



Crown  
Commercial  
Service

# Invitation to tender

## Attachment 2 – How to Bid

### RM6168 – Estates Management Services

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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 You may bid for one or more of the Lots. Please ensure you read paragraph 3 of Attachment 1 – About the Framework.
- 1.3 Your bid must be **entered into the eSourcing suite**. We can only accept bids that we receive through the eSourcing suite.
- 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 suite throughout the competition. You must log on to the eSourcing suite and access your message inbox for this competition to check for messages.
- 1.9 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 suite. 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 the relevant parts of Attachment 4 - Information and Declaration Workbook 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, they must complete the relevant parts of Attachment 4 - Information and Declaration Workbook for themselves.
- 2.4 We are providing the Attachment 4 - Information and Declaration Workbook 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;
- 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 section 9 of this document) and a price evaluation (see section 11 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%, and the weighting for the price evaluation 30%. This applies to all Lots.

## 8 Award process

### 8.1 What YOU need to do;

- answer the quality questions of the quality questionnaire relevant to the Lot(s) you are bidding for in the eSourcing suite in the technical envelope.
- complete the price matrix Attachment 3 – Price Matrix for the lots for which you are bidding.
- 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 for each lot you have bid for.

4.	<p><b>Quality Threshold</b></p> <p>If you have received a zero for any of the quality questions or if you have not met a minimum quality score of 42, 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 tables at paragraph 9 for an example of how your <b>Quality score</b> for each lot will be calculated.</p>
5.	<p><b>Evaluate Pricing</b></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 Attachment 3a Price Matrix and Price Evaluation Guidance.</p>
6.	<p><b>Final Score</b></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>
7.	<p><b>Award</b></p> <p>Awards will be made to the successful bidders following the standstill period, subject to contract.</p>

## 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 to section I 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 for each Lot you have submitted a bid for will then be added together to calculate your quality score.

Please see the following tables for an example of how your quality score will be calculated.

Table A – Lot 1

Question/Section		Question Weighting	Maximum mark available	Your final mark	Your weighted mark
A1	Compliance with Framework Schedule 1 (Specification)	N/A	N/A	N/A	N/A
B1	Quality management and continuous improvement	35%	100	100	35.00
C1	Lot 1 specific question	35%	100	50	17.50
Quality score					52.50

Table B – Lot 2

Question/Section		Question Weighting	Maximum mark available	Your final mark	Your weighted mark
A1	Compliance with Framework Schedule 1 (Specification)	N/A	N/A	N/A	N/A
B1	Quality management and continuous improvement	35%	100	100	35.00
D1	Lot 2 specific question	35%	100	66	23.10
Quality score					58.10



Table C – Lot 3

Question/Section		Question Weighting	Maximum mark available	Your final mark	Your weighted mark
A1	Compliance with Framework Schedule 1 (Specification)	N/A	N/A	N/A	N/A
B1	Quality management and continuous improvement	35%	100	100	35.00
E1	Lot 3 specific question	35%	100	25	8.75
Quality score					43.75

Table D – Lot 4

Question/Section		Question Weighting	Maximum mark available	Your final mark	Your weighted mark
A1	Compliance with Framework Schedule 1 (Specification)	N/A	N/A	N/A	N/A
B1	Quality management and continuous improvement	35%	100	100	35.00
F1	Lot 4 specific question	35%	100	33	11.55
Quality score					46.55

Table E – Lot 5

Question/Section		Question Weighting	Maximum mark available	Your final mark	Your weighted mark
A1	Compliance with Framework Schedule 1 (Specification)	N/A	N/A	N/A	N/A
B1	Quality management and continuous improvement	35%	100	50	17.50
G1	Lot 5 specific question	35%	100	66	23.10
Quality score					40.60

Table E – Lot 6

Question/Section		Question Weighting	Maximum mark available	Your final mark	Your weighted mark
A1	Compliance with Framework Schedule 1 (Specification)	N/A	N/A	N/A	N/A
B1	Quality management and continuous improvement	35%	100	75	26.25
H1	Lot 6 specific question	35%	100	100	35.00
Quality score					61.25

Table F – Lot 7

Question/Section		Question Weighting	Maximum mark available	Your final mark	Your weighted mark
A1	Compliance with Framework Schedule 1 (Specification)	N/A	N/A	N/A	N/A
B1	Quality management and continuous improvement	35%	100	50	17.50
I1	Lot 6 specific question	35%	100	50	17.50
Quality score					35.00

## 10 Quality questionnaire

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

Question	Marking Scheme	Weighting %						
		Lot 1	Lot 2	Lot 3	Lot 4	Lot 5	Lot 6	Lot 7
A1	Pass/Fail	N/A	N/A	N/A	N/A	N/A	N/A	N/A
B1	100/75/50/25/0	35	35	35	35	35	35	35
C1	100/75/50/25/0	35						
D1	100/66/33/0		35					
E1	100/75/50/25/0			35				
F1	100/66/33/0				35			
G1	100/66/33/0					35		
H1	100/66/33/0						35	
I1	100/75/50/25/0							35

### 10.2 Quality questionnaire

#### **Section A – MANDATORY SERVICE REQUIREMENTS – all Bidders must answer this question**

##### **A1 Compliance with Framework Schedule 1 (Specification) – all Lots**

If you are awarded a framework contract, will you unreservedly deliver in full, all the mandatory service requirements including the social value requirements as set out in Framework Schedule 1 (Specification) relevant to the Lot(s) you have been awarded a framework contract.

Please answer Yes or No

**Yes** - You will unreservedly deliver in full all the mandatory service requirements including the social value requirements as set out in Framework Schedule 1 (Specification) relevant to the Lot(s) you have been awarded a framework contract.

**No** - You will not, or cannot, deliver in full all the mandatory service requirements including the social value requirements as set out in Framework Schedule 1 (Specification), relevant to the Lot(s) you have been awarded a framework contract.

**A1 Response Guidance:**

This is a Pass/Fail question.

If you cannot or are unwilling to select Yes to this question, you will be disqualified from further participation in this competition.

You are required to select either option Yes or No from the drop down list.

Providing a Yes response means you will unreservedly deliver in full, all the mandatory service requirements including the social value requirements as set out in Framework Schedule 1 (Specification) relevant to the Lot(s) you have been awarded a framework contract.

If you select No (or do not answer the question) to indicate that you will not, or cannot, deliver in full, all the mandatory service requirements including the social value requirements as set out in Framework Schedule 1 (Specification) relevant to the Lot(s) you have been awarded a framework contract. You will be excluded from further participation in this competition.

Marking scheme	Evaluation guidance
Pass	You have selected option Yes confirming that you will unreservedly deliver in full all the mandatory service requirements including the social value requirements as set out in Framework Schedule 1 (Specification) relevant to the Lot(s) you have been awarded a framework contract.
Fail	You have selected No confirming that you will not, or cannot, deliver in full all the mandatory service requirements including the social value requirements as set out in Framework Schedule 1 (Specification) relevant to the Lot(s) you have been awarded a framework contract.

**Section B – QUALITY MANAGEMENT AND CONTINUOUS IMPROVEMENT – all Bidders must answer this question****B1 Requirement:**

CCS requires you to demonstrate how you will continuously improve your performance and the quality of your services, and how you will identify and report benefits to customers.

**B1 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, your response must:

- a. Demonstrate how you will maintain and aim to exceed required quality assurance standards, including in respect of customer involvement and adding value.
- b. Set out the process you will use to identify opportunities to introduce new methods, ideas, or products, and demonstrate how you will monitor, measure and report on the benefits of these innovations to ensure that you deliver tangible benefits to customers.
- c. Demonstrate how you will identify and manage, mitigate, and resolve potential conflicts of interest when you deliver services under the framework agreement.
- d. Demonstrate how you will ensure the continuous improvement of your performance and the quality of your services, including how this will be accurately measured and reported to customers.

Your response should be limited to, and focused on, each of the component parts in the Response Guidance above (a to d) for this question. 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 B1 (i), B1 (ii), B1 (iii), and B1 (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 response has fully addressed all 4 of the component parts (a – d) of the response guidance
<b>75</b>	The response has fully addressed 3 of 4 component parts (a – d) of the response guidance
<b>50</b>	The response has fully addressed 2 of the 4 component parts (a – d) of the response guidance

<b>25</b>	The response has fully addressed 1 of the 4 component parts (a – d) of the response guidance
<b>0</b>	The response has <b>NOT</b> fully addressed any of the 4 component parts (a – d) of the response guidance <b>OR</b> A response has not been provided to this question.

### Section C – LOT 1 - Total Estate Management

#### **C1 Requirement:**

CCS requires you to demonstrate how your services will contribute to ensuring that users of government property assets (employees, suppliers and the public) benefit from a safe, modern and compliant workspace.

#### **C1 Response Guidance:**

**You must answer this question if you are bidding for this Lot.  
You must insert your response into the text fields in the eSourcing suite.**

In order to satisfy the requirement, your response must:

- a. Demonstrate how you will ensure the well-being and satisfaction of building users of government estate to support recruitment, retention and supporting a modern, accessible and available estate.
- b. Set out how you will deliver strategic services efficiently and effectively, demonstrating how your approach will ensure a Customer's estate supports its business objectives and is consistent with cross-government property strategy, plans and policy.
- c. Set out how you will identify opportunities for linking new technologies, taking advantage of artificial intelligence, information gathering devices (such as workplace sensors), and networks capable of collecting and processing large volumes of data, demonstrating how your approach will enhance the performance of assets and deliver smarter workplaces.
- d. Set out how you will provide accurate and up-to-date information about the status of the property assets, and demonstrate how this will ensure objective evidence will be used in decision-making so that the estate can be managed effectively and efficiently.

Your response should be limited to, and focused on, each of the component parts in the Response Guidance above (a to d) for this question. 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 response has fully addressed all 4 of the component parts (a – d) of the response guidance
<b>75</b>	The response has fully addressed 3 of 4 component parts (a – d) of the response guidance
<b>50</b>	The response has fully addressed 2 of the 4 component parts (a – d) of the response guidance
<b>25</b>	The response has fully addressed 1 of the 4 component parts (a – d) of the response guidance
<b>0</b>	The response has <b>NOT</b> fully addressed any of the 4 component parts (a – d) of the response guidance <b>OR</b> A response has not been provided to this question.

#### **Section D – LOT 2 - Estate (Property) Management**

##### **D1 Requirement:**

CCS requires you to demonstrate how you will, throughout the property life cycle, capture and evaluate lessons learned, and take action to mitigate risk and facilitate the improvement of outputs and services.

##### **D1 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, your response must:

- a. Set out how you will manage risk throughout the property life cycle, demonstrating how this approach will ensure you minimise any disruption to accessing workplaces, and any financial (or other) liabilities during the occupation.
- b. Set out how you will identify opportunities for linking new technologies, taking advantage of artificial intelligence, information gathering devices (such as workplace sensors), and networks capable of collecting and processing large volumes of data, demonstrating how your approach will enhance the performance of assets and deliver smarter workplaces.
- c. Set out how you will provide accurate and up-to-date information about the status of the property assets, and demonstrate how this will ensure objective evidence will be used in decision-making so that the estate can be managed effectively and efficiently.

Your response should be limited to, and focused on, each of the component parts in the Response Guidance above (a to c) for this question. 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 D1 (i), D1 (ii) and D1 (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 response has fully addressed all 3 of the component parts (a – c) of the response guidance
<b>66</b>	The response has fully addressed 2 of the 3 component parts (a – c) of the response guidance
<b>33</b>	The response has fully addressed 1 of the 3 component parts (a – c) of the response guidance
<b>0</b>	The response has <b>NOT</b> fully addressed any of the 3 component parts (a – c) of the response guidance



	<p><b>OR</b></p> <p>A response has not been provided to this question.</p>
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## Section E – LOT 3 - Agency and Lease Management

### E1 Requirement:

CCS requires you to demonstrate how you will provide effective support to customers for the whole property life cycle (acquisition, operation and disposal).

### E1 Response Guidance:

**You must answer this question if you are bidding for this Lot.**

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

In order to satisfy the requirement, your response must:

- a. Demonstrate how you will ensure the customer's assets support the organisation and the government estate strategy.
- b. Demonstrate how you will ensure the customer's assets are sustainable, fit for purpose and value for money.
- c. Demonstrate how you will work with customers to ensure property projects drive efficiencies and transformational change.
- d. When acting on behalf of Central Government and the wider public sector, demonstrate how you will ensure that you derive maximum benefit for the taxpayer in any commercial deals that you secure.

Your response should be limited to, and focused on, each of the component parts in the Response Guidance above (a to d) for this question. 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 E1 (i), E1 (ii), E1 (iii), and E1 (iv), each box has a character count of 2,000 characters.

**Marking scheme 100/75/50/25/0**

Marking scheme	Evaluation criteria
<b>100</b>	The response has fully addressed all 4 of the component parts (a – d) of the response guidance
<b>75</b>	The response has fully addressed 3 of 4 component parts (a – d) of the response guidance
<b>50</b>	The response has fully addressed 2 of the 4 component parts (a – d) of the response guidance
<b>25</b>	The response has fully addressed 1 of the 4 component parts (a – d) of the response guidance
<b>0</b>	The response has <b>NOT</b> fully addressed any of the 4 component parts (a – d) of the response guidance <b>OR</b> A response has not been provided to this question.

**Section F – LOT 4 - Surveying and Strategic Advice**

**F1 Requirement:**

A strategic asset management plan (SAMP) summarises an organisation's property strategy and delivery plans.

CCS requires you to demonstrate how you would support and develop a SAMP for a customer.

**F1 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, your response must:

- a. Demonstrate how you will translate customers' organisational objectives into strategic asset management plans.
- b. Demonstrate how you will accurately identify the capacity and capabilities that exist, and that are required, to deliver the customer's strategy and delivery plans.

- c. Set out how your strategic asset management plans will provide value, and be continually reviewed and refreshed, demonstrating how your approach will ensure the customer's reliance on you reduces over time.

Your response should be limited to, and focused on, each of the component parts in the Response Guidance above (a to c) for this question. 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 F1 (i), F1 (ii), and F1 (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 response has fully addressed all 3 of the component parts (a – c) of the response guidance
<b>66</b>	The response has fully addressed 2 of the 3 component parts (a – c) of the response guidance
<b>33</b>	The response has fully addressed 1 of the 3 component parts (a – c) of the response guidance
<b>0</b>	The response has <b>NOT</b> fully addressed any of the 3 component parts (a – c) of the response guidance <b>OR</b> A response has not been provided to this question.

## Section G – LOT 5 - Valuation and Compulsory Purchase Orders

### G1 Requirement:

CCS requires you to demonstrate how you will provide the expertise, knowledge, skills, systems, processes and technology required to deliver valuation and compulsory purchase order services.

### G1 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, your response must:

- a. Set out your approach for identifying and assessing financial risk, and demonstrate how you would formulate advice and recommendations in response to a risk so that it is managed and mitigated effectively.
- b. Demonstrate how you will ensure that professional supplier accreditations/training are maintained to align with evolving customer needs, industry best practice, changes in policy, and updated codes of practice during the lifetime of the framework agreement.
- c. Demonstrate how you will manage capacity and capability to deliver valuation services during cyclical peaks. Your response should include how you will ensure that appropriately skilled and qualified staff are assigned to contracts.

Your response should be limited to, and focused on, each of the component parts in the Response Guidance above (a to c) for this question. 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 G1 (i), G1 (ii), and G1 (iii), each box has a character count of 2,000 characters.

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

Section H – LOT 6 - Business Rating Services
<p><b>H1 Requirement:</b></p> <p>CCS requires you to demonstrate how you will provide the expertise, knowledge, skills, systems, processes and technology required to deliver effective business rate services</p>
<p><b>H1 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, your response must:</p> <ol style="list-style-type: none"> <li>Demonstrate how you will comply with the rating codes of practice, and ensure support to central government and wider public sector customers which may legitimately claim rate relief to which they may be entitled. Your answer should include how you will ensure that appropriately skilled and qualified staff are assigned to contracts.</li> <li>Set out how you will confirm, record and maintain accurate, up-to-date records of each of the customer's assets in accordance with data standards, demonstrating how this effectively supports any rating claims or rating management services.</li> <li>Set out your approach to working with the various bodies responsible for the rating system (the Ministry of Housing, Communities &amp; Local</li> </ol>

Government, the Valuation Office Agency, local authorities and the Valuation Tribunals), demonstrating how your approach will ensure you collaborate effectively with these bodies.

Your response should be limited to, and focused on, each of the component parts in the Response Guidance above (a to c) for this question. 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 H1 (i), H1 (ii), and H1 (iii), each box has a character count of 2,000 characters.

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

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

## Section I – LOT 7 - Integrated Workplace Management

### I1 Requirement:

CCS requires you to demonstrate how you will deliver integrated work services that support asset management and management information across Departments, and facilitate a holistic approach to estate management.

### I1 Response Guidance:

**You must answer this question if you are bidding for this Lot.**

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

In order to satisfy the requirement, your response must:

- a. Demonstrate how you will successfully manage conflicting demands and requests from a range of key stakeholders, including working collaboratively, with a one team approach, to prioritise workloads and ensure focus on delivering the customer's key objectives.
- b. Demonstrate how you would proactively integrate staff with the appropriate skills and experience into a customer's organisation and ensure they build productive working relationships.
- c. Explain how you would change the composition and size of your team as an assignment moved into different phases (from mobilisation, transition, implementation, and delivery), demonstrating how this would ensure the engagement is cost effective for the customer.
- d. Demonstrate how will act impartially, on behalf of the customer, to ensure their supply chain operates safely, efficiently and effectively, ensuring all contractual obligations and requirements are fully delivered at the required levels of service/quality and within budgets.

Your response should be limited to, and focused on, each of the component parts in the Response Guidance above (a to d) for this question. 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 I1 (i), I1 (ii), I1 (iii), and I1 (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 response has fully addressed all 4 of the component parts (a – d) of the response guidance
<b>75</b>	The response has fully addressed 3 of 4 component parts (a – d) of the response guidance
<b>50</b>	The response has fully addressed 2 of the 4 component parts (a – d) of the response guidance
<b>25</b>	The response has fully addressed 1 of the 4 component parts (a – d) of the response guidance
<b>0</b>	The response has <b>NOT</b> fully addressed any of the 4 component parts (a – d) of the response guidance <b>OR</b> A response has not been provided to this question.



## 11 Price evaluation

Please refer to Attachment 3a Price Matrix and Price Evaluation Guidance for instructions on how to complete the Price Matrix and how we will evaluate your prices.

## 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 70)	(Maximum 30)	(Maximum 100)
Bidder A	70.00	30.00	100.00
Bidder B	60.00	15.00	75.00
Bidder C	50.00	10.00	60.00

In all Lots, we will award a framework contract to all bidders who achieve or succeed a final score of 42.

### 12.2 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 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.

This means you will be required to provide evidence of the following prior at the Framework award stage.

- Employer's (Compulsory) Liability Insurance\* = £5,000,000
- Public Liability Insurance = £2,000,000
- Professional Indemnity Insurance = £2,000,000
- Cyber Essentials certificate

Also for Lots 1 to 6 we will check that all successful Bidders, their key subcontractors and any consortia members have regulated by RICS status prior to the Framework award stage. If you, your key subcontractors and/or consortia members do not have regulated by RICS status, you may not be awarded a framework contract.