

Building Cleaning Services Dynamic Purchasing System

RM6130

Customer guidance



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1. Introduction

This guidance has been produced by Crown Commercial Service (CCS) to help you understand what the Building Cleaning Services (RM6130) is and how to use it via the Dynamic Purchasing System (DPS).

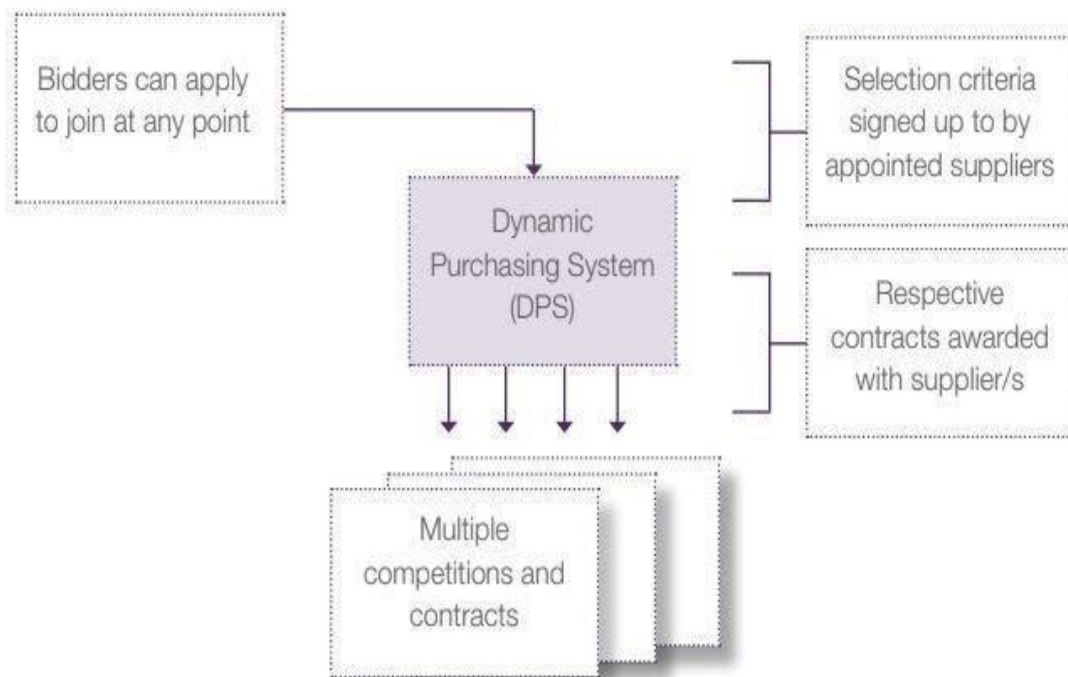
This guidance document covers:

- The scope of the Building Cleaning Services DPS;
- How to use the DPS marketplace to identify a Supplier list;
- What to include in your Specification;
- The information you need to provide when issuing a Call for Competition; and
- Managing your Contract with your appointed Supplier(s).

The guidance provides you with the best practice approach to using the DPS agreement. If you have a particularly complex requirement you may wish to seek additional advice from your own commercial team.

1.1. What is a Dynamic Purchasing System (DPS)

A DPS is a public sector sourcing tool for services and goods ([Public Contracts Regulations 2015](#)). It is similar to an electronic framework, but new suppliers can join at any time. This is an electronic way of sourcing which means that both suppliers and customers do not need any special IT equipment. It therefore eliminates unnecessary activity for the supplier up front.



The DPS is a 2-staged approach:

1. Firstly, CCS publish a contract notice. Suppliers then have a 30 day window to apply for a place on the DPS prior to it being formally launched and open for business. New suppliers can apply to join at any point during the life of the DPS.
2. After the initial 30 day start up period has elapsed, customers can access the DPS, compete their requirements with suppliers and award their Contracts.

1.2. Building Cleaning Services Scope

Customers can access the following Services via the DPS:

- **Delivery and Performance Assessments:-**

Customers have the opportunity to procure the services of a Supplier to review current building cleaning and/or waste management practices and receive transparent, expert advice that is focused on Customer needs based on your **Business and Occupational profile** (detailed in Annex1).

You can then select the level of **Cleaning Services Standard** (detailed in Annex 1) you require and the **Geographical location** where the Services are required, down to county level (NUTS 2) (detailed in Annex 1).

The appointed Supplier will then carry out an in depth assessment and analysis of your current operating practices, policies, procedures and documentation to identify more efficient ways of working.

- **Building Cleaning Services:-**

Customers can procure a range of Building Cleaning Services based on your **Business and Occupational profile** (detailed in Annex 1).

You can then select the **Service(s)** required (detailed in Annex 1) and the **Geographical location** where the Services are required, down to county level (NUTS 2) (detailed in Annex 1).

Upon application to join the DPS, suppliers have to indicate which services they are able to deliver. The services are organised into a matrix of filters, the full details of these services can be found in [Annex 1](#)

2. Key benefits for Customers and Suppliers

The DPS offers a number of key benefits for both customers and suppliers:

- **Simpler, quicker process** - perfect for SMEs looking to access public sector business.
- **Automated, electronic process** - using existing supplier selection tools and systems available to CCS.
- **Flexible** – accessible route for new suppliers to join at any point, increasing the potential capacity for Building Cleaning services.
- **Filtering of supplier offering** – a dynamic filtering system, giving customers flexibility based on your requirements, which enables the right suppliers to be matched and hear about your opportunities.
- **Dynamic** - customers can build Specifications, competitions and Contracts in a way to suit them giving flexibility based on requirements. Quality and price can be assessed based on an individual customer's requirement.
- **Pre Agreed simplified terms** – the pre-agreed terms have been established in line with best commercial practice, to provide legal protection for Customers and suppliers. All appointed suppliers have signed and accepted RM6130 Building Cleaning Services Terms. Customers can select to use the CCS schedules to build a set of Terms that meet their specific requirements. The core terms can be found under the documents section on the CCS webpage for RM6130 Building Cleaning services.
- **Key Performance Indicators (KPI's)** – Customers have the flexibility to add their own KPI's to satisfy their requirements and ensure effective long term contract management. All appointed suppliers meet the requirements for Modern Slavery Assessment.
- **Supports localism and social value** - enabling suppliers to bid for business either locally, regionally or nationally. Allows customers to undertake competitions between both national and local suppliers to suit their requirements.
- **Opportunity to access wider supply chain** - for specialist services or where supplier may previously have been a subcontractor.
- **Compliance** - Fully compliant with UK and EU regulations.

2.1. The Basic Process

Appointing a Supplier through the Building Cleaning Services DPS includes the following key steps:

1. Define your objective regarding the product or service you require and the NUTS regional area you need.
2. Develop your written Specification with defined outcomes and deliverables.
3. Use the Building Cleaning Services DPS to obtain a supplier shortlist.
4. Option of using a Capability Assessment to identify the suppliers that can meet your requirements.
5. Issue your final Specification, evaluation criteria and associated weightings to identified suppliers.
6. Receive and evaluate written proposals from suppliers.
7. Inform unsuccessful suppliers providing feedback and evaluation scores.
8. Award the Contract to the successful Supplier and confirm the award to CCS.

N.B. CCS has not undertaken any verification of supplier certifications or products prior to the award of this Contract, therefore you may request this information at the Call for Competition stage.

9. Provide feedback and evaluation scores.

There are additional optional steps that you can take depending on your requirement, which are outlined in detail within this document.

2.2. Who can use the Agreement?

This agreement can be used by all UK government and wider public sector bodies which includes:

- Central Government Departments, Arm's Length Bodies and Executive Agencies
- Non Departmental Public Bodies
- Devolved administrations
- NHS bodies
- Local Authorities
- Fire and rescue services
- Police
- NHS bodies
- Charities
- Universities, colleges, schools, further education providers
- Housing Associations

2.3. The Role of Crown Commercial Service

Our role is to provide you with advice and guidance to help you get the best out of the Building Cleaning Services DPS.

We can help with any queries you may have such as the best way to appoint a Supplier and advice on structuring your evaluation criteria and how to structure your Contract.

CCS manages the overarching DPS and the suppliers at agreement level. You are responsible for managing the Contract with your appointed Supplier.

CCS is able to help with any issues you may have that require escalating, see how to manage your Contract for further details.

If you have any other queries please email us at: info@crowcommercial.gov.uk or contact our Customer Service Centre on **0345 410 2222**.

3. Before you start

3.1. Getting Approval to Spend

Before using this DPS agreement you should ensure that you have applied for and received the necessary budget approval and agreed your procurement strategy.

3.2. Allow sufficient time for proposals and evaluation

You should agree who will evaluate the responses before you run a Call for Competition and build in enough time to evaluate the responses. Ideally, you should allow up to 8-12 weeks to complete the entire process, which is from the date of issuing your competition to Contract award. An example timetable has been provided in [Annex 2](#).

Your tender process should be proportionate to the value and complexity of your requirement. Suppliers will need a reasonable period of time to review and prepare a response. This includes allowing sufficient time for suppliers to ask clarification questions and consider your answers before the deadline for written responses.

3.3. Agree how you want to work with the Supplier

There are different types of arrangements you can have with Suppliers using the Building Cleaning Services DPS agreement, for example:

- Project specific agreement:-

A Contract for a specific project, within a time period.

- Defined term agreement:-

A Call for Competition contract for a fixed period of time to work on a number of projects. Your contract will need to cover the range of services you will need during the term and should be considered when establishing your evaluation criteria and associated weightings.

- Retainer agreement:-

A Call for Competition Contract for a fixed period of time where you agree to pay a retainer fee on a regular basis.

The initial maximum Call for Competition Contract term is 3 years and the maximum duration of Call for Competition Contracts under the agreement is 5 years which includes any extensions.

Please seek advice from your commercial function regarding the most suitable type of agreement for your requirements.

3.4. Pre market engagement (optional but recommended)

You may find it useful to communicate with suppliers ahead of issuing your final Specification by undertaking a pre-market engagement exercise.

This phase is about ensuring that the market has a clear understanding of your requirements and to allow you to further shape your Specification, gather ideas on innovations and understand if there are any changes within the market that may influence your requirements.

Please ensure this activity is undertaken in a fair and transparent way providing each supplier in your shortlist with an equal opportunity.

This phase is not about refining your shortlist. If you wish to do this you can use the option of a Capability Assessment prior to your main competition.

If you decide to speak to the suppliers ahead of your Call for Competition, you must prepare an outline of your Specification before you contact suppliers, this can be done using a draft Specification.

You will need to contact all the suppliers from your shortlist but you can choose how you contact them - for instance you can email them for information, invite them to an event or meeting to discuss your requirement or issue a formal Request for Information.

This stage is for information gathering and to help refine your Specification and /or requirements.

If suppliers do not engage at this stage, don't assume that they do not want to participate.

All suppliers shortlisted from your DPS marketplace search should have the option to bid when you issue your Call for Competition or Capability Assessment.

Dos and don'ts checklist:

Do

- ✓ Contact all suppliers from your shortlist

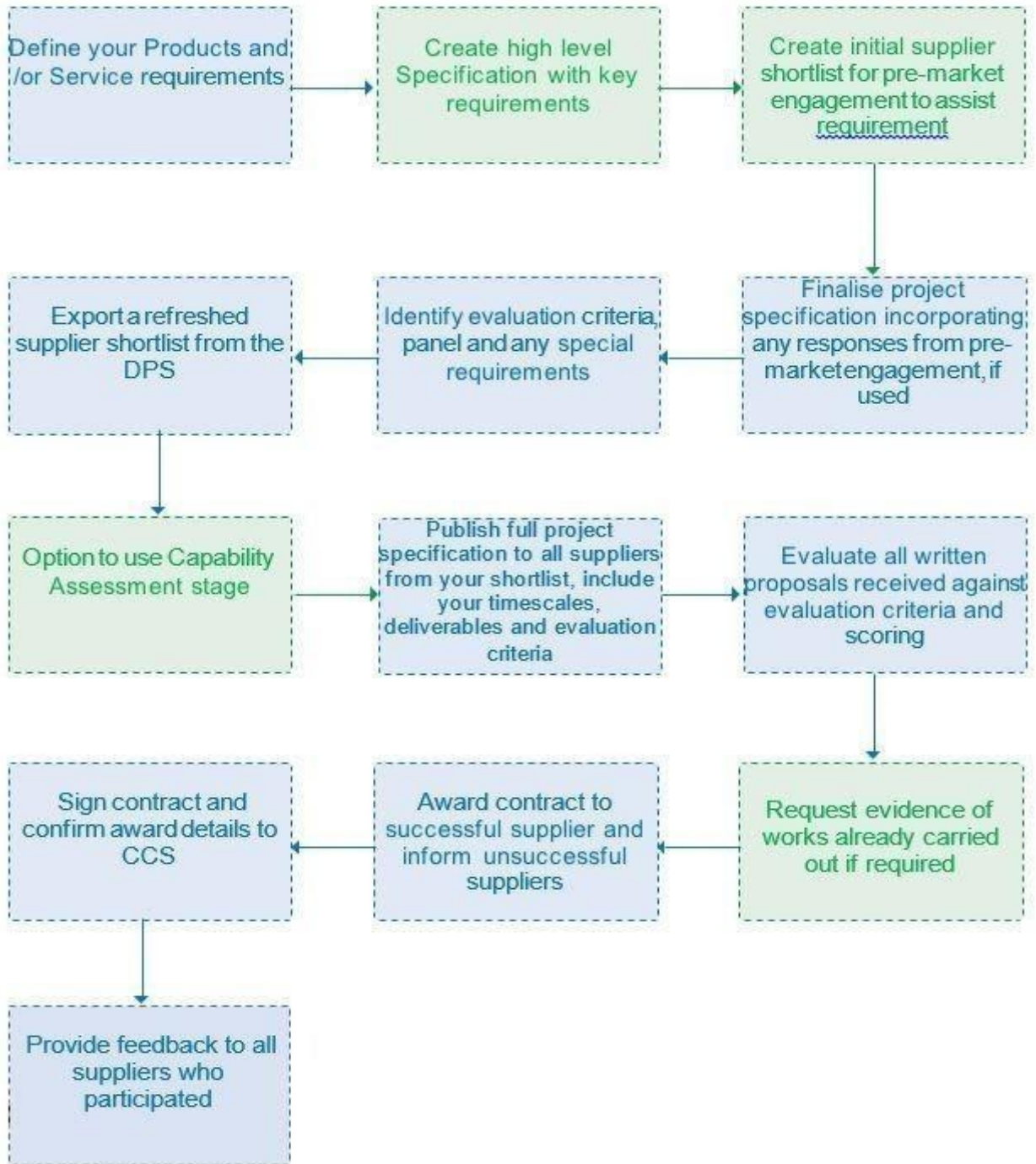
- ✓ Provide a reasonable time limit to email requests to make sure suppliers know when they need to respond by
- ✓ Keep an audit trail of all communication

Don't

- ✗ Limit contact to suppliers that you know
- ✗ Contact suppliers in different ways; each supplier should be given an equal opportunity to respond (i.e. don't email some suppliers and phone others to discuss your requirements)
- ✗ Forget that all suppliers can bid when you issue your final Specification

3.5. Using the Building Cleaning Services DPS

The flow diagram sets out the best practice approach to using the DPS:



Key:

Required

Optional

4. Appointing a Supplier

This section covers the process on how to invite suppliers to your Call for Competition. You will need to engage with your procurement function prior to making any contact with suppliers.

4.1. Customers are able to access the DPS by following these steps:

Obtain a supplier shortlist from the DPS

1. Register or log in to the DPS [click here](#).
2. Navigate to the Building Cleaning Services DPS.
3. Choose the 'Access as a Buyer' option and confirm your acceptance of the customer access agreement.
4. Click on 'create new category export' and use the filters to reflect your Specification and create your supplier shortlist.
5. Save your shortlist by clicking on 'Save category' and give the shortlist a unique name specific to your competition. Export the list of suppliers from the marketplace.

When selecting the filters under this agreement, please think carefully about the ones you select.

We recommend that the exported supplier list is used within 2 working days, as new suppliers may be added at any point, thus changing the list of suppliers eligible to compete. Please refresh your final list as necessary.

4.2. Capability Assessment (optional but recommended)

You can start your Call for Competition using a Capability Assessment stage, this will help you to identify which suppliers from your shortlist are going to be the most suitable.

You may wish to run this process to refine your shortlist or to assess if any suppliers are capable of meeting your requirement.

You can use a series of 'yes' and 'no' questions that are mandatory for suppliers to pass to get to the written stage - you could, for example, use the ability to meet your stated deadline as a question.

Please use questions that relate to key requirements only at this stage, and not those that you could score in the main tender stage.

You do not need to send the final Specification to suppliers who have deselected themselves or not engaged in a Capability Assessment unless you make material changes to the Specification as a result of the exercise.

TIP:

We have provided a Capability Assessment Template which you can use, see the RM6130 DPS agreement webpage. The template is not mandatory and can be amended according to your requirements.

Invite all the suppliers on the shortlist to a Call for Competition using a tendering portal, this could be the CCS portal or your own.

Please refer to the [eSourcing user guidance](#) for further information on using CCS's portal.

4.3. Issue your Specification

Your completed Specification along with all other relevant documents, must be issued to all shortlisted suppliers, unless they have been deselected through a Capability Assessment.

Please invite the contact listed in your exported shortlist to reach the right supplier contact.

This can be done either via the CCS online procurement tool (eSourcing), your organisation's own procurement tool or by emailing suppliers.

Using a portal gives an auditable approach to the tender process.

It is used to:

- Respond to clarification questions.
- Track bid responses.
- Send reminders to bidders.
- Communicate to successful and unsuccessful suppliers.

Do's and don'ts checklist:

Do:

- ✓ State that the competition is being run through CCS Building Cleaning Services DPS marketplace agreement (RM6130) at the start of the competition documents.
- ✓ Provide a clarification period for suppliers to ask questions.
- ✓ Specify any particular requirements that need to be fulfilled.
- ✓ Provide a clear deadline for responses.
- ✓ Make sure that your requirements, documentation and evaluation are proportionate to the value and complexity of your Specification.
- ✓ Ensure suppliers have equal access to information during the competition process and publish all responses to questions asked or clarifications raised to all suppliers involved.

- ✓ Provide feedback to all parties.

Don't:

- X Be overly prescriptive, give the supplier space to propose an innovative solution.
- X Use acronyms or civil service terminology - use plain English.
- X Overwhelm the reader with excessive data.
- X Forget to disclose any conflict of interest issues you may have in your Specification.

TIP:

A checklist of everything that you will need to include in your Call for Competition has been provided in [Annex 4](#).

4.4. Review proposals from Suppliers

All suppliers will need to provide a written proposal in response to your Specification.

It is recommended that you assign three (3) people to evaluate the proposals as this makes reaching an objective decision easier.

Responses should not be discussed outside of the evaluation team and pricing information should be treated as commercially sensitive.

Make sure that you maintain a fully documented audit trail of the results and final award decision, which will be useful when providing feedback to the participating suppliers.

N.B. As part of your award, you should be cautious against entering into a long term Contract towards the end of the DPS agreement, especially if you have not taken this approach consistently.

TIP:

To help make reviewing proposals easier, a template has been developed for scoring written proposals. See [Annex 5](#).

4.5. Awarding the Contract

As part of your compliance check before awarding your Contract, you have the option to request evidence of the contract example, insurance and cyber certificates provided by the suppliers on the marketplace.

To do this, you will need to log-in to the Marketplace and navigate back to your saved search. Find the supplier(s) you wish to see further information for and click on 'see evidence'.

You will need to complete the following form on the DPS system to gain access to the evidence.

Please confirm your organisation accepts the following ✕

You are about to request supporting evidence from successful suppliers in relation to their responses to the standard Selection questionnaire and DPS questionnaire.

! **By ticking the box below, you are confirming the following statements on behalf of your organisation:**

I have completed my competition and I am ready to make an award to a supplier from this category.

I confirm that my organisation has not submitted a tender for the same competition(s) as any supplier organisation.

I agreed that I will not disclose or permit the disclosure of any of the information provided by any supplier organisation to any other person without obtaining the prior written consent from the supplier organisation.

I agree that I will not use or exploit any of the information provided by any supplier organisation for any purpose other than the Permitted Purpose.

I understand that providing false confirmation and/or failing to comply with the statements above may result in my organisation being removed from further participation in the Dynamic Purchasing System.

[Confirm](#) [Cancel](#)

The suppliers will then be sent a notification and will give you access to see the evidence.

Following the successful completion of your competition evaluation you can now award a Contract to the successful Supplier.

Once you have the relevant internal approvals in place you can notify all participating suppliers of the outcome.

A standstill period is not mandatory but can be used voluntarily for high value Contracts.

You **must** use the Order Form to create your Contract, which is aligned to the Contract Terms set out in the agreement.

There are some sections of this Contract that you can alter depending on your organisation and requirements.

The Order Form must be completed by the customer prior to being sent to the Supplier for signature. The document includes guidance so you understand how to fill in the relevant sections.

Once your Contract has been signed, please send your award details to: info@crowcommercial.gov.uk, including:

- Contract name.
- Contract length (including any extension options).
- Contract total value.
- Winning Supplier name.

Please remember to fulfil your organisation's transparency requirements and publish details on [Contracts Finder](#), where necessary.

(Customers need to sign in via the link in the top right corner in order to post details).

The Procurement Policy Note relating to the use of Contracts Finder can be found [here](#).

4.6. Provide feedback to Suppliers

You should provide constructive, written feedback to all participating suppliers and include a full breakdown of their scoring.

Feedback comments should be objective and link back to the evaluation criteria. This will help suppliers understand how they can improve for future opportunities.

5. Managing your Contract and being a good customer

A collaborative approach will allow you to make the best use of their knowledge and expertise to help you to get the best outcome.

5.1. Your obligations as customers

There are a number of obligations you have as customers. These include:

- Providing a clear Specification setting out your requirements (services and deliverables) and timelines of each phase of work.
- Communicating with your Supplier on a regular basis to discuss progress and performance.
- Promptly addressing any issues with your Supplier.
- Agreeing at the start of the project how frequently you expect to receive reports from your Supplier (if required), this should be in line with the requirements in your Specification.
- Pay your Supplier within 30 days of approving the invoice. Check invoices against the rates and deliverables agreed in your Contract.

You should be able to rely on your Supplier to give you expert advice and consultation that comes from their experience.

A good Supplier will explain its strategy and offer honest advice, and acknowledge when the topic has shifted outside of its expertise. As a customer, you should also proactively advise the Supplier on anything it needs to know to deliver the best results.

5.2. How to manage issues

By ensuring you have regular communication with your Supplier you should be able to avoid any major issues. In the event that you do experience performance issues with your Supplier, you should take the following steps to address the issue as quickly as possible.

1. Raise the issue with your Supplier lead and / or commissioner lead as soon as possible.
2. Clearly set out your concerns and agree a plan of action with the Supplier including a deadline for resolution - put in place more frequent status updates if necessary.
3. If the issue is not resolved by the agreed deadline, escalate the matter internally and to Supplier directors.
4. If the issue is not resolved by the agreed deadline, contact the CCS Marketplace manager to notify them and agree next steps.

If you have carried out all reasonable steps to rectify the issue, allowed time for recourse and are still not satisfied then you will need to decide how to resolve the issue with internal colleagues and CCS.

6. Glossary of Terms

Term	Meaning
Call for Competition	Is undertaken to establish which of the suppliers can offer the best value for your specific needs. Your Specification and supporting documents are issued for this tendering process.
Capability Assessment	An optional stage in the further competition process which allows the customer to pass or fail suppliers before the written proposal stage.
Contract	A legally binding agreement for the provision of services made between a customer and Supplier. This is completed following a Call for Competition.
Contract Terms	A legally binding agreement for the provision of services made between a customer and Supplier. This is completed following a Call for Competition.
Request for Information	This is the name of the document used when collecting information for your pre-market engagement exercise.
Specification	This is the equivalent of a Statement of Requirement and forms part of your Call for Competition.

Annex 1 - Matrix of filters

The below tables list the filter options for the Delivery and Performance Assessments and Building Cleaning Services.

Delivery and Performance Assessments

Business and Occupational profile (you will select at least one of these options that match your requirements)	Cleaning Standard (you will select at least one of these 3 options for each of the Business and Occupational Profiles selected)	You will select at least one of the following regions (NUTS1) and you will be presented with a further geographical location at NUTS 2 level.	
Call Centre Operations	Cleaning A - The general or normal Service level. Typical for all occupied or generally accessed areas including public access spaces and general office areas.	North East (England)	
Commercial space		North West (England)	
Doctors, Dentists and Health Clinics		Yorkshire and The Humber	
General office - Customer Facing		East Midlands (England)	
General office - Non Customer Facing		West Midlands (England)	
Hospital/medical		East of England	
Leisure facilities	Cleaning B - The highest Service level. Typical for prestige and high visibility areas. This is classed as exceptional and should only be required in very rare circumstances.	London	
Library		South East (England)	
Nursery and Care Homes		South West (England)	
Pre-School		Wales	
Primary School		Scotland	
Residential		Cleaning C - A bespoke or very specific or demanding Service level. Typical for highly sensitive or specialist areas such as production or laboratory facilities, data centres etc.	Northern Ireland
Restaurant and Catering Facilities			
Secondary School			

Secure Facilities	Alternatively, this can also be applied to areas or properties or buildings that require lesser Service level than the standard Service level due to the nature of the environment of activity undertaken within the area e.g. mothballed buildings, garages, warehouses etc.	
Special Educational Needs Schools (SEN)		
Universities and Colleges		
Warehouses	Waste Management Services	

Building Cleaning Services

The below link is a list of the filters for the building cleaning services depending on which business and occupational profile was selected.

[Matrix of Building Cleaning Services](#)

Annex 2 – Example Timetable

The timetable below provides an example of the timescales that are involved in a Call for Competition, from the date of issuing your tender to Contract award. Please engage with your commercial function when planning the timetable.

You should allow up to 8-12 weeks if you choose all recommended options. **You may require more time for more complex, high value projects.**

			Timescale	
Task	Required / Optional	Task owner	Working days	Weeks
Tender issued	Required	Customer	Day 1	Week 1
Deadline for submission of Capability Assessment	Optional	Supplier	Day 4 - 5	Week 1
Evaluation of Capability Assessment	Optional	Customer	Day 6 - 7	Week 2-3
Shortlisted agencies from Capability Assessment notified	Optional	Customer	Day 8-10	Week 2-3
Deadline for the submission of clarification questions	Required	Supplier	Day 11	Week 3
Deadline for response to clarification questions	Required	Customer	Day 12 - 16	Week 3
Deadline for submission of proposals	Required	Supplier	Day 17 - 20	Week 4/5
Evaluation of proposals	Required	Customer	Day 21 - 24	Week 5
Shortlisted suppliers notified	Optional	Customer	Day 25 - 32	Week 6-7
Award Contract	Required	Customer	Day 35 - 36	Week 8
Provide bid evaluation feedback to CCS	Required	Customer	Day 35 - 36	Week 8

Project inception meeting	Required	Customer and Supplier	Day 38	Week 8
Service Starts	Required	Customer and Supplier	Day 39 - 84	Week 8 - 12

Annex 3 - Specification writing guidance

Drafting an outcome based Specification

The section will take you through the following areas of developing your supplier project Specification.

A good Specification should include all of the following:

Title

This notifies the reader of the focus of the project.

Summary

Use this section to set out the nature of the issue and the project Specification to the supplier. The supplier should be able to use the summary to decide whether it would be appropriate for them to bid for your work.

Make sure you cover:

- A clear and specific description of the product or services needed
- A short summary of your requirements
- Any mandatory services required
- Who the customer is
- Expected project length

Background to the requirement

Use this section to provide detailed information on the background to the requirement:

Make sure you cover:

- Outline the project requirements
- Explain who you are as a customer - don't assume the supplier knows your department/ organisation
- Set out any issues the supplier needs to understand
- Provide data and any useful links

Project objectives

What is the aim of the project?

This should be clear-cut, detailing the overall requirement and functionality objective plus a bullet point list of specific requirements.

If you already have SMART objectives you should include these here.

Suggested approach

Use this section to explain your proposed approach (if you have one).

If you do have an existing approach you should be very clear where/if you are seeking new ideas.

The project Specification should encourage suppliers to problem solve rather than being prescriptive in its strategy.

Make a clear statement of the type and complexity of the project, the supplier will need these details to determine the item(s) that will be required.

Be sure to specify requirements for sub-contracting if you have any.

Outputs

The deliverables required, expanding on the high level outputs – such as data, reports, any service levels and KPI's and frequency of reporting.

Liaison arrangements

The requirements for contact and liaison throughout the project. Is there a team or advisory group the supplier will need to meet? What are the envisaged frequency, type (if any) if required?

Timings

Give dates for awarding the Contract, completion of the Call for Competition – and any interim deadlines. This will help in the planning of what is feasible.

E.g. *the successful supplier will be notified by [date]. A project set-up meeting is scheduled at [department] for [date]. We require the Call for Competition to be complete and operational by [date].*

Budget

A guide that will allow the supplier to work out what is possible within the money available. A guideline budget also results in competitive proposals that can be judged on equal terms.

E.g. *the budget for this project, including expenses and any respondent incentive payments is £45,000 (excluding VAT). A detailed breakdown of costs is required within the proposal.*

Form of project proposal

A clear statement of what the proposal should include.

E.g. *a proposal of works will be required by [date]. Examples of projects and works undertaken can be included as an appendix, along with any additional information you think is relevant.*

The proposal should contain the following:

- A succinct summary of the project
- A demonstrable understanding of the product or service and required outcomes.
- Your organisation's experience of similar projects and [relevant] capability
- Details of the personnel to be involved including their role for this project and their relevant experience.
- Arrangements for managing this work and quality assuring outputs, including how you would like to work with the supplier during the project
- A detailed budget, including a breakdown of time and costs per Call for Competition activity

Evaluation criteria

The basis on which the Contract will be awarded including the weightings of the sections / questions. The criteria could include –

- suitability;
- cost;
- experience in the area;
- Evidence of understanding the brief.

Annex 4 - Document checklist before issuing your Call for Competition

- State RM6130 Building Cleaning Services DPS at the start of your competition document.
- Tender timetable which sets out high level stages of the process and when you intend to award and start the Contract.
- Tender timetable to include dates for the clarification period, when suppliers have to ask questions by and when you will provide responses.
- Detail on the process and evaluation of the Capability Assessment stage (if used).
- Detail on the process, evaluation and weighting of written proposals.
- Appendices (if used).
- Draft letter of appointment and Contract Terms.
- Tendering instructions (details on the submission process specific to your organisation).
- Procurement tool registration details (if inviting suppliers to your organisations own portal).

Annex 5 - Evaluation matrix and score definitions

The table below provides an example scoring matrix with potential weightings that can be used during the evaluation process. You can adapt this to reflect your individual requirement.

	Weighting	Score 0-100	Evaluator comments
Quality stage 1			
Objectives			
Methodology and approach			
Implementation			
Scoring			
Quality stage 2			
Quality stage 1 & 2 total:	0%		
Price - %	100%		
Quality and Price total	100%		

The table below provides example score definitions that can be used during the evaluation process, you can adapt the mark score i.e. by using a 1 - 5 point scale or amend the score definition based on the complexity of your requirement. You may wish to include a minimum pass mark for questions considered vital.

Mark	Comment
0	Failed to provide confidence that the proposal will meet the requirements. An unacceptable response with serious reservations.
25	A poor response with reservations. The response lacks convincing detail with risk that the proposal will not be successful in meeting all the requirements.
50	Meets the requirements – the response generally meets the requirements, but lacks sufficient detail to warrant a higher mark.

75	A good response that meets the requirements with good supporting evidence. Demonstrates good understanding.
100	An excellent comprehensive response that meets the requirements. Indicates an excellent response with detailed supporting evidence and no weaknesses resulting in a high level of confidence.

Further information

If you require any further information please contact

info@crowcommercial.gov.uk

0345 410 222

You can also learn more about Crown Commercial Service at:

Website:

crowcommercial.gov.uk

Twitter:

[@gov_procurement](https://twitter.com/@gov_procurement)

LinkedIn:

[Crown Commercial Service](https://www.linkedin.com/company/crown-commercial-service)