**Request for Proposal (RFP)**

Digital Services – RM1043

APPENDIX D – EVALUTATION GUIDANCE

## 

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**FURTHER INFORMATION AND GUIDANCE:**

# PURPOSE OF THE RFP

## The purpose of the RFP is to identify one or more suitable Potential Providers who can demonstrate their ability to meet the Digital Service project outcomes and user needs to discover, design, create and deliver an online solution that best meets the specification of requirements.

## The objective for the Potential Provider is to supply a team of people to deliver a digital project utilising the required capabilities, delivered by the optimum numbers and blend of Roles, filled by people with the right skills at the right time and place, which are aligned with the principles of the Government Service Design Manual (GSDM) and standards of Digital by Default Standards (DbD).

## Information contained within this document is confidential and must not be revealed to any third party without prior written consent from CCS.

## The Customer reserves the right not to proceed with this Further Competition or to award any Call-Off Contract. Nothing shall constitute a commitment to ordering until the Customer has confirmed a Schedule of Work (SOW) and placed a purchase order with the winning providers. For the avoidance of doubt this right shall remain in force before and after the Evaluation.

# CONTRACTING AUTHORITY AND HIGH-LEVEL RESPONSIBILITIES

## Under the terms of the Framework Agreement, CCS is the contracting Authority for Call-Off Contracts for the Customer, devolved administrations, arms length bodies and executive agencies supporting them in the Further Competition for digital services.

## CCS, as the contracting Authority for the Customer will manage this Further Competition.

## In the context of this Further Competition, Government Digital Service (GDS) will support the Customer to define and create an appropriate requirements specification and an evaluation criterion, based on the Customer’s required outcomes and user needs.

## This Further Competition may be transacted via the CCS eSourcing tool, to ensure fair and open competition.

## Any Call-Off Contract and SOWs will be owned by CCS, using the Digital Service Framework terms plus SOW-specific requirements (please see Call-Off Order Form and Contract - Appendix E).

## Any purchase order relating to SOWs will be transacted by the Customer.

## The Customer will have operational and delivery responsibility for managing specific areas of the final Call-Off Contract.

## This procurement will be transacted via the CCS eSourcing tool, to ensure fair and open competition. For the avoidance of doubt, GDS will not participate in the scoring and evaluation of the RFP exercise, nor will they be party to information contained within the Potential Providers responses until point of contract award with the successful Provider.

## YOUR PRICE RESPONSE

## When requested, Potential Providers must be prepared to provide a transparent cost breakdown.

## It should include but not be limited to; showing full cost transparency of Contract Charges, include details of direct and indirect costs, overheads, salary costs of Staff, material costs and other labour costs to a level of detail agreed in advance with the Customer/ CCS.

## Any and all costs associated with the production of such a response must be borne by the Potential Provider. Neither the Customer nor GDS or CCS will contribute in any way to meeting the Potential Provider’s production costs associated with any response to this RFP.

|  |  |
| --- | --- |
| Technical / Cultural Fit / Commercial Response Guidance **(non Price)** | The Potential Provider’s written response should follow the instructions provided in the enclosed Award Questionnaire (Appendix C) and should correspond with your submitted Pricing Matrix (Appendix B); these combined documents will represent the complete response to this RFP. |
| Price Response Guidance | Using the enclosed Pricing Matrix (Appendix B). Potential Providers should complete the following information as part of their response to this RFP:Day rates for each Role proposed (failure to provide a price for all the roles in a Lot will mean that the Potential Provider is excluded from participation)Travel and Subsistence (T&S) expenses relating to the deployment of the Potential Provider’s staff to fulfil these Roles at the Customer’s Project Locations, itemised separately, but should be exclusive of VAT, which will be fixed for the duration of any resulting Call-Off Contract). T&S should only be included where relevant to the individuals in the proposed team, ie if any live locally (within 30 miles of the Customer location we would not expect to pay any T&S, for any others T&S needs to reflect what will actually be applicable and within the Customer’s T&S expense policy maximums defined in Appendix A)Any travel *required* in addition to or outside of the Customer’s Project Locations will only be paid if agreed by the Customer in advance and in-line with the Customer’s own travel policy limits.The Potential Provider should provide the discount structure as per its Framework Agreement.For capped price model – actual time incurred is chargeable up to the agreed cap. |

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# SCOPE

|  |  |
| --- | --- |
| In Scope | The scope of this Further Competition is to establish a Call-Off Contract for the Phases defined within Appendix A of this Project, for a Digital Service using an agile delivery methodology.The Call-Off Contract provides the cover to raise potentially multiple SOWs – within stated Phase scope detailed above; this may be one or more Phases. There is no commitment to raise SOWs under this Call-Off Contract, and the Call-Off Contract will expire on completion of SOW or 1 month after commencement of the Call-Off Contract. |
| Out of Scope | Products and services Out of Scope, include, but are not limited to, any/all hardware & infrastructure, hosting, software or software licensing, or non digital software development services, networks, connectivity services, consultancy services or contractors. CCS will advise on suitable Framework Agreements for these. |

## ACCEPTANCE OF SUBMISSIONS:

## By issuing this RFP the Customer is not bound in any way and does not have to accept the lowest Price or any provider, and reserves the right to accept a portion of any submission, unless the Potential Provider expressly stipulates otherwise in their submission.

## Please note, under the Public Contract Regulations, an authority can disqualify a Potential Provider from a Further Competition if it has not fulfilled its UK tax obligations or the tax obligations of the relevant State in which the economic operator is established.

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# SECURITY:

## The Customer has to comply with the Government Security Policy Framework (which may be downloaded from <https://www.gov.uk/government/publications/security-policy-framework>).

## It is important that the successful Potential Provider employs the appropriate organisational, operational and technological processes and procedures to keep the Customer’s data safe from unauthorised use or access, loss, destruction, theft or disclosure. The organisational, operational and technological processes and procedures adopted are required to comply with the requirements of ISO/IEC 27001 as appropriate to the services being provided to the Cabinet Office.

All individuals in the proposed bidders team structure will be required to complete Baseline Standard Security Check (BPSS) as a minimum, before commencing work on site.

## Additional security requirements outlined in Customer Requirement Specification – Appendix A

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# SPECIAL TERMS

## The terms and conditions of the Call-Off Contract will be as per the Framework Agreement plus any additional Special Terms included in Call-Off Order Form and Contract - Appendix E of this document.

## In response to this formal RFP, Potential Providers must confirm compliance to the Special Terms. Such confirmation of compliance will be deemed to be acceptance of these terms, which will then flow-through into the formal Call-Off Contract for the successful Potential Providers.

## MANAGEMENT INFORMATION (MI) AND REPORTING

## In addition to the standard framework MI requirements, the Potential Provider shall provide delivery performance reporting to the customer and CCS, recording the outcome of the delivery and customer satisfaction.

# INTELLECTUAL PROPERTY RIGHTS (IPR)

# There will be a number of parties who will be able to benefit from the Discovery phase, and therefore will be able to re-use any IPR. These include but are not limited to, Cabinet Office (as the Customer), CCS (as the procurer), Central Government (as the departments/ users), Wider Public Sector (as extended users of the new solution), and Potential Providers (as those who will design and build the new solution).

The Potential Provider shall, at agreed points in the Project, shall share all Project specific documentation or items as may be requested by the Cabinet Office.

# DOCUMENT AND SOURCE CODE MANAGEMENT REPOSITORY

The Potential Provider shall provide outcomes to the project by sharing the following items to an agreed central repository. This shall include, but is not limited to:

Document and Source Code Management,: all developed live code for the current software release, daily software builds, test scripts, technical libraries, archive libraries, source code, object code, automated build configurations, dependencies, environments, schema, Sprint and Release details, current development orders, change control notices, Product Backlog/ice box) and any other project specific documentation or items as may be requested by the Customer.

Location of the Document and Source Code Management Repository

# GLOSSARY OF TERMS

For a full Glossary of the words and phrases used within this document, please refer to the Digital Services Framework Agreement – RM1043.

## EVALUATION AND METHODOLOGY

## TOP-LEVEL EVALUATION WEIGHTING

## This will align with the weighting ranges set out in the Further Competition Award Criteria defined in Table 2 of Schedule 4 (Call-Off Procedure) of the Digital Services Framework Agreement – RM1043, replicated in the following table (not all applicable for this Project):

|  |  |
| --- | --- |
| **CRITERION NUMBER** | **FURTHER COMPETITION AWARD CRITERIA** |
| 1. Weighting 20% or more (up to 80%) | **Price** cost effectiveness; price; |
| 1. Weighting 10% or more (up to 40%) | **Technical merit & functional fit**: solution to deliver the project outcomes |
| 1. Weighting 10% or more (up to 40%) | **Cultural fit:** supplier team & customer team ability to work as an integrated, co-located, effective and efficient team |

## Clarity:

## Price evaluation (20%-80%)

## This will evaluate the price for the delivery proposed for this project.

## Technical merit and functional fit (10%-40%)

## This will evaluate the Potential Provider’s proposed technical solution together with the makeup of the proposed team, including number, type and level of role and duration of key personnel including CVs of key personnel; and availability of the delivery team Roles at the Customer’s required location.

## Potential Providers should include all Roles proposed to deliver the Customer’s required Capabilities over the duration of the Project, as the Price (day rates and travel and subsistence expenses) will be set at Call-Off Contract for any Schedule of Works (SOW) under that Call-Off Contract.

## Cultural fit evaluation (10%-40%)

## This will evaluate the Potential Provider’s cultural fit through their proposed approach working as part of a cross functional, multi-supplier/customer delivery team.

**GENERIC MARKING SCHEME**

## For many of the questions in the Award Questionnaire (Appendix C), the Marking Scheme and Evaluation Criteria will follow, or be based on, the table below. However, the specific Marking Scheme and Evaluation Criteria vary, and Potential Providers must read the evaluation criteria and response guidance carefully. This is provided in for each question of the Award Questionnaire (Appendix C).

|  |  |  |
| --- | --- | --- |
| SCORE | RATING | CRITERIA FOR AWARDING SCORE |
| 0 | Unacceptable | No ability or no evidence |
| 1 | Not Met | Evidence is insufficient or unrelated – response unconnected to the requirement or fails to demonstrate that the requirement |
| 2 | Partially Met | Partial criteria evidenced – or the response is generic |
| 3 | Met | Criteria evidenced – the requirement is met and the response is robust |

## 

## This RFP will be evaluated as follows:

## Technical & Cultural evaluation

## Pricing evaluation

## PRICE SCORING

## Current Project

## The Potential Provider is required to provide, in the Pricing Matrix (Appendix B of this RFP), the following, for each phase in this project:

## a day rate for each proposed role function;

## a travel and subsistence (T&S) rate for each proposed role function, in respect of locations listed in the Customer Requirements Specification;

## the number of roles proposed for each function;

## the level (Junior or Senior) of roles proposed for each function;

## The number of days proposed for each function;

## the applicable discount levels.

## The Total Price is calculated as follows:

## For each role function, in each phase: (Day Rate + T&S) x (No. of roles per phase) x (No. of days per phase)

## Sum of (1) above for all phases

## Sum of (2) above for all role functions

## Subtract discount from (3) above based on the total number of working days spent on the project.

## FINAL EVALUATION CALCULATION

Combined evaluation: Price evaluation will be conducted as described in the Lotting Structure of the RFP (inverse proportion to the best price, which will obtain maximum marks). The mark thereby obtained will be combined with the marks from stage 1 (in accordance with the weighting factors defined in the Award Questionnaire (Appendix C)]

|  |
| --- |
| **[Option (1) “Combined evaluation”:]** |
| The Potential Provider’s price mark for each Lot will be evaluated by comparing the Total Price offered against all other total prices submitted by other Potential Providers.The Potential Provider who offers the lowest Total Price for a Lot will achieve the maximum score for that Lot. Every Potential Provider will, for each Lot, be awarded a percentage of the maximum score on a reducing basis based on the following formula:  |  |  | | --- | --- | | **Lowest Price Submitted Per Lot** | **x 100** | | **Potential Provider’s Price Per Lot** | | **= % of the maximum score, rounded to 2 (two) decimal places.** | |  The pricing score following [both parts of] the price evaluation will be added to the scores already recorded for Sections A and B of the Award Questionnaire (Appendix C) to arrive at a final total scoreFor the avoidance of doubt, depending on the results of the evaluation, the outcome of this procurement could consist of a single Potential Provider being awarded both Lots 1 and 2, or two individual Potential Providers each being awarded one of the Lots. |