test Schedule which may be applied.

### **Section 5: Contractual Requirements**

Section 5 provides 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 contains 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 details how the Quality, Financial and Social Value responses to the Tender will be assessed.

## 2.10. Return of Tender Documents

Bidders must return **1 electronic copy**, by email and USB in the format described below:

- Please ensure 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 should 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 should also note that failure to respond in a clear and concise manner will attract a lower evaluation score.

The completed USB responses should be delivered by recorded or special delivery, stating that the content is confidential, and relates to NMPH Consultancy Services Framework, to:

Named Procurement Officer	Ms Tracey Kendall – Company Secretary
Name of contracting authority	South West Smart Applications Ltd
Postal address	South West Smart Applications Ltd Second Floor, Cobourg House 32 Mayflower Street Plymouth PL1 1QX
Email Address	<a href="mailto:procurement@nationalmobilitiesprocurementhub.co.uk">procurement@nationalmobilitiesprocurementhub.co.uk</a>

The deadline for receipt of the submission is 12:00 noon GMT on 26th October 2022. Submissions received later than this time and date may not be considered unless reasonable extenuating circumstances beyond their control can be evidenced by the Bidder. 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.

## 3. Important Information

### 3.1 Some Key Definitions

- When we use “we”, “us” or “our” we mean Smart Applications Management (the Authority); When we use “you” or “your” we mean your organisation, or the organisation you represent, in this competition also referred to as bidder or tenderer.
- Buyers are the 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 you 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 your bid, we only want to know about key subcontractors who directly contribute to your 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 you (such as window cleaners etc.) that only indirectly enable you 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”) as amended regulate how we procure. This means that we and you 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 should be sent via e-mail to [procurement@nationalmobilitiesprocurementhub.co.uk](mailto: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 this 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 should 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 is 12<sup>th</sup> October 2022. Bidders should note that requests may not be answered, where they have not been sent to the postal address or via email to [procurement@nationalmobilitiesprocurementhub.co.uk](mailto:procurement@nationalmobilitiesprocurementhub.co.uk). 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 herein whether written or oral, made available at any time to Bidders by or on behalf of SAM (the "Information Provided") is 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 in this paragraph 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 does 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 should 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 and from the storage of any other Persons to whom the Bidder may have passed the same (whether or not permitted by SAM) including cloud systems. 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 is 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](mailto:info@crownccommercial.gov.uk) and OGC licensing queries to the National Archives.

### **3.6. Procurement Regulations**

In this Framework, "Procurement Regulations" means 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);

as amended 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 this framework may have requirements that can be met under this framework but the purchase of which may be exempt from the Procurement Regulations. In such cases, call-offs from this 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 has not been independently verified by SAM, or its officers, employees, agents or advisers (each a "Connected Person") and no representation, warranty or undertaking, express or implied is 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 procurement document set will remain unchanged after the date hereof. 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 is 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 are therefore advised to review carefully their prior or current involvement with the 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 have been 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 Provided is, or should be relied on as, a promise or representation as to the future intentions of SAM. SAM reserves 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 is not 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 you are connected with another bid for the same requirement or the same lot, we may make further enquiries. For example, where you submit a bid:

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

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

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

We may require you to amend or withdraw all or part of your bid if, in our reasonable opinion, any of the above issues have arisen or may arise.

### **3.13. Contracting Arrangements for Consortium**

We 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 also reserves 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 you are awarded a Framework Agreement you will need to send to us management information every month. We will use this information to calculate the management charges you 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 this 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")

We don't think TUPE will apply to this procurement at framework level because:

- no services are provided to SAM under the any existing Framework Agreement or arrangements that this framework will replace;
- services will only be provided to Buyers under call-off contracts, no services will be provided to SAM under the Framework Agreement; and
- this framework relates to new services.

We encourage you to take your own advice on whether TUPE is likely to apply and to carry out due diligence accordingly.

We think that TUPE may apply to **call-off contracts** because:

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

Again, we encourage you to take your own advice on whether TUPE is likely to apply and to carry out due diligence accordingly. You can see the provisions we make 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.

We can't 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 Second Floor, Cobourg House, 32 Mayflower Street, Plymouth, PL112QX is the data controller for the purpose of the Data Protection Act 2018. By proceeding to submit a Tender, you consent that SAM may process the personal data (including sensitive personal data) that you provide SAM and SAM otherwise collects from you. In particular, SAM may use information SAM holds about Bidders for the purposes of this procurement (including contract award) and the management of any contract that may be awarded and / or called-off in the event your response is successful. Please address any questions, comments and requests regarding our data processing practices to [procurement@nationalmobilitiesprocurementhub.co.uk](mailto: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.

We 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. We encourage you to make your [Armed Forces Covenant pledge](#). The Corporate Covenant gives guidance on the various ways you can demonstrate your support.

If you wish to register your support you can provide a point of contact for your company on this issue to the Armed Forces Covenant Team at the address below, so that the MOD can alert you to any events or initiatives in which you may wish to participate. The Covenant Team can also provide any information you require in addition to that included on the website. Email address: [covenant-mailbox@mod.uk](mailto: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 are not 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 you will want to provide your support.

## 4. Requirements Specification & Test Schedule

### Introduction

This section details the specific Quality/Technical requirements of the 3 Lots within this Framework. It is represented within this ITT as a standalone document with its own numbering, as the final version of the Requirements Specification will become part of the Framework Agreement.

Details relating to the Appraisal and Award Criteria associated with the Quality/Technical Requirements Specification are outlined in Section 7.

The Quality/Technical Response Pro-forma associated with the Requirements Specification is enclosed within Section 6.4.

The Test requirements for the Card Bureau, Cards & Print Equipment Framework Lots is detailed within Chapter 2.6 of the Requirements Specification, to be delivered under the umbrella of Call-Off Schedule 13 (Implementation Plan and Testing) of the Framework Award Form (Section 5 of this ITT).

It is expected that Suppliers who pass the Quality/Technical and Financial Appraisal will be required to demonstrate their equipment prior to being awarded a Framework Agreement. Such demonstrations to be completed by 29<sup>th</sup> November 2022 in line with the timetable in Section 2.7.

The Technical Definitions associated with the Specification are also included within Joint Schedule 1 (Definitions) within the Framework Award Form in Section 5.

The Specification document is provided as an electronic file in MS Word.



F3 Requirements  
Specification.docx



## 5. Contractual Requirements

### Introduction

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 you are awarded a place on the framework, the Framework Award Form will be prepared by us and personalised to you.

Details relating to the Appraisal and Award Criteria associated with the Contractual Requirements are outlined in Section 7.

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



F3 Framework Award  
Form SAM003.docx

**Bidders Note:** Any part of the above contract document which needs completing as part of this Tender submission, will be included within Section 6.

## 6. Bidder Response Documentation

This Section contains the core documentation that a Bidder needs to submit as part of their 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 an Selection Questionnaire where the estimated value is equal to or greater than the UK gov defined 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 UK gov defined 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 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 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)



F3 Selection  
Questionnaire.xlsx

## 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 you to provide copies of your audited accounts for the last 4 years. The financial information received shall be evaluated and scored by allocating a score against a pre-determined number of the nine individual economic and financial standing evaluation criteria below, 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.



F3 RFI Proforma.doc

## 6.3 All Bidders – Quality/Technical Response Proforma

The Quality/Technical Response Proforma is to be completed by the Bidder to both confirm Quality/Technical Compliance and to demonstrate their understanding of the Requirements Specification. The response to the Proforma will be worth 50% of the Total Score for Lots 1 & 2 and 60% of the Total Score for Lot 3. Bidders only need to complete the Quality Responses for the for the Lot(s) they are bidding for.



F3 QualityTechnical  
Response Proforma.d

## 6.4 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 will be worth 40% of the Total Score for Lots 1 & 2 and 30% of the Total Score for Lot 3. Bidders only need to complete the Spreadsheet tab(s) for the Lot(s) they are bidding for.



F3 Pricing Matrix  
Proforma.xls

## 6.5 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 10% of the Total Score.



F3 Social Value  
Proforma.docx

## 6.6 All Bidders – Bidders' Declaration Form

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



F3 Bidders'  
Declaration.docx

## 6.7 All Bidders – Bidders Response Checklist

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



F3 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 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 requested by SAM 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		Weighting
Lots 1 & 2	Quality/Technical	50%
	Financial	40%
	Social Value	10%
Lot 3	Quality/Technical	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. Quality/Technical Scoring

In scoring the relevant Quality/Technical responses, SAM's evaluation panel will use the following scoring system, Per Lot for all 3 Lots:

1. Confirmation of compliance with the Quality/Technical Requirements Specification for the detailed areas will be worth 70% of the final Quality/Technical score;
2. The response to the Essay question will be worth 30% of the final Quality/Technical score.

Where a Quality/Technical confirmation of compliance box is ticked as 'No', the reduction in points awarded from the 70% maximum available will be reduced in accordance with the following scale:

- 1 box ticked as 'No' = 20% of Quality/Technical score removed;
- 2 or more boxes ticked as 'No' = 50% of Total Quality/Technical score removed;

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

<b>Score</b>	<b>Judgement</b>	<b>Interpretation</b>
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 Quality/Technical scores and Interpretation:

<b>Score</b>	<b>Judgement</b>	<b>Interpretation</b>
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.

Score	Judgement	Interpretation
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 Quality/Technical perspective to be considered for the Framework.

### 7.3. Financial Scoring for Subsequent Call-Offs

The Financial Scoring process will be the same for all 3 Lots. At the Framework Award stage, the evaluation panel will be looking to ensure that a Bidders financial response has been completed correctly, is understandable, and that there are no concerns relating to Abnormally Low Tenders (see below).

Unlike the Quality/Technical and Social Value Assessments which will score the Tenders prior to Framework Award, with such scores being used for all call-off assessments, the Financial Scoring will only take place when SAM or a SAM Member wishes to call off from the Framework. This is to ensure the Financial Score is relevant to the needs of SAM or the SAM Member undertaking the call-off, so a fair like-for-like comparison can be made. This process will be as follows:

- The rates will be recorded as per the Proforma. When a SAM Member wishes to undertake a call off, the rates provided will be used to identify the Bidders cost to deliver the work. This may include clarification as required to meet the SAM Members Need.
- A financial evaluation will then examine the comparative costs across all eligible Bidders to deliver the work. Scores will be awarded to Bidders based the variance between their submitted price and that of the lowest price Bidder on a proportional basis. The lowest price Bidder will receive the maximum 40% of the Total Score. Other Bidders will receive a score based upon their percentage difference from this price. For example, if the next lowest Supplier's price is 10% more, then they would receive 36% of the Total Score.

#### Abnormally Low Tenders

Where we consider a price as submitted to have no correlation with the quality of your offer or to be abnormally low, we will ask you to explain the price(s) you have submitted (as required in regulation 69 of the Regulations).

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



## 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	<b>Excellent:</b> (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"> <li>- Very good understanding of the requirements.</li> <li>- Excellent proposals demonstrated through relevant evidence.</li> <li>- Considerable insight into the relevant issues.</li> <li>- The response is also likely to propose additional value in several respects above that expected.</li> <li>- The response addresses the social value policy outcome and also shows in-depth market experience.</li> </ul>
3	<b>Very Good:</b> (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"> <li>- Good understanding of the requirements.</li> <li>- Sufficient competence demonstrated through relevant evidence.</li> <li>- Some insight demonstrated into the relevant issues.</li> <li>- The response addresses the social value policy outcome and also shows good market experience.</li> </ul>
2	<b>Good:</b> (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"> <li>- Good understanding of the requirements.</li> <li>- Sufficient competence demonstrated through relevant evidence.</li> <li>- Some insight demonstrated into the relevant issues.</li> <li>- The response addresses most of the social value policy outcome and also shows general market experience.</li> </ul>

Score	Judgement	Interpretation
1	<b>Poor:</b> (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"> <li>- There is at least one significant issue needing considerable attention.</li> <li>- Proposals do not demonstrate competence or understanding.</li> <li>- The response is light on detail and unconvincing.</li> <li>- The response makes no reference to the applicable sector but shows some general market experience.</li> <li>- The response makes limited reference (naming only) to the social value policy outcome set out within the invitation.</li> </ul>
0	<b>Fail:</b>	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.