TENDER RESPONSE – PART D – QUALITY EVALUATION FOR THE PROVISION OF BANKING SERVICES

Strategic Procurement

DN 544189

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Evaluation Criteria Questions to be Scored

This document sets out the questions asked as part of the Quality Evaluation of the procurement exercise. Bidders should therefore ensure that have read and fully understood the contents of the ITT and the evaluation approach taken to assess responses to these questions as set out in Section 5 of the Invitation to Tender.

The following Quality questions cover the specific services required by the Council. Answers should be concise and include examples of relevant contracts to demonstrate experience wherever possible.

Bidders must respond fully to each question and not simply refer to another answer or annexed document unless a question states that it is permissible. Where a Bidder fails to provide a response for a question(s) the Council will automatically award a score of “0” in respect of that question(s) and the Council reserves the right to reject that Bidder and not to consider that Bid further.

Bidders are encouraged to provide sufficient detail when responding to each question.

In providing responses to the questions set out in this document, Bidders should not assume that the Council has any prior knowledge of the Bidder, its practice, reputation or its involvement in existing services, projects or procurements. In evaluating responses to these questions the Council will only consider information provided in response to these questions.

Page Limits Per Question

Responses should not exceed the page limits indicated within each question.

The page limit is based on a single side of the size of the paper indicated for each criteria in the table below. The page limit is inclusive of text, drawings, diagrams, screen prints, flow charts or any other form of presenting a response. All text should be Arial font size 11.

Responses to each question should be completed on separate documents, clearly identified as being a response to each question. Once the response has been completed, it should be saved in the naming format indicated below for that question. Please ensure when you upload your response to ProContract, that you attach your document for each of the questions below.

Question Weightings

The quality questions will be evaluated, scored and the weightings applied to each evaluation criteria question outlined in the Section 5 of the Invitation to Tender.

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Criteria Number	Evaluation Criteria
E1	**Bidders approach to meeting the core requirements outlined in the specification** Within the specification the council has outlined the core requirements of services to be delivered. This includes bank account requirements, transaction volumes and bank charges. Please provide details as to your approach to deliver the core requirements. Please provide details as to how your organisation will be able to manage the number of accounts required and how these will operate and be managed on a day to day basis. Please provide details on your approach to meeting and supporting the estimated transaction volumes of the council. Please also provide details of your approach to the application of bank charges in the delivery of services.
	Please complete your response to this question within a separate document. Once you have finished your response, please save the document as 'Response to E1 - *Bidder Name*' and upload as part of your tender submission. Please ensure that you do not exceed the maximum page limit for this question of 5 A4 pages.
E2	**Bidders approach to meeting the customer payments requirements outlined in the specification** Within the specification the council has outlined the customer payment requirements of services to be delivered. Please provide details of your approach to meeting the customer payment requirements. Please provide details of your approach to handling cash and cheques and how you will ensure efficient clearing times for all types of funds. Please provide details of your branch representation within the BCP Council boundary and details of their opening times in order to meet the council's requirements. Please confirm details on your processing centre for processing Council's income and its ability to support the security carriers making bulk cash deposits to the Council's establishment.
	Please complete your response to this question within a separate document. Once you have finished your response, please save the document as 'Response to E2 - *Bidder Name*' and upload as part of your tender submission. Please ensure that you do not exceed the maximum page limit for this question of 2 A4 pages.
E3	**Bidders approach to meeting the cheque encashments requirements outlined in the specification** Within the specification the council has outlined cheque encashments requirements. Please provide details of your organisations approach to facilitating cash encashments and details of the locations within the BCP Council boundary that the cash encashments services can be delivered.

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	Please complete your response to this question within a separate document. Once you have finished your response, please save the document as 'Response to E3 - *Bidder Name*' and upload as part of your tender submission. Please ensure that you do not exceed the maximum page limit for this question of 1 A4 pages.
E4	**Bidders approach to meeting the stationery requirements outlined in the specification** Within the specification the council has outlined the stationery requirements in the delivery of services. Please provide details of your organisations approach to meeting the stationery requirements that are outlined in the specification and outlined in Appendix E. Please provide details as to how stationery will be produced and will be able to meet all the requirements that the council has outlined in the specification. Please provide details of the ordering process for stationery and timelines for the supply of required stationery. Please provide confirmation that your organisation can provide the necessary guidance on ongoing APACS compliance of printed cheques.
	Please complete your response to this question within a separate document. Once you have finished your response, please save the document as 'Response to E4 - *Bidder Name*' and upload as part of your tender submission. Please ensure that you do not exceed the maximum page limit for this question of 1 A4 pages.
E5	**Bidders approach to meeting the statements, return of vouchers & letters and electronic data files requirements outlined in the specification** Within the specification the council has outlined the statement, return of vouchers & letters and electronic data files requirements in the delivery of services. Please provide details of your organisations approach to meeting the statements, return of vouchers & letters and electronic data files requirements that are outlined in the specification. Please confirm that bank statements can be downloaded and also produced in SWIFT MT940 format for autonomous transfer.
	Please complete your response to this question within a separate document. Once you have finished your response, please save the document as 'Response to E5 - *Bidder Name*' and upload as part of your tender submission. Please ensure that you do not exceed the maximum page limit for this question of 2 A4 pages.
E6	**Bidders approach to meeting the online banking system requirements outlined in the specification** Within the specification the council has outlined the online banking system requirements that are required in the delivery of services. Please provide details of the online banking system that will be provided to the council as part of the delivery of the services. Please provide details as to how you

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	are able to meet the council's users' access and functional requirements that are outlined in the specification, with the use of screen shots if necessary. Please confirm that your online banking system is able to meet all requirements and will ensure that the council is able to undertake banking services in an efficient and effective manner through the online banking system.
	Please complete your response to this question within a separate document. Once you have finished your response, please save the document as 'Response to E6 - *Bidder Name*' and upload as part of your tender submission. Please ensure that you do not exceed the maximum page limit for this question of 7 A4 pages.
E7	**Bidders approach to meeting the BACS direct debit and direct credit facilities requirements outlined in the specification** Within the specification the council has outlined the BACS direct debit and direct credit facilities requirements in the delivery of services. Please provide details of your organisations approach to meeting the BACS direct debit and direct credit facilities that are outlined in the specification. Please provide examples of the support you are able to offer with new projects and trouble shoot with current arrangements.
	Please complete your response to this question within a separate document. Once you have finished your response, please save the document as 'Response to E7 - *Bidder Name*' and upload as part of your tender submission. Please ensure that you do not exceed the maximum page limit for this question of 3 A4 pages.
E8	**Bidders approach to meeting the cash management requirements outlined in the specification** Within the specification the council has outlined the cash management requirements in the delivery of services. Please provide details of your organisations approach to meeting the cash management requirements that are outlined in the specification. Please provide details of rates to be earnt on net credit balance or paid on a net debit balance. Please provide details as to how rates are managed and notification periods for change of rates. Please confirm that you are able to provide the required overdraft limit and details of any terms around the use of the overdraft and impacts if the council was to breach this limit.
	Please complete your response to this question within a separate document. Once you have finished your response, please save the document as 'Response to E8 - *Bidder Name*' and upload as part of your tender submission. Please ensure that you do not exceed the maximum page limit for this question of 2 A4 pages.

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E9	**Bidders approach to meeting the school and nursery bank account requirements outlined in the specification** Within the specification the council has outlined the school and nursery bank account requirements that will be required in the delivery of services. Please provide details of your organisations approach to delivering the schools and nursery bank account requirements that are outlined in the specification.
	Please complete your response to this question within a separate document. Once you have finished your response, please save the document as 'Response to E9 - *Bidder Name*' and upload as part of your tender submission. Please ensure that you do not exceed the maximum page limit for this question of 2 A4 pages.
E10	**Bidders approach to meeting the companies and charter trustee account requirements outlined in the specification** Within the specification the council has outlined the requirements for the companies and charter trustee accounts in the delivery of services. Please provide details of your organisations approach to the delivery of companies and charter trustee account requirements.
	Please complete your response to this question within a separate document. Once you have finished your response, please save the document as 'Response to E10 - *Bidder Name*' and upload as part of your tender submission. Please ensure that you do not exceed the maximum page limit for this question of 2 A4 pages.
E11	**Bidders approach to meeting the other requirements outlined in the specification** Within the specification the council has outlined other requirements that will need to be delivered by your organisation in the delivery of services. Please can you confirm your organisations approach and ability to meet the external auditor requirements, providing annual statistics and ensuring that services are delivered in accordance with equality legislation.
	Please complete your response to this question within a separate document. Once you have finished your response, please save the document as 'Response to E11 - *Bidder Name*' and upload as part of your tender submission. Please ensure that you do not exceed the maximum page limit for this question of 1 A4 pages.
E12	**Bidders approach to meeting the service quality and relationship management requirements outlined in the specification** Within the specification the council has outlined the requirement for service quality and relationship management in the delivery of services.

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	Please provide details of your organisations approach to meeting the service quality and relationship management requirements that are outlined in the specification.
	Please complete your response to this question within a separate document. Once you have finished your response, please save the document as 'Response to E12 - *Bidder Name*' and upload as part of your tender submission. Please ensure that you do not exceed the maximum page limit for this question of 2 A4 pages.
E13	**Bidders approach to meeting the security and fraud requirements outlined in the specification** Within the specification the council has outlined the security and fraud requirements in the delivery of services. Please provide details of your organisations approach to meeting the security and fraud requirements that are outlined in the specification. Please provide details as to how you will ensure that there are effective and appropriate security measures are in place to protect the council's bank accounts from being accessed for unauthorised or fraudulent purposes.
	Please complete your response to this question within a separate document. Once you have finished your response, please save the document as 'Response to E13 - *Bidder Name*' and upload as part of your tender submission. Please ensure that you do not exceed the maximum page limit for this question of 1 A4 pages.
E14	**Bidders approach to meeting the implementation of new services requirements outlined in the specification** Within the specification the council has outlined the implementation of new services required for this contract. Please provide detail as to how you will deliver the implementation of banking services in time for the new contract start date of 1 November 2021 with the majority of transactions being live from 1 March 2022. Please provide an implementation plan as a separate document as well as commentary on how the implementation will be delivered and the intended resource that your organisation will allocate and manage in the implementation of services. Please provide details as to how you will ensure the successful facilitation of the transfer of services from the council's existing bank accounts. Within your response, please outline any risks that you see in the implementation of new services and your approach to the mitigation of these risks so that the implementation is successful.
	Please provide your response to this questions as two separate documents. For the first document, please provide a project chart that shows the key stages,

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	milestones and dates in the implementation of the services. Once you have finished this document, please save the document as 'Response to E14 – Implementation Project Chart – *Bidder Name*'. Please ensure that you do not exceed the maximum page limit for this question of 2 A3 pages. For the second document, please provide commentary on the project chart including the details that are outlined in the criteria above. Once you have finished your response, please save the document as 'Response to E14 – Project Chart Commentary - *Bidder Name*' and upload as part of your tender submission. Please ensure that you do not exceed the maximum page limit for this question of 3 A4 pages.
E15	**Bidders approach to meeting the innovation and flexibility requirements outlined in the specification** Within the specification the council has outlined the innovation and flexibility requirements that will be required in the delivery of the services. Please provide details of your approach to meeting the innovation and flexibility requirements that are outlined in the specification.
	Please complete your response to this question within a separate document. Once you have finished your response, please save the document as 'Response to E15 - *Bidder Name*' and upload as part of your tender submission. Please ensure that you do not exceed the maximum page limit for this question of 2 A4 pages.
E16	**Bidders approach to delivering the banking services sustainably** The council has committed to reducing their carbon impact with a commitment that the council will be carbon neutral by 2030. Please provide details as to how your organisation will deliver banking services sustainably. Please provide details of your organisations approach to continually reviewing service delivery in order to reduce the carbon impact of your organisation and working toward carbon neutrality.
	Please complete your response to this question within a separate document. Once you have finished your response, please save the document as 'Response to E16 - *Bidder Name*' and upload as part of your tender submission. Please ensure that you do not exceed the maximum page limit for this question of 2 A4 pages.

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