**Security Services Framework 2021 - 2025**

**Further Competition Invitation to Tender**

**Norton Crossings Cottage, Runcorn CCTV**

**Issue Date: 28/02/2022**

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**Table of Contents**

[Introduction 1](#_Toc79579716)

[Part 1 – Commission Requirement 1](#_Toc79579717)

[Part 2 – Instructions for Submitting a Response 1](#_Toc79579718)

[Part 3 – Standard Forms 1](#_Toc79579719)

[Part 1 - Commission Requirements 2](#_Toc79579720)

[1. Commission Background 2](#_Toc79579721)

[2. Objectives 2](#_Toc79579722)

[3. The Services 2](#_Toc79579723)

[4. Key Deliverables 2](#_Toc79579724)

[5. Site Information (if appropriate) 3](#_Toc79579725)

[6. Indicative Programme 3](#_Toc79579726)

[7. Management 4](#_Toc79579727)

[8. Risks 5](#_Toc79579728)

[9. Payment 5](#_Toc79579729)

[Other Requirements 5](#_Toc79579730)

[10. Termination 5](#_Toc79579731)

[11. Conflict of Interest 5](#_Toc79579732)

[12. Confidentiality 5](#_Toc79579733)

[Part 2 - Instructions for Submitting a Response 7](#_Toc79579734)

[1. General 7](#_Toc79579735)

[2. Site Visit Requirements 8](#_Toc79579736)

[3. Quality 9](#_Toc79579737)

[4. Pricing 9](#_Toc79579738)

[5. Evaluation 10](#_Toc79579739)

[6. Documents to be Returned 10](#_Toc79579740)

[7. Evaluation Criteria 11](#_Toc79579741)

[9. Worked Example 14](#_Toc79579742)

[Part 3 – Response 16](#_Toc79579743)

[3.1 Response Form 16](#_Toc79579744)

[3.2 Pricing Schedule 18](#_Toc79579745)

**Appendix**

1. Homes England Policies
2. Site Plan
3. Site Risk Assessment – **To be provided**
4. Site Access Request Forms
5. Site Rules
6. Call handling and response protocols

Introduction

The purpose of this Further Competition Invitation to Tender (ITT) is to award the call-off contract for CCTV Services at Norton Crossings Cottage, Red Brow Ln, Norton, Runcorn WA7 1QY.

We ask you to respond to the questions detailed in Part 2, Section 6 (Evaluation Criteria) using the [Response Form](#_RESPONSE_FORM) and to return the Response Form and Pricing Schedule in Part 3 with your tender.

This Further Competition ITT is divided into 3 parts:

Part 1 – Commission Requirement

* Details the commission requirements; and
* Details additional terms and conditions for the Further Competition. The successful Supplier will be subject to both the terms and conditions of this Further Competition and the Framework Contract. Unless otherwise defined in these instructions, terms used shall have the meaning given to them in the Framework Contract.

Part 2 – Instructions for Submitting a Response

* Contains important information and instructions on preparing and submitting a tender response. Please read these instructions carefully prior to submitting your tender response; and
* Outlines the evaluation criteria which will be used for assessment. It is important that Suppliers familiarise themselves with the criteria and ensure they are considered when compiling their tender response.

Part 3 – Standard Forms

* Contains the standard forms required to be completed and returned by the Supplier when submitting a tender response.

Part 1 - Commission Requirements

1. Commission Background

Prior to marketing and disposal, Homes England holds and manages surplus public land bringing with it duties of care for health and safety, trespass and other liabilities. Homes England addresses these risks by procuring Security Services including but not limited to manned guarding, reception security, mobile patrols, key holding, alarm response, CCTV and event-activated services via its Security Services Framework 2021 - 2025.

Homes England wishes to appoint a Supplier from this Framework to provide CCTV services (in accordance with Part 3 Scope of Services of the Framework Contract) at Norton Crossings Cottage, Red Brow Ln, Norton, Runcorn WA7 1QY.

1. Objectives

Homes England’s core objectives for the provision of security services under the Framework are:

* Achieve a consistent standard of security provision across the range of sites by adopting the Framework as a generic service specification to be supplemented by building or site-specific needs and variations where appropriate;
* Establish a performance-based specification to promote continuous improvements in security provision;
* Protect property, personnel and legitimate visitors to premises from injury, loss or damage;
* To allow Homes England to proactively and quickly manage site risk via high quality security Suppliers;
* Promote diligent provision of security services to deter activities of thieves, vandals and trespassers in or upon premises through an appropriate presence; and
* Protect and enhance the corporate image of Homes England.

1. The Services

Services required under this further competition are:

* CCTV

In pricing and delivery of the Services, the Supplier shall refer to Framework Contract, Schedule 3; Part 1 – KPI, Part 2 – SLA, Part 3 – Scope of Services.

1. Site Information

Norton Crossings Cottage, Red Brow Lane, Norton, Runcorn, WA7 1QG

The Site includes a cottage which is fenced and currently still in occupation.

There is no mains power available, service is anticipated to be battery powered.

A Site Plan is included as Appendix 2.

1. Service Deliverables

Homes England require the provision of CCTV services to the site.

CCTV

3 no. spoke detectors located Electrical DB are required to the lower entrance hall and upper stairwell.

4 nr internal cameras and 4 nr external cameras are proposed with locations to be agreed with the Managing Agent.

Suppliers are required to comply with call handling and response protocols provided in Appendix 6.

Suppliers are required to install, supervise and maintain the remote monitor security system to the cottage as well as providing alarm response when required. Guards shall be contactable via works mobile.

Where attending site (Alarm Response) It is anticipated that Site security shall be provided with the following uniform/PPE. This is not a definitive list. Requirements should be reviewed on completion of initial site risk assessment by the Supplier to determine any additional Uniform/PPE. It is the sole responsibility of the Supplier to ensure that all legal requirements in relation to provision of PPE are met, Homes England holds no responsibility for this.

All PPE and Uniform provided should be company branded and clearly identify the staff as security officers. The vehicle used to travel to site should also be company branded.

* Hi Visibility Jacket/Vest;
* Combat Trousers;
* Polo Shirt;
* Safety boots with ankle support;
* Mobile Phones; and
* Suitable torches to facilitate patrolling during hours of darkness.

Security staff must carry ID badges and SIA licences at all times.

Upon award, an early site mobilisation visit will be essential and Homes England and its Agents reserve the right to make changes to all or any agreed arrangements. Flexibility from security provides is required and ability to respond promptly is a key requirement.

All assignment instructions will be agreed prior to contract commencement and subject to change as and when required. The appointed security provider will carry out a full risk assessment of the appointment and provide a full set of assignment instruction (including all valid risk assessments and method statements) prior to commencement.

The Specification describes the requirements, but all the Services implied thereby or necessary for the full and proper completion of this contract are to be performed by the Supplier in the best and most suitable manner. The Supplier should note that all items of the Service contained within the Specification have been described in reasonable detail, but the Supplier shall consider them in conjunction with manufacturers recommendations and actual Services on site and shall include in his price for everything necessary to allow him to carry out the Service in the best manner, whether specifically mentioned or not.

In addition to the above, and critical to the safe operation of this contract, the Supplier will be required to develop a strong working relationship and understanding of site protocols to ensure risks are minimised, in particular emergency procedures. Activities of Suppliers on sites are to be governed by detailed site risk assessments and method statements covering all required Services with reference to all relevant legislation and operating procedures (including emergency procedures).

Suppliers on award will be required to identify a list of staff to be allocated to this contract. Only allocated staff will be permitted to provide Services on the contract, therefore, Suppliers should ensure that a suitable ‘reserve’ of staff are trained should primary staff be subject to illness or other factors which may make them unable to work. Suppliers will be required to notify the Homes England and / or their appointed Managing Agent in writing should they wish to add or remove staff allocated to this contract and the reasons for this.

Security staff must carry ID badges and SIA licences at all times. On award of the contract, the security provider must provide details of SIA licences to Homes England and / or their appointed Managing Agent, this shall include routine staff allocated to the site and any reserve officers covering periods of sickness or absence.

In delivery of the Service the Supplier shall comply with the requirements of the following Homes England Policies (as updated):

* Homes England Safety, Health and Environmental Policy Version 12.0;
* P42 Site Visitor Access Request Procedure;
* Site Rules for Visitors to Homes England Category 1 Sites – Issue 4;
* P44 Water Safety; and
* Asbestos Policy and Procedures Issue 6.

1. Indicative Programme

Suppliers should note the indicative programme dates when preparing their information in the Response Form.

|  |  |
| --- | --- |
| **Key Delivery Milestones** | **Anticipated Date** |
| Commencement Date | 18th March 2022 |
| Completion Date | 07th February 2025 |

Home England endeavours to give Suppliers reasonable notice of site disposal wherever possible but continues to dispose of it estate. Homes England may at any time, and without giving reasons, serve written notice on the Supplier of its intention to terminate the Contract and/or any Instruction, and the Contract and/or any Instruction may be terminated with immediate effect upon service of such notice.

1. Management

The day-to-day management of the Contract will be by Homes England appointed Managing Agent TEP who will work closely with the Supplier providing any necessary instruction and direction in the delivery of the Service.

The Supplier will be expected to develop a good working relationship with Homes England and / or their appointed agent to ensure delivery of high quality Service.

Where appropriate the Supplier may be required to co-operate and work with other Suppliers / Contractors appointed by the Employer.

Suppliers should be aware that whilst working on Homes England owned sites, they represent the ‘public face’ of Homes England. Suppliers should ensure that they behave in a professional manner whilst working on sites. Suppliers may in some instances be approached by members of the public requesting information. Suppliers should ensure that members of the public are dealt with courteously and that queries are forwarded to Homes England and / or their appointed Managing Agent.

The Supplier shall appoint a Contract Manager to oversee the management of the Service and staff, the Contract Manager should have the appropriate seniority and skills to facilitate the effective delivery of this contract. In the event of absences or annual leave the supplier should nominate a suitable alternative contact for this contract notified to Homes England and / or their Managing Agent.

The Supplier will be required to attend meetings with Homes England and / or its appointed Managing Agent.

Frequency of meetings is as outlined below ‘Meeting Requirements’.

Homes England reserve the right at no additional cost to Homes England to change the frequency of the meetings dependent on Suppliers performance and other issues arising.

**Meeting Requirements:**

* **Start-up meeting – Not required**
* **Review meetings – Not required**
* **Poor Performance Meeting**

These meetings will hopefully not be required. However, if poor performance is repeated following escalation to the Supplier’s Key Personnel to resolve the issue, as required in the Framework Contract, the Framework Manager must be notified and Homes England may call for a Poor Performance Meeting. Beforehand, Homes England will present areas of concern so that the Supplier and Homes England can discuss what happened and why, what will be done to prevent it happening again and how matters will improve. The Supplier subject to such a meeting would be expected to outline in writing afterwards what improvements/modifications they will be putting in place.

The Supplier shall refer to contract clauses 23 Termination and Suspension of the Contract and Schedule 3, The Services; Part 1 – KPI of the Framework Contract.

1. Risks

An Asset Risk Assessment will be made available to the Successful Supplier (Appendix 3).

1. Payment

Payment will be monthly in arrears.

The Supplier shall comply with Schedule 2 ‘Suppliers Fees’ of the Framework Contract and acknowledges that invoices in respect of individual Instructions will only be processed for payment by Homes England where:

1. There exists a current Instruction on the Instruction Database TMS (Transaction Management System);
2. A purchase order has been raised via the Instruction Database TMS;
3. The current Instruction is quoted on the invoice; and
4. Homes England has been invoiced in accordance with Part 5 of Schedule 2.

Payment to the Supplier is directly linked to Supplier Performance as outlined in clause 4 ‘Performance’ of the Framework Contract.

Homes England may without prejudice to any other remedy it may have withhold or suspend all or part of the payments in accordance with clause 4 ‘Performance’ and the Suppliers failure to perform.

Other Requirements

1. Termination

Should performance during the period of this appointment prove unsatisfactory following the Poor Performance meeting provisions set out in the Management section above, Homes England will exercise its right under the Termination and Suspension of the Contract clause in the Framework Contract to give notice to terminate the arrangement with immediate effect.

1. Conflict of Interest

Homes England will exclude the Supplier if there is a conflict of interest which cannot be effectively remedied. The concept of a conflict of interest includes any situation where relevant staff members have, directly or indirectly, a financial, economic or other personal interest which might be perceived to compromise their impartiality and independence in the context of the procurement procedure.

Where there is any indication that a conflict of interest exists or may arise then it is the responsibility of the Supplier to inform Homes England, detailing the conflict in a separate Appendix.

1. Confidentiality

This Further Competition ITT and associated information is confidential and shall not be disclosed to any third party without the prior written consent of Homes England. Copyright in this Further Competition ITT is vested in Homes England and may not be reproduced, copied or stored on any medium without Homes England's prior written consent.

Suppliers shall not undertake, cause or permit to be undertaken at any time any publicity in respect of this Further Competition process in any media without the prior written consent of Homes England.

Part 2 - Instructions for Submitting a Response

1. General
   1. Please refer to ProContract for the Further Competition deadline. The tender response **must** be submitted on ProContract. Please regularly check ProContract for any amendments to the Further Competition.It is the Suppliers responsibility to check the ProContract website for any updates to the Procurement process. No claim on the grounds of lack of knowledge of the above mentioned item will be entertained.
   2. For all ProContract portal issues please contact [ProContractSuppliers@proactis.com](mailto:ProContractSuppliers@proactis.com)
   3. Suppliers **must** ensure that suitable provision is made to ensure that the submission is made on time. Any tender responses received after the Further Competition deadline shall not be opened or considered unless Homes England, exercising its absolute discretion, considers it reasonable to do so. Homes England, may, however, at its own absolute discretion extend the Further Competition deadline and shall notify all Suppliers of any change via ProContract.
   4. **Please note all communications during the tender period will be via the ProContract website. All Suppliers invited to Further Competition will receive a direct email notification from ProContract on any updates via the Suppliers registered email address. No approach of any kind should be made to any other person within, or associated with, Homes England.**
   5. The Supplier should check the Further Competition ITT for obvious errors and missing information. Should any such errors or omissions be discovered the Supplier must send a message via the messaging function on ProContract. No alteration may be made to any of the documents attached thereto without the written authorisation of Homes England. If any alterations are made, or if these instructions are not fully complied with, the tender response may be rejected.
   6. All clarification requests must be sent using ProContract no later than 3 working days before the Further Competition deadline shown on ProContract. Any queries submitted after this may not be answered. Homes England will respond to clarifications as soon as practicable.
   7. Suppliers should specify in their clarification questions if they wish the clarification to be considered as confidential between themselves and Homes England. Homes England will consider any such request and will either respond on a confidential basis or give the Supplier the right to withdraw the clarification question. If the Supplier does not elect to withdraw the question and Homes England considers any clarification question to be of material significance, both the question and the answer will be communicated, in a suitably anonymous form, to all prospective Suppliers who have responded.
   8. Tender responses must not be accompanied by statements that could be construed as rendering the tender response equivocal and/or placing it on a different footing from other Suppliers. Only tender responses submitted without qualification strictly in accordance with the Further Competition ITT (or subsequently amended by Homes England) will be accepted for consideration. Homes England’s decision on whether or not a tender response is acceptable will be final.
   9. Tender responses must be written in English.
   10. Under no circumstances shall Homes England incur any liability in respect of this Further Competition or any supporting documentation. Homes England will not reimburse the costs incurred by Suppliers in connection with the preparation and submission of their tender response to this Further Competition.
   11. Homes England reserves the right to cancel this Further Competition process at any time.
   12. Homes England reserves the right to observe a Standstill Period for any individual contract which exceeds the Find a Tender Service (FTS) threshold in accordance with The Public Procurement (Amendment Etc. ) (EU Exit) Regulations 2020.
2. Site Visit Requirements
3. No visits should be required for the defined unit number of cameras and smoke detection units however if required a date can be agreed in line with the call off exercise timeline.
4. Suppliers wishing to visit the site must email the following details to [tenders@tep.uk.com](mailto:tenders@tep.uk.com) for prior approval and supervision from the Managing Agent.
5. Site Access Request Forms (SARF's) must be submitted to [tenders@tep.uk.com](mailto:tenders@tep.uk.com). SARF's must be received by [tenders@tep.uk.com](mailto:tenders@tep.uk.com) no later than 2 working days before the proposed site visit. SARF's must include the names of all attendees, vehicle make and registrations. Access is limited to maximum of 1 representative per organisation.
6. All attendees of the Site Visit should present themselves at the location point noted above with photograph ID.
7. The following PPE is required to be worn for attendance at the site visit:

* High visibility jacket or vest;
* Hard hat; and
* Sturdy footwear with ankle support.

1. Suppliers not wearing the specified PPE noted above will be refused entry to the site.
2. Quality
3. A Response Form template has been provided in Part 2 to respond to the Quality questions detailed in Section 7 (Evaluation Criteria). The Response Form must be completed and returned as part of the tender response.
4. Pricing
5. A Pricing Schedule has been provided with this Further Competition ITT which must be completed and returned as part of the tender response.
6. Rates must be in accordance with those tendered under the Homes England Security Services Framework 2021 - 2025, these rates are viewed as maximum rates for any work procured through the Framework. For long-term commissions we expect rates to be lower than standard hourly rates. The Supplier's attention is specifically drawn to Part A, Section 7 of the Invitation to Tender in relation to "Pricing".
7. To ascertain a total 3 year term an RPI value of 2% has been applied to the Final Total of each site for the purpose of this Tendering exercise. The amount of RPI adjustment to the Contract Sum shall be agreed at the anniversary of Commencement of the Contract by the Employer and is at the discretion of the Employer. Costs submitted for Year 1 (or Pro Rata) are Fixed Sum and shall not be adjusted, they shall take account of all statutory changes e.g. increase in minimum wage.
8. The Supplier warrants and undertakes that prices submitted for provision of the Service in relation to this further competition are an all-inclusive price which takes into consideration Labour on Costs, Holiday / Sickness Cover, Bank Holidays, Leap Year, Health & Safety Requirements (including PPE), Uniform, Training, Management, Retrieval of Information (including information from Patrol Systems and Reporting) and Profit.
9. The Site Specific Pricing Schedule describes the requirements of the Services, but all the Services implied thereby or necessary for the full and proper completion of the Service are to be performed by the Supplier in the best and most suitable manner. The Supplier should note that all items of the Service will be described in as reasonable detail as possible, but the Supplier shall consider them in conjunction with the actual situations on Site and shall include in his Price for everything necessary to allow him to carry out the Service in the best manner, whether specifically mentioned or not including all necessary management overheads, profit and the like. Suppliers will be expected to meet all costs associated with ensuring compliance with all current legislation, codes of practice and industry best practice.
10. It is possible that the Transfer of Undertakings (Protection of Employment) Regulations 2006 may apply to the Site Specific Services required under this Framework. Contact details for TUPE information are provided within the Pricing Schedule where applicable. It is the responsibility of incoming and outgoing Suppliers to address and resolve all matters in relation to TUPE (Please refer to Framework Contract in relation to Supplier obligations)
11. Evaluation
12. Tender responses will be evaluated on the basis of the overall most economically advantageous Tender (MEAT) submitted to Homes England. The evaluation criteria (and relative weightings) that Homes England will use to determine the most economically advantageous Tender are set out in Section 7 (Evaluation Criteria) below and the scoring approach is detailed in Section 8 (Worked Example). Scores will be rounded to two decimal places.
13. Evaluators will initially work independently. Once they have completed their independent evaluation they will communicate to understand and moderate any differences they have. A single consensus score for each question will be agreed.
14. Homes England reserves the right to observe a Standstill Period for any individual contract which exceeds the Find a Tender Service (FTS) threshold in accordance with the The Public Procurement (Amendment Etc. ) (EU Exit) Regulations 2020. Unsuccessful Framework Suppliers will be provided with their scores and feedback to explain the award decision
15. Documents to be Returned
16. Suppliers are expected to provide the following information in response to this Further Competition ITT:

* Completed Response Form;
* Completed Pricing Schedule; and
* Supporting CV’s for staff proposed to undertake this commission (no more than 2 pages each)

1. Evaluation Criteria

Quality will account **20%** of the Overall Score. The following scoring methodology will apply:

**5 – Excellent** Satisfies the requirement and demonstrates exceptional understanding and evidence in their ability/proposed methodology to deliver a solution for the required services. Response identifies factors that will offer potential added value, with evidence to support the response.

**4 – Good** Satisfies the requirement with minor additional benefits. Above average demonstration by the Supplier of the understanding and evidence in their ability/proposed methodology to deliver a solution for the required services. Response identifies factors that will offer potential added value, with evidence to support the response.

**3 – Acceptable** Satisfies the requirement. Demonstration by the Supplier of the understanding and evidence in their ability/proposed methodology to deliver a solution for the required services.

**2 - Minor Reservations** Some minor reservations of the Supplier’s understanding and proposed methodology, with limited evidence to support the response.

**1 – Major Reservations/Non-compliant** Major reservations of the Supplier’s understanding and proposed methodology, with little or no evidence to support the response.

**0 - Unacceptable/Non-compliant** Does not meet the requirement. Does not comply and/or insufficient information provided to demonstrate that the Supplier has the understanding or suitable methodology, with little or no evidence to support the response.

**PLEASE NOTE:**

If your response scores 0 or 1 for any one question your overall submission will be deemed as a fail.

Any text beyond the specified page limits below will be ignored and will not be evaluated.

Homes England will not cross-reference to other answers when assessing quality responses.

Homes England will not consider additional appendix or documents beyond those specifically requested within Evaluation Criteria.

Evaluators will initially work independently. Once they have completed their independent evaluation they will communicate to understand and moderate any differences they have. A single consensus score for each question will be agreed.

|  |  |  |  |
| --- | --- | --- | --- |
| **Number** | **Criteria** | **Demonstrated by** | **Weighting** |
| 1 | **Resourcing**  What resources and capacity are you proposing to make available to deliver required Security Services at Norton Crossings Cottage?  **PAGE LIMIT:**Maximum 1 Side of A4, 11-point Corbel font | Statement on your approach including:   * How you plan to resource the delivery of the service confirming whether the intention is to directly delivery (in house) or utilise sub-contractors. You must confirm the processes you have in place to manage appointed sub-contractors; * Processes you have in place to proactively manage staff resources to ensure availability at all times of suitably qualified staff in accordance with Call handling and response protocols and SLA’s; * Identification of the management structure you will put in place to support the delivery of the service including how much time they will devote to site, roles and responsibilities, qualifications and relevant experience of those individuals. CVs shall be used to evidence the experience and qualifications of management to undertake their role; and * Supported by relevant examples, where applicable, demonstrating how they are relevant to the approach proposed. | **5%** |
| 2 | **Understanding of Service Requirements**  How do you propose to deliver the required Security Services at Norton Crossings Cottage  **PAGE LIMIT:** Maximum 1 Side of A4, 11-point Corbel font | * With reference to the Site Visit (where applicable), Call handling and response protocols, Pricing Schedule and ITT outline the approach you would take to delivery of the Service at Norton Crossings Cottage with specific reference to the requirements outlined under Annex 3 Scope of Services, Contract KPI’s and SLA and how you would achieve compliance with these requirements; and | **10%** |
| 3 | **Communication**  What processes and procedures will you put in to ensure effective Client Relationship at this site?  **PAGE LIMIT:** Maximum 1 Side of A4, 11-point Corbel font | * Who will be responsible for reporting to the Client? * Who will attend site visits / client meetings? * How you will considering requirements as outlined within Annex 3 Scope of Services, Section 2 The Service, paragraph 2.16 Maintenance and Preparation of Information; and Schedule 3 of the Framework Agreement Service Level Agreement; and * How you will deal with client complaints to ensure satisfactory resolution. | **5%** |

1. Worked Example

|  |  |  |
| --- | --- | --- |
| Price will account for **80%** of the Overall Score. The lowest price will gain the maximum marks with other prices expressed as a proportion of the best score using the maths explained in the worked example | | |
| **Criteria** | **Demonstrated by** | **Weighting** |
| Price | Completed Pricing Schedule | 80% |

1. Worked Example

**How your Quality score will be used to give a weighted score**

| **Supplier** | **Question** | **Score out of 5** | **Weighting** | **Weighting Multiplier** | **Weighted Score** | **Total Weighted Score** |
| --- | --- | --- | --- | --- | --- | --- |
| **Supplier A** | 1 | 4 | 5% | 1 | 4 | **12** |
| 2 | 3 | 10% | 2 | 6 |
| 3 | 2 | 5% | 1 | 2 |
| **Supplier B** | 1 | 5 | 5% | 1 | 5 | **16** |
| 2 | 4 | 10% | 2 | 8 |
| 3 | 3 | 5% | 1 | 3 |
| **Supplier C** | 1 | 2 | 5% | 1 | 2 | **n/a (fail)\*** |
| 2 | 1 | 10% | 2 | n/a |
| 3 | 2 | 5% | 1 | 2 |

\* in the example above Supplier C’s pricing will not be scored further

**Worked example of how your price will be used to calculate a score**

|  |  |  |  |
| --- | --- | --- | --- |
| **Supplier** | **Form of Tender price** | **Lowest price/Supplier’s price (as %)** | **Price Score (out of 80)** |
| **Supplier A** | 350 | 350/350 = 100% | 100%\*80 = 80 |
| **Supplier B** | 700 | 350/700 = 50% | 50%\*80 = 40 |
| **Supplier C** | Not Applicable | Not Applicable | Not Applicable |

**Worked example of Overall Score and Ranking**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Supplier** | **Total Quality Score** | **Price Score** | **Total Score** | **Ranked Position** |
| **Supplier A** | 12 | 80 | 92 | 1 |
| **Supplier B** | 16 | 40 | 56 | 2 |
| **Supplier C** | Not Applicable | Not Applicable | Not Applicable | Not Applicable |

Part 3 – Response

3.1 Response Form

|  |  |
| --- | --- |
| **Framework:** | Security Services Framework 2021 - 2025 |
| **Project Title:** | Norton Crossings Cottage CCTV |
| **ProContract Identification Number:** | DN600168 |
| **Supplier:** |  |
| **Date:** |  |

To enable Homes England to evaluate your tender, we require Suppliers to respond to the questions below whilst making reference to the evaluation section above.

Please refer to the evaluation section for page limits for each question. Any text beyond this will be ignored and will not be evaluated.

|  |
| --- |
| **1. Resourcing** |
| **2. Understanding Service Requirements** |
| **3. Communication** |

# 3.2 Pricing Schedule

The completed Site Pricing Schedule must be returned as part of the Tender Return.

See attached individual spreadsheet Site Pricing Schedule (Excel Document) provided alongside this Invitation to Tender.

enquiries@homesengland.gov.uk

0300 1234 500

gov.uk/homes-england