



Crown
Commercial
Service

Invitation to tender

Attachment 2 – How to bid

RM6111 Cloud Compute

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1. How to make your bid

- 1.2 Your bid must be made by the organisation that will be responsible for providing the goods and/or services if your bid is successful.
- 1.3 Your bid must be **entered into the eSourcing tool**. We can only accept bids that we receive through the eSourcing tool.
- 1.4 Upload **ONLY** those attachments we have asked for. Do not upload any attachments we haven't asked for.
- 1.5 Make sure you answer every question.
- 1.6 You must submit your bid before the bid submission deadline, in paragraph 5 "Timelines for the competition" in attachment 1 - About the framework.
- 1.7 It will be our decision whether we will accept bids submitted after the bid submission deadline.
- 1.8 You must regularly check for messages in the eSourcing tool throughout the competition. You must log on to the eSourcing tool and access your message inbox for this competition to check for messages.
- 1.9 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 tool. Read paragraph 6 "When and how to ask questions" in attachment 1 - About the framework.
- 1.10 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 tool throughout the competition. You must log on to the eSourcing tool 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 or PASS / FAIL selection questions.
 - any of the information you have provided proves to be false or misleading.

- you have broken any of the competition rules in 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 tool (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 prices you can give.

When completing your bid you must:

- Read through the entire ITT pack specifically Framework Schedule 2 (Services) 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 9 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 90 marks and the price evaluation is worth 10.

8. **Award process**

8.1 What YOU need to do

- answer the quality questions of the quality questionnaire in the eSourcing tool in the technical envelope.
- Complete the price matrix (attachment 3).
- Upload your completed price matrix into the eSourcing tool in the commercial envelope to the question.

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

1.	<p>Compliance Check</p> <p>First, we will do a check to make sure that you completed the pricing matrix in line with our instructions.</p>
2.	<p>Quality Evaluation</p> <p>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 tool.</p>
3.	<p>Consensus</p> <p>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.</p>
4.	<p>Quality Score</p> <p>If you have received a zero for any of the evaluated 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.</p> <p>Refer to the table at paragraph 9 for an example of how your quality score will be calculated.</p>
5.	<p>Evaluate Pricing</p> <p>We will then give your pricing to the price evaluation panel, who are different evaluators from those who assessed your quality responses.</p> <p>They will calculate your price score using the evaluation criteria in paragraph 11 – Price Evaluation</p>
6.	<p>Final Score</p> <p>Your quality score will be added to your price score, to create your final score as illustrated in paragraph 12 - Final decision to award.</p> <p>If you have not met a minimum final score of 40.1 you will be excluded from the competition. We will tell you that your bid has been excluded from the competition and why.</p>

7.	Award Awards will be made to the successful bidders following the standstill period, subject to contract signature.
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9. Quality Evaluation

Question A1 is a mandatory yes/no 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.

Question B5A requires you to provide an attachment and is evaluated PASS / FAIL. If you fail to provide the attachment requested we may reject your bid and you will be excluded from the competition. We will tell you that your bid has been excluded and why.

Question B5B is for information only and is not evaluated. Your response to this question will be published on the catalogue for customers to see.

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 questions B1, B2, B3, B4 and B6 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 question's 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 table A below for an example of how your quality score will be calculated.

Table A

Question		Question Weighting	Maximum mark available	Your final mark	Your weighted mark
B1	Public Cloud	30	100	75	22.50
B2	Rapid Elasticity – Virtual Instances	20	100	50	10.00
B3	Infrastructure Management, Business Continuity, Disaster Recovery and Data Sovereignty	25	100	75	18.75

B4	Engaging Services	15	100	100	15.00
B6	Corporate Social Responsibility	10	100	100	10.00
Quality score					76.25
Quality score in accordance with MEAT (Quality 90)					68.62

10. Award quality questionnaire

The quality questionnaire can be found at attachment 2c. The questions are also built into the eSourcing tool in the technical envelope. You must answer the questions in the eSourcing tool.

11. Price evaluation

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

11.1 How to complete your price model workbook:

Read and understand the instructions in the price model workbook, and in this paragraph, before submitting your responses.

You are required to:

- provide a framework discount (as a percentage) off your standard public domain pricing. This question is worth 5% of the total marks available for this procurement; and
- select ONE pricing option. The pricing options available attract an associated score. This question is also worth 5% of the total marks available for this procurement. Please see Attachment 3 for the scores available.

Framework Discount:

The discount you submit will apply uniformly to your standard public domain pricing and will be written into your Framework Contract if you are awarded a place on the framework. Your standard public domain pricing minus the discount you provide in your bid will form your maximum framework price. Framework prices may be lowered at the call-off stage via an increased discount for buyers. Refer to Framework Schedule 3 – Framework Prices and Charging Structure.

If you submit a framework discount of zero, you will score zero for that question (remember the question is worth 5%). Negative bids are not allowed. We may investigate where we consider your discount to be abnormal.

Your framework discount must be sustainable, exclude VAT and be submitted up to two decimal places. In the event you are successful, your framework discount will be applied to call-off contracts facilitated via direct award.

You should also take into account our management charge of 1% which shall be paid by you to us, as set out in the Framework.

You should have read and understood the information on TUPE in paragraph 8 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.

Pricing Option:

You must select one pricing option and provide the information requested. The pricing option you select and the accompanying information will be written into your Framework Schedule 3 (Framework Prices and Charging Structure) if you are awarded a place on the Framework Agreement.

You must download and complete the price model workbook (attachment 3).

Provide responses, where they have been requested, in the cells highlighted yellow. Remember, only select one pricing option.

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

Do not alter, amend or change the format or layout of the price model workbook attachment 3.

11.2 Price evaluation process

We will check you have completed all the yellow cells required.

Failure to insert an applicable discount may result in your bid being deemed non-compliant and may be rejected from this competition. Remember zero discounts will attract a score of zero and negative discounts will not be accepted.

Failure to select one pricing option may also result in your bid being deemed non-compliant.

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

This is how we will evaluate your Framework Discount:

The bidder with the highest discount will be awarded the maximum mark available for that question (a score of 5).

All other bidders will get a price score relative to the lowest total basket price, except those bidders who submitted zero. Zero discounts will attract a score of zero.

The calculation we will use to evaluate your framework discount score is as follows:

$$\text{Framework Discount Score} = \frac{\text{Bidders framework discount}}{\text{Highest framework discount}} \times 5 \text{ (maximum mark available for the question)}$$

Example

Bidder A		Bidder B		Bidder C
Framework Discount		Framework Discount		Framework Discount
2%		10%		4%

1. Bidder B has the highest framework discount of 10%. Bidder B is awarded the maximum mark available for this question, which is 5.
2. Bidder A submits a framework discount of 2%. Bidder A is awarded a framework discount score of 1.
3. Bidder C submits a framework discount of 4% and is awarded a framework discount score of 2.

This is how we will evaluate your selected pricing option:

We will apply the score which corresponds to the pricing option you select (the scores are set out in Attachment 3).

We will apply the weighting for the question (5%) to your score to arrive at a weighted pricing option score. For example, a score of 50 will attract a weighted pricing option score of 2.5 and a score of 100 will attract a weighted pricing option score of 5.

Your framework discount score will be added to your weighted pricing option score to form your Price Score.

11.3 Abnormal bids

Where we consider the framework discount you have submitted to have no correlation with the quality of your offer or to be abnormal, we may ask you to explain the discount 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 90)	Maximum score available 10)	Maximum score available 100)
Bidder A	90.00	10.00	100.00
Bidder B	60.00	5.00	65.00
Bidder C	50.00	2.00	52.00

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

We will offer a framework contract to all bidders whose final score meets or exceeds the final score minimum threshold of 40.1.

12.2 Intention to award

We will tell you if you have been successful or unsuccessful via the eSourcing tool. 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 for the lot(s) 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.

12.3 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.