



Crown  
Commercial  
Service

# Invitation to tender Attachment 2 – How to bid

## **RM1557.13L4 G-Cloud 13 Lot 4**

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## **1. How to make your bid**

- 1.1 Your bid must be made by the organisation that will be responsible for providing the goods and/or services if your bid is successful.
- 1.2 Your bid must be **entered into the eSourcing suite**. We can only accept bids that we receive through the eSourcing suite.
- 1.3 Upload **ONLY** those attachments we have asked for. Do not upload any attachments we haven't asked for.
- 1.4 Make sure you answer every question.
- 1.5 You must submit your bid before the bid submission deadline, in paragraph 5 "Timelines for the competition" in attachment 1 - About the framework.
- 1.6 It will be our decision whether we will accept bids submitted after the bid submission deadline.
- 1.7 You must regularly check for messages in the eSourcing suite throughout the competition. You must log on to the eSourcing suite and access your message inbox for this competition to check for messages.
- 1.8 If anything is unclear, or you are unsure how to complete your bid submission, you can raise a question before the clarification question deadline, via the eSourcing suite. Read paragraph 6 "When and how to ask questions" in attachment 1 - About the framework.
- 1.9 We may require you to clarify aspects of your bid in writing and/or provide additional information. Failure to respond within the time required, or to provide an adequate response will result in the rejection of your bid and your exclusion from this competition.

## **2. Selection stage**

- 2.1 At the selection stage, we evaluate bidders' technical, professional and financial capabilities. We will ask a range of questions appropriate to the procurement. It is important that you answer these questions accurately.
- 2.2 If you are relying on any key subcontractors to provide the answers to the technical and professional ability or you are relying on a guarantor to pass the economic and financial assessment, they must complete Parts 2 and 3 for themselves.
- 2.3 In addition, if you are the lead member of a consortium, you must get each of the other members to answer the questions in Parts 2 and 3 for themselves.
- 2.4 We are providing the 'Information and declaration' workbook (attachment 4) to enable you to collect and submit this data to us, whether from organisations on whom you are relying (for example a key subcontractor or a guarantor) or from other members of a consortium.

## **3. Selection process**

- 3.1 After the bid submission deadline, we will check all bids to make sure we have received everything we have asked for.

- 3.2 We may ask you to clarify information you provide, if that is necessary. Don't forget to check for messages in the eSourcing suite throughout the competition. You must log on to the eSourcing suite and access your message inbox for this competition to check for messages.
- 3.3 If your bid is not compliant we will reject your bid and you will be excluded from the competition. We will tell you why your bid is not compliant.
- 3.4 Not all selection questions need guidance as the questions are self-evident. However other questions such as the financial question, require a process to be undertaken before we can assess your response. In those instances, we have told you what we will do in the **evaluation guidance**.

#### **4. Selection criteria**

- 4.1 We may exclude you from the competition at the selection stage if:
- you receive a 'fail' for any of the evaluated selection questions.
  - any of the information you have provided proves to be false or misleading.
  - you have broken any of the competition rules in paragraph 9 of attachment 1 About the framework, or not followed the instructions given in this ITT pack.
- 4.2 If we exclude you from the competition we will tell you and explain why.

#### **5. Selection questionnaire**

Please refer to Attachment 2a Selection questionnaire. Remember you must complete the questionnaire online in the eSourcing suite (qualification envelope).

#### **6. Award stage**

If you have successfully passed the selection stage, you will proceed to the award stage.

We have tried to make our award stage as simple as possible, whilst achieving the best possible commercial outcomes.

Your bid must deliver what our buyers need, at the best possible price you can give.

When completing your bid you must:

- Read through the entire ITT pack specifically Framework Schedule 1 (Specification) carefully, and read more than once
- Read each question, the response guidance, marking scheme and evaluation criteria
- Read the contract terms.
- If you are unsure, ask questions before the clarification questions deadline See paragraph 5 'Timelines for the competition' and paragraph 6 'When and how to ask questions' in attachment 1 - About the framework document
- Allow plenty of time to complete your responses; it always takes longer than you think to submit

- Your prices should be in line with the service level you offer, in response to the award quality questions.

## 7. Award criteria

The Award Stage consists of a quality evaluation (see paragraph x of this document) and a price evaluation (see paragraph 10 of this document).

The award of this framework will be on the basis of the 'Most Economically Advantageous Tender' (MEAT).

The weighting for the quality evaluation is 70 marks; and, the price evaluation is worth 30 marks.

## 8. Award process

### 8.1 What YOU need to do

- answer the quality questions section A, section B and section C of the quality questionnaire in the eSourcing suite in the technical envelope.
- Complete the price matrix attachment 3.
- Upload your completed price matrix into the eSourcing suite in the commercial envelope to question PQ1.

### 8.2 What WE will do at the award stage

1.	<b>Compliance Check</b> First, we will do a check to make sure that you completed the pricing matrix in line with our instructions.
2.	<b>Quality Evaluation</b> We will give your responses to our evaluation panel. Each evaluator will independently assess your responses to the quality questions using the response guidance and the evaluation criteria. Each evaluator will give a mark and a reason for their mark for each question they are assessing. Each evaluator will enter their marks and reasons into the eSourcing suite.
3.	<b>Consensus</b> Once the evaluators have independently assessed your answers to the questions we will arrange for the evaluators to meet and we will facilitate the discussion. At this consensus meeting, the evaluators will discuss the quality of your answers and discuss their marks and reasons for that mark. The discussion will continue until they reach a consensus regarding the mark, and a reason for that mark, for each question. These final marks will be used to calculate your quality score.
4.	<b>Quality Threshold</b> If you have received a zero for any of the quality questions, we will reject your bid and you will be excluded from the competition. We will tell you that your bid has been excluded from the competition

	and why. Refer to the table at paragraph 9.2 for an example of how your <b>quality score</b> will be calculated.
5.	<b>Evaluate Pricing</b> We will then give your pricing to the price evaluation panel, who are different evaluators from those who assessed your quality responses. They will calculate your price score using the evaluation criteria in Part D – Price Evaluation.
6.	<b>Final Score</b> Your quality score will be added to your price score, to create your final score as illustrated in Part E Final decision to award.
7.	<b>Award</b> Awards will be made to the successful bidders following the standstill period, subject to contract.

## 9. Quality Evaluation

Question A1 is a mandatory question and will be evaluated PASS / FAIL. If you answer no to this question, we will reject your bid and you will be excluded from the competition. We will tell you that your bid has been excluded and why.

Each question must be answered in its own right. You must not answer any of the questions by cross referencing other questions or other materials for example reports or information located on your website.

Each of the quality questions, in section B and section C of the quality questionnaire will be independently assessed by our evaluation panel.

When the consensus meeting has taken place and the final mark for each question has been agreed by the evaluators, your final mark for each question will be multiplied by that questions weighting to calculate your weighted mark for that question.

Each weighted mark for each question you have submitted a bid for will then be added together to calculate your quality score.

Please see below for an example of how your quality score will be calculated

Question		Question Weighting	Maximum mark available	Your final mark	Your weighted mark
B1	Social Value	10%	100	100	10.00
C1	Cloud Migration	20%	100	100	20.00
C2	Resources	20%	100	100	20.00
C3	Innovation	20%	100	100	20.00
<b>Quality score</b>					<b>70.00</b>

## 10. Award quality questionnaire

10.1 The quality questionnaire is split into three sections:

- Section A – Mandatory question
- Section B – Social Value
- Section C – Generic Questions

10.2 A summary of all the questions in the quality questionnaire, along with the marking scheme, and weightings for each question is set out below:

		Marking scheme
<b>Section A – Mandatory service requirements</b>		
A1	Compliance with Mandatory Service Requirements Framework Schedule 1: Specification.	Pass / Fail

		Marking scheme	Weighting (%)
<b>Section B – Social Value</b>			
B1	Social Value	100/66/33/0	10%

		Marking scheme	Weighting (%)
<b>Section C – Generic Questions</b>			
C1	Cloud Migration	100/75/50/25/0	20%
C2	Resources	100/66/33/0	20%
C3	Innovation	100/66/33/0	20%

<b>Section A – Mandatory service requirements</b>	
<b>A1 Compliance with Framework Schedule 1 (Specification)</b>	
<p>If you are awarded a framework contract, will you unreservedly deliver in full, all the mandatory service requirements as set out in Framework Schedule 1 (Specification).</p> <p>Please answer 'Yes' or 'No'</p> <p><b>Yes</b> - You will unreservedly deliver in full all 6 of the Lot 4 mandatory service requirements including; Planning, Setup and Migration, Security services, Quality assurance and performance testing, Training; and Ongoing support as set out in paragraph 3 of Framework Schedule 1 (Specification).</p>	

<p>No - You will not, or cannot, deliver in full all 6 of the Lot 4 mandatory service requirements including; Planning, Setup and Migration, Security services, Quality assurance and performance testing, Training; and Ongoing support as set out in paragraph 3 of Framework Schedule 1 (Specification).</p>	
<p><b>A1 Response guidance</b></p> <p>This is a Pass/Fail question.</p> <p>If you cannot or are unwilling to select 'Yes' to this question, you will be disqualified from further participation in this competition.</p> <p>You are required to select either option YES, NO from the drop down list.</p> <p>Providing a 'Yes' response means you will unreservedly deliver in full all the Lot 4 mandatory service requirements as set out in paragraph 3 of Framework Schedule 1 (Specification).</p> <p>If you select 'No' (or do not answer the question) to indicate that you will not, or cannot, deliver in full all the Lot 4 mandatory service requirements as set out in paragraph 3 of Framework Schedule 1 (Specification) you will be excluded from further participation in this competition.</p>	
<b>Marking scheme</b>	<b>Evaluation guidance</b>
Pass	You have selected option 'Yes' confirming that you will unreservedly deliver in full all the Lot 4 mandatory service requirements as set out in paragraph 3 of Framework Schedule 1 (Specification)
Fail	<p>You have selected 'No' confirming that you will not, or cannot, deliver in full all the Lot 4 mandatory service requirements as set out in paragraph 3 of Framework Schedule 1 (Specification)</p> <p>OR</p> <p>You have not selected either 'Yes' or 'No'.</p>

<b>Section B – Social Value</b>
<p><b>B1 Requirement:</b></p> <p>CCS requires you to set out how you will deliver social and economic benefits to Buyers and the wider community through the provision of services under the framework agreement in accordance with paragraph 2 of Framework Schedule 1 (Specification).</p>
<p><b>B1 Response guidance</b></p> <p><b>All bidders must answer this question.</b></p> <p><b>You must insert your response into the text fields in the eSourcing suite.</b></p> <p>In order to satisfy the requirement, and the question associated with the requirement, you must:</p>



- a) Demonstrate how your organisation will support training and employment opportunities, including training schemes that address the 6 capabilities of G-Cloud 13 Lot 4 as per paragraph 2 of Framework Schedule 1 (Specification).
- b) Demonstrate the practical steps you would take to promote diversity in your Supply Chain (for example contracting with SME's, VCSE's); and how this would offer better value for money for Buyers.
- c) Demonstrate how you will identify and tackle inequality in employment, skills and pay within your workforce, including supporting in-work progression and staff development, for those from disadvantaged or minority groups.

Your response should be limited to, and focused on, each of the component parts of the question posed (a to c). You must not make generalised statements or give irrelevant information.

Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to.

Maximum character count – 6,000 characters including spaces and punctuation.

You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.

You are required to insert your response to this question in the technical envelope in boxes B1(i), B1(ii) and B1(iii) each box has a character count of 2,000 characters.

#### Marking scheme 100/66/33/0

Marking scheme	Evaluation criteria
100	The bidder's response fully addresses all 3 of the component parts (a to c) of the response guidance above.
66	The bidder's response fully addresses 2 of the 3 component parts (a to c) of the response guidance above.
33	The bidder's response fully addresses 1 of the 3 component parts (a to c) of the response guidance above.
0	The bidder's response has not fully addressed any of the 3 component parts (a to c) of the response guidance above. OR A response has not been provided to this question.

### Section C – Cloud Migration

#### C1 Requirement:

CCS requires you to explain in detail how you will ensure Buyers maintain continuity of services during their migration to cloud services whilst also ensuring minimal disruption to end user services. As per Framework Schedule 1 (Specification).

### **C1 Response guidance**

**All bidders must answer this question.**

**You must insert your response into the text fields in the eSourcing suite.**

In order to satisfy the requirement, and the question associated with the requirement, you must:

- a) Demonstrate how the Buyers' requirements and objectives are captured and mapped to a migration plan and managed through to successful delivery.
- b) Demonstrate how activities around planning (including risk management aligned with Buyer risk appetite), testing, and transition to new services will be managed effectively.
- c) Demonstrate how you will fully understand the Buyer's existing end user services and future cloud requirements, including how you will provide technical support, options analysis and stakeholder management to identify recommended options.
- d) Demonstrate how you would create a change management strategy for the Buyer, including employee communications, that takes account of the potential impact on staff roles and need for re-training.

Your response should be limited to, and focused on, each of the component parts of the question posed (a to d). You must not make generalised statements or give irrelevant information.

Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to.

Maximum character count – 8,000 characters including spaces and punctuation.

You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.

You are required to insert your response to this question in the technical envelope in boxes C1(i), C1(ii), C1(iii) and C1(iv) each box has a character count of 2,000 characters.

### **Marking Scheme 100/75/50/25/0**

<b>Marking scheme</b>	<b>Evaluation criteria</b>
<b>100</b>	The bidder's response fully addresses all 4 of the component parts (a to d) of the response guidance above.
<b>75</b>	The bidder's response fully addresses 3 of the 4 component parts (a to d) of the response guidance above.

<b>50</b>	The bidder's response fully addresses 2 of the 4 component parts (a to d) of the response guidance above.
<b>25</b>	The bidder's response fully addresses 1 of the 4 component parts (a to d) of the response guidance above.
<b>0</b>	The bidder's response has not fully addressed any of the 4 component parts (a to d) of the response guidance above. OR A response has not been provided to this question.

## Section C - Resources

### C2 Requirement

CCS requires you to explain in detail how you will plan for and allocate resources to meet the Buyers' requirements for their project across all 6 capabilities, ensuring that appropriate skills and expertise are deployed and that the Buyers team are equipped with the necessary skills to continue running the services after an agreed service handover date accordance with paragraph 8 of Framework Schedule 1 (Specification).

### Question -

### C2 Response guidance

**All bidders must answer this question.**

**You must insert your response into the text fields in the eSourcing suite.**

In order to satisfy the requirement, and the question associated with the requirement, you must:

- a) Demonstrate how you will deliver continuity and consistency of your personnel when delivering the services to Buyers, including how your approach will ensure that knowledge across all 6 capabilities is transferred to the Buyer, and best practice is shared.
- b) Demonstrate how you will ensure that you have sufficient resources available to deliver all 6 capabilities to the Buyers, including managing variations in demand.
- c) Demonstrate how you would work with Buyers to upskill and transfer knowledge and explain how this would ensure enhanced Buyer capability once your engagement has concluded.

Your response should be limited to, and focused on, each of the component parts of the question posed (a to c). You must not make generalised statements or give irrelevant information.

Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to.

Maximum character count – 6,000 characters including spaces and punctuation.

You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.

You are required to insert your response to this question in the technical envelope in boxes C2(i), C2(ii) and C2(iii) each box has a character count of 2,000 characters.

**Marking scheme 100/66/33/0**

Marking scheme	Evaluation criteria
<b>100</b>	The bidder's response fully addresses all 3 of the component parts (a to c) of the response guidance above.
<b>66</b>	The bidder's response fully addresses 2 of the 3 component parts (a to c) of the response guidance above.
<b>33</b>	The bidder's response fully addresses 1 of the 3 component parts (a to c) of the response guidance above.
<b>0</b>	The bidder's response has not fully addressed any of the 3 component parts (a to c) of the response guidance above. OR A response has not been provided to this question.

**Section C – Innovation**

**C3 Requirement:**

CCS requires you to explain in detail how you will maintain innovation through the delivery of the services to the buyer and the solution being delivered accordance with paragraph 4 of Framework Schedule 1 (Specification).

**C3 Response guidance**

**All bidders must answer this question.**

**You must insert your response into the text fields in the eSourcing suite.**

In order to satisfy the requirement, and the question associated with the requirement, you must:

- Demonstrate how developments and innovations in technology and the market can be reflected in the delivery of services after contract commencement.
- Demonstrate how you ensure that Buyer business requirements from functional and non functional perspective are satisfied through the technical solution to be delivered.
- Demonstrate how you will identify and communicate opportunities for further digitalisation and how any options analysis will be conveyed to Buyers.

Your response should be limited to, and focused on, each of the component parts of the question posed (a to c). You must not make generalised statements or give irrelevant information.

<p>Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to.</p> <p>Maximum character count – 6,000 characters including spaces and punctuation.</p> <p>You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.</p> <p>You are required to insert your response to this question in the technical envelope in boxes C3(i), C3(ii) and C3(iii) each box has a character count of 2,000 characters.</p>	
<b>Marking scheme 100/66/33/0</b>	
<b>Marking scheme</b>	<b>Evaluation criteria</b>
<b>100</b>	The bidder's response fully addresses all 3 of the component parts (a to c) of the response guidance above.
<b>66</b>	The bidder's response fully addresses 2 of the 3 component parts (a to c) of the response guidance above.
<b>33</b>	The bidder's response fully addresses 1 of the 3 component parts (a to c) of the response guidance above.
<b>0</b>	<p>The bidder's response has not fully addressed any of the 3 component parts (a to c) of the response guidance above.</p> <p>OR</p> <p>A response has not been provided to this question.</p>

## 11. Price evaluation

This paragraph 11 contains information on how to complete the pricing matrix attachment 3 and the price evaluation process.

### 11.1 How to complete your pricing matrix:

Read and understand the instructions in the pricing matrix, and in this paragraph, before submitting your prices.

Your prices should compare with the quality of your offer.

Your prices must be sustainable and include your operating overhead costs and profit.

You should also take into account our management charge of 0.75% which shall be paid by you to us, as set out in the Framework Award form

You should have read and understood the information on TUPE in paragraph 6 of attachment 1 – About the framework. You are reminded that it is your responsibility to take your own advice and consider whether TUPE is likely to apply and to act accordingly. You are encouraged to carry out your own due diligence exercise on the application of TUPE when completing your pricing

matrix.

Your prices submitted must :

- exclude VAT.
- be exclusive of expenses/travel and subsistence
- be in british pounds sterling
- submitted up to two decimal places
- based on an eight (8) hour Working Day

Provide your most competitive SFIA day rates for each of the roles within the price matrix. Please note, this will be the maximum rate you will be allowed to offer Buyers under the framework, and which may be reduced further at Call-Off stage. Zero or negative bids will not be allowed. We will investigate where we consider your bid to be abnormally low.

You must provide a price, where one has been requested, in the cells highlighted yellow.

When you have completed your pricing matrix, you must upload this into the eSourcing suite at question PQ1 in the commercial envelope. If you do not upload your pricing matrix your bid may be rejected from this competition.

Do not alter, amend or change the format or layout of the pricing matrix

## 11.2 Price evaluation process

This is how we will evaluate your pricing:

We will check you have completed all the yellow cells.

The bidder with the lowest total basket price will be awarded the maximum mark available (a price score of 30). Please see paragraph 11.2 for a worked example for scoring.

Failure to insert an applicable price may result in your bid being deemed non-compliant and may be rejected from this competition.

Remember zero or negative prices will not be accepted.

The price evaluation will be undertaken separately to the quality evaluation process.

All other bidders will get a price score relative to the lowest total basket price.

The calculation we will use to evaluate your total bid price, is as follows:

$$\begin{array}{lcl} \text{Bidders} & & \text{Lowest total bid price} \\ \text{Price Score} & = & \div \\ & & \text{Bidders total bid price} \end{array} \quad \times \quad \begin{array}{l} 30 \text{ (maximum mark} \\ \text{available)} \end{array}$$

An example calculation is below:

Bidder A		Bidder B		Bidder C
Total bid price		Total bid price		Total bid price
£ 1,000.00		£ 1,500.00		£ 2,000.00

1. Bidder A has the lowest basket price of £1,000.00 Bidder A is awarded the maximum mark available for price, which is 30;
2. Bidder B submits a total basket price of £1,500.00. Bidder B is awarded a price score of 20
3. Bidder C submits a total basket price of £2,000.00 and is awarded a price score of 15.

### 11.3 Abnormally low tenders

Where we consider the SFIA day rates you have submitted to have no correlation with the quality of your offer or to be abnormally low, we may ask you to explain the SFIA day rates you have submitted (as required in regulation 69 of the Regulations).

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

## 12. Final decision to award

### 12.1 How we will calculate your final score

We will add your quality score to your price score to calculate your final score.

Example:

Bidder	Quality score	Price score	Final score
	(Maximum score available 70)	(Maximum score available 30)	(Maximum score available 100)
Bidder A	70.00	30.00	100.00
Bidder B	60.00	20.00	80.00
Bidder C	50.00	15.00	65.00

We will then rank all final scores from highest to lowest.

We will offer the number of bidders a framework contract as set out in paragraph 2.3 of attachment 1 – about the framework.

The maximum number of bidders for this framework may increase where two (2) or more bidders have tied scores in last position only.

### 12.2 Reserved rights



We also reserve the right to award a framework to any bidders whose final score is within 1% of the last position, the last position 40<sup>th</sup> position.

**Example:**

If the bidder in 40<sup>th</sup> place, last position has a final score of 60.00

The calculation we will use is:

40th place bidders final score is 60.00

1% of 60.00 = 0.60

The calculation will be rounded to two decimal places in excel.

60.00 - 0.60 = 59.40

So, any bidder whose final score is 59.40 or above will be awarded a place on the framework.

### 12.3 Intention to award

We will tell you if you have been successful or unsuccessful via the eSourcing suite. We will send intention to award letters to all bidders who are still in the competition i.e. who have not been excluded.

At this stage, a standstill period of ten (10) calendar days will start, the term standstill period is set out in regulation 87(2) of the Regulations. During this time, you can ask questions that relate to our decision to award. We cannot provide advice to unsuccessful bidders on the steps they should take and they should seek independent legal advice, if required.

If during standstill we do receive a substantive challenge to our decision to award and the challenge is for a certain lot, we reserve the right, to conclude a framework contract with successful bidders that have not been challenged.

Following the standstill period, and if there are no challenges to our decision, successful bidders will be formally awarded a framework contract subject to signatures.

### 12.4 Framework contract

You must sign and return the framework contract within 10 days of being asked. If you do not sign and return, we will withdraw our offer of a framework contract.

The conclusion of a framework contract is subject to the provision of due 'certificates, statements and other means of proof' where bidders have, to this point, relied on self-certification.

This means;

- Cyber Essentials Plus or ISO 27001 certificate.
- Employer's (Compulsory) Liability Insurance = £5,000,000
- Professional Indemnity Insurance = £1,000,000

You are required to send the documentary evidence of the above to no later than the date provided in the Intention to Award letter. Failure to do so may mean that we will withdraw our offer of a framework contract.