



Crown
Commercial
Service

Phase 1 Selection Stage

Attachment 2 – How to Bid

**RM6335 Digital and Legacy Application
Services (DALAS)**

Restricted Procedure

Phase 1 – Lot 2a, Lot 2b, Lot 3 and Lot 5

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1. How to make your selection stage bid

- 1.1 Your bid must be made by the organisation that will be responsible for providing services if your bid is successful.
- 1.2 You may bid for any or all of the lots. Please ensure you read sections 2, 3, 4 and 5 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 If you are bidding as a consortium, please submit your bid in the name of the lead member and follow the instructions when completing the qualification envelope, including providing the name of the consortium at question 1.8.2 of the selection questionnaire in the eSourcing suite (qualification envelope).
- 1.5 If you are bidding as a single entity on a lot and as a consortium on another lot, you will need to set up an additional account in the eSourcing suite. Please submit your bids as follows:
 - For your bid as a single entity, please submit your bid in the eSourcing suite in the name of your organisation.
 - For your bid as a consortium, please create an additional account in the eSourcing suite in the name of your consortium.
- 1.6 Upload **ONLY** those attachments we have asked for. Do not upload any attachments we haven't asked for.
- 1.7 Make sure you answer every question.
- 1.8 You must submit your bid before the bid submission deadline set out at section 6 – Timelines for the competition in Attachment 1 - About the framework.
- 1.9 It will be our decision whether we will accept bids submitted after the bid submission deadline.
- 1.10 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.
- 1.11 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 section 7 – When and how to ask questions in Attachment 1 - About the Framework.
- 1.12 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 failure to provide an adequate response, will result in the rejection of your bid and your exclusion from this competition.
- 1.13 The selection questionnaire is set out at Attachment 2a. The scored selection stage questions are set out in Attachment 2a and are also set out,

along with the response guidance, evaluation criteria and marking schemes for the questions, at section 9 below. Remember you must complete the selection questionnaire online in the eSourcing suite (qualification envelope).

2. Selection stage evaluation

- 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 questions they must complete Parts 2 and 3 of the selection questionnaire 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 of the selection questionnaire for themselves.
- 2.4 We have provided 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 from other members of a consortium.
- 2.5 In the selection questionnaire, not all questions need guidance as the questions are self-evident. However other questions, such as the financial risk assessment, 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.
- 2.6 The process we will use to evaluate the scored selection stage questions is set out in sections 7 – 10 below.

3. Compliance checks

- 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.

4. Pass / fail selection criteria

- 4.1 The selection questionnaire includes questions that will be evaluated on a pass / fail basis. The selection questionnaire sets out which questions are evaluated in this way.
- 4.2 If you fail selection criteria that is evaluated on a pass / fail basis you will be excluded from the competition for all applicable lots.

5. Financial risk assessment

- 5.1 As part of the selection criteria, we will undertake a financial risk assessment on Bidders in accordance with the process set out in the selection questionnaire at Part 5 – Financial Risk. Please refer to Part 5 of the selection questionnaire, in addition to Attachment 5 Financial Viability Risk Assessment (FVRA) Guidance and Attachment 5a – Gold FVRA Tool, for more information.
- 5.2 The financial risk assessment will be evaluated on a pass / fail basis. Bidders and consortium members who pass the assessment to the satisfaction of CCS will achieve a pass. If a Bidder or any member of a consortium does not pass the assessment to the satisfaction of CCS, they will fail and their bid will be excluded from the competition. If we exclude you from the competition we will tell you and explain why.
- 5.3 In each lot, there is also a minimum annual turnover requirement that Bidders must meet. Please refer to applicable questions in Part 5 of the selection questionnaire in the eSourcing suite (qualification envelope).

6. Selection stage exclusions

- 6.1 We may exclude you from the competition at the selection stage if:
- Your bid is not compliant.
 - You receive a 'fail' for any of the selection questions that are evaluated on a pass / fail basis.
 - Any of the information you have provided proves to be false or misleading.
 - You have broken any of the competition rules set out in Attachment 1 – About the Framework, or have not followed the instructions given in this selection stage bid pack.
 - Having applied the policy set out in Procurement Policy Note 01/22 ([PPN 01/22](#)) you (or any of your subcontractors named in your tender) are deemed as constituted or organised under the law of Russia or Belarus, or whose 'Persons of Significant Control' information states Russia or Belarus as the place of residency.
- 6.2 If we exclude you from the competition we will tell you and explain why.

7. Scored selection stage questions

- 7.1 In order to determine which Bidders will progress to the ITT stage of the competition for Phase 1, Bidders that meet all of the selection criteria set in parts 1 – 12 of the selection questionnaire will have their responses to the scored selection stage questions (in part 13) evaluated. The scored selection stage questions will be used to assess your technical capability, capacity and experience.
- 7.2 When completing your responses to the scored selection stage questions, you must:
- Read through the entire selection stage bid pack carefully, and read more than once
 - Read each question, the requirement, the response guidance, marking scheme and evaluation criteria
- 7.3 If you are unsure, ask questions before the clarification questions deadline. Please see section 6 – Timelines for the competition and section 7 – When and how to ask questions in Attachment 1 – About the Framework.
- 7.4 Allow plenty of time to complete your responses – it always takes longer than you think to submit.

8. How to respond to the scored selection stage questions

- 8.1 The scored selection stage questions are set out in sections in part 13 of the selection questionnaire. The sections are:
- Section A – Multi-Supplier Support (applicable to Lot 2a and Lot 3)
 - Section B – Quality (applicable to Lot 2a, Lot 2b and Lot 3)
 - Section C – Innovation: Partnering and Collaboration (applicable Lot 2a and Lot 2b)
 - Section D – Innovation: Partnering and Collaboration (applicable to Lot 3)
 - Section E – Capacity, Technology Adoption Planning and Collaboration (applicable to Lot 5)
- 8.2 You must answer the scored selection stage questions online in the eSourcing suite (qualification envelope) in accordance with the lots you are bidding for. 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.

9. How scored selection stage questions will be evaluated (including consensus marking)

- 9.1 We will give your responses (in sections A, B, C, D and E, as applicable) 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.
- 9.2 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 added together to calculate your selection stage Total Score for each lot you have bid for.
- 9.3 Once the consensus meetings have taken place, the consensus manager(s) will review the consensus marks and reasons for the marks agreed with evaluators for any errors or discrepancies.
- 9.4 If any errors or discrepancies are identified, marks may be changed as a result of this **moderation exercise**.
- 9.5 The reasons for revisiting the marks and the outcome of revisiting the marks will be fully recorded.
- 9.6 Please see tables A, B, C and D below that set out the questions included in each lot and provide **examples** of how your selection stage total score will be calculated.

Table A – Lot 2a

Question	Marking Scheme	Maximum mark available	Your final mark
A1 - Multi-Supplier Support	100/66/33/0	100	100
B1 – Quality Lot 2a	100/75/50/25/0	100	50
C1 – Innovation: Partnering and Collaboration	100/66/33/0	100	66
Lot 2a – Total Score for selection stage:			216

Table B – Lot 2b

Question	Marking Scheme	Maximum mark available	Your final mark
B2 – Quality Lot 2b	100/75/50/25/0	100	75
C1 – Innovation: Partnering and Collaboration	100/66/33/0	100	66
Lot 2b – Total Score for selection stage:			141

Table C – Lot 3

Question	Marking Scheme	Maximum mark available	Your final mark
A1 - Multi-Supplier Support	100/66/33/0	100	66
B3 – Quality Lot 3	100/75/50/25/0	100	75
D1 – Innovation: Partnering and Collaboration	100/75/50/25/0	100	75
Lot 3 – Total Score for selection stage:			216

Table D – Lot 5

Question	Marking Scheme	Maximum mark available	Your final mark
E1 – Capacity, Technology Adoption Planning and Collaboration	100/75/50/25/0	100	75
Lot 5 – Total Score for selection stage:			75

- 9.7 The scored selection questionnaire, along with the response guidance, evaluation criteria and marking scheme for each question, is set out below:

Section A – Lot 2a and/or Lot 3 ONLY

A1 - Multi-Supplier Support

Requirement:

We require you to demonstrate your experience of leading in an ecosystem with a minimum of three SME suppliers, where you have supported and worked collaboratively with those SMEs.

You are required to provide details of leading and supporting in a multi-supplier ecosystem i.e. a group of suppliers in the first tier of the supply chain, who, through workshare commitments, assist the prime supplier to deliver the services to the customer.

Examples can be provided from the private and public sector.

A1 Response guidance

You must answer this question if you are bidding for Lot 2a and/or Lot 3.

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 have led an ecosystem with a minimum of three SME suppliers including how, as the prime lead, you involved and shared the workload with the SMEs.
- b. Demonstrate how you have supported and worked collaboratively with SMEs in an ecosystem. This must include how you have developed SMEs, adhered to prompt payment terms and ensured a clear line of sight between the contracting body's requirements for revenue passthrough and the work you passed to SMEs in the supply chain.
- c. Demonstrate how you have selected and allocated appropriate workshare amongst SMEs according to their skills and experience, identifying the tools and mechanisms used to ensure efficacy.

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 – 8000 characters including spaces and punctuation.

Is it at your discretion how to allocate the maximum character count (8000 characters) in your response.

You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No additional attachments are permitted;

<p>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 boxes A1(i), A1(ii), A1(iii) and A1(iv) each box has a character count of 2,000 characters.</p>	
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	<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>

Section B – Lot 2a, Lot 2b and/or Lot 3
B1- Quality Lot 2a
<p>Requirement:</p> <p>We require you to demonstrate how you have provided a service that met or exceeded customer expectations when measured against SLAs, KPIs or customer satisfaction scoring throughout the life of a large scale contract (£5m+) for an IT/Digital service. The service must have been provided to a customer of similar size and scale to a large government department within the last 12 months.</p> <p>Your response must be in the context of the delivery of outcome-based work packages under a Dev/Sec/Ops delivery lifecycle.</p>

Examples can be provided from the private and public sector.

B1 Response guidance

You must answer this questions if you are bidding for Lot 2a.

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

In order to satisfy the requirement, your response must:

- a. Demonstrate the mechanisms, metrics and delivery approach you used to ensure quality of service without impact to business operations or invocation of contractual remedies throughout the life of the contract, and, where delivery challenges arose, how you overcame those challenges to the satisfaction of your customer. Your response must be specifically in the context of outcome-based work packages delivered under a Dev/Sec/Ops delivery lifecycle.
- b. Demonstrate how you rapidly mobilised and/or scaled up your teams to support emerging, changing or non-static customer requirements. Your response must be specifically in the context of a Dev/Sec/Ops delivery model.
- c. Demonstrate how you managed and maintained a high delivery and quality standard for the service as the service was transitioned, embedded and matured into business as usual live service delivery. Your response must be specifically in the context of a Dev/Sec/Ops delivery model.
- d. Demonstrate the methodologies, processes, tooling, measurement, quality assurance and continuous improvement approaches you have used to meet and exceed customer expectations regarding timescales, performance, and cost. Your response must be specifically in the context of Dev/Sec/Ops delivery model.

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 – 8000 characters including spaces and punctuation.

Is it at your discretion how to allocate the maximum character count (8000 characters) in your response.

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 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

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

Section B – Lot 2a, Lot 2b and/or Lot 3

B2 - Quality Lot 2b

Requirement:

We require you to demonstrate how you have provided a service that met or exceeded customer expectations when measured against SLAs, KPIs or customer satisfaction scoring throughout the delivery of a smaller scale work package (less than £1m) for an IT/Digital service within the last 12 months.

Your response must specifically be in the context of Dev/Sec/Ops delivery model at individual work package/delivery phase level.

Examples can be provided from the private and public sector.

B2 Response guidance

You must answer this questions if you are bidding for Lot 2b.

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

In order to satisfy the requirement, your response must:

- a. Demonstrate the mechanisms, metrics and delivery approach you have used to ensure quality of service without impact to business operations or invocation of contractual remedies throughout the life of the contract, or where delivery challenges arose how you overcome those challenges to the satisfaction of your customer. Your response must be specifically in the context of Dev/Sec/Ops delivery model at individual work package/delivery phase level.
- b. Demonstrate how you rapidly mobilised and/or scaled up your teams to support emerging, changing or non-static customer requirements. Your response must be specifically in the context of Dev/Sec/Ops delivery model at individual work package/delivery phase level.
- c. Demonstrate how you managed and maintained a high delivery and quality standard for the service as the service was transitioned, embedded and matured into business as usual live service delivery. Your response must be specifically in the context of Dev/Sec/Ops delivery model at individual work package/delivery phase level.
- d. Demonstrate the methodologies, processes, tooling, measurement, quality assurance and continuous improvement approaches you used to meet and exceed customer expectations regarding timescales, performance, and cost. Your response must be specifically in the context of Dev/Sec/Ops delivery model at individual work package/delivery phase level.

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 – 8000 characters including spaces and punctuation.

Is it at your discretion how to allocate the maximum character count (8000 characters) in your response.

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 boxes B2(i), B2(ii), B2(iii) and B2(iv) each box has a character count of 2,000 characters.

Marking Scheme 100/75/50/25/0

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

Section B – Lot 2a, Lot 2b and/or Lot 3

B3 - Quality Lot 3

Requirement:

We require you to demonstrate how you have provided a service that met or exceeded customer expectations when measured against SLAs, KPIs or customer satisfaction scoring throughout the life of a contract for an IT/Digital service. This service must have been delivered to a customer of similar size and scale to a large government department within the last 12 months.

Your response must be specifically in the context of the delivery/running of a legacy service run/Application Maintenance and Support, including BAU development activity and delivery of system releases.

Examples can be provided from the private and public sector.

B3 Response guidance

You must answer this question if you are bidding for Lot 3.

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

In order to satisfy the requirement, your response must:

- a. Demonstrate the mechanisms, metrics and delivery approach you have used to ensure quality of service without impact to business operations or invocation of contractual remedies throughout the life of the contract, or where delivery challenges arose how you overcome those challenges to the satisfaction of your customer. Your response must be specifically in the context of the delivery/running of a legacy service run/Application Maintenance and Support, including BAU development activity and delivery of system releases.
- b. Demonstrate how you rapidly mobilised and/or scaled up your teams to support emerging, changing or non-static customer requirements. Your response must be specifically in the context of the delivery/running of a legacy service run/Application Maintenance and Support, including BAU development activity and delivery of system releases.
- c. Demonstrate how you managed and maintained a high delivery and quality standard for the service as the service was transitioned, embedded and matured into business as usual live service delivery. Your response must be specifically in the context of the delivery/running of a legacy service run/Application Maintenance and Support, including BAU development activity and delivery of system releases.
- d. Demonstrate the methodologies, processes, tooling, measurement, quality assurance and continuous improvement approaches you used to meet and exceed customer expectations regarding timescales, performance, and cost. Your response must be specifically in the context of the delivery/running of a legacy service run/Application Maintenance and Support, including BAU development activity and delivery of system releases.

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 – 8000 characters including spaces and punctuation.

Is it at your discretion how to allocate the maximum character count (8000 characters) in your response.

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 boxes B3(i), B3(ii), B3(iii) and B3(iv) each box has a character count of 2,000 characters.

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

Section C – Lot 2a and Lot 2b ONLY
C1 - Innovation: Partnering and Collaboration
<p>Requirement:</p> <p>We require you to demonstrate how you have led and supported the delivery of process and technology innovation in a partnering engagement, where the customer has realised tangible benefits. This may include continuous improvement, improving products and processes already in place, applying existing technology to new markets or developing new products and processes which led to or enabled transformational change.</p> <p>Examples can be provided from the private and public sector.</p>
<p>C1 Response guidance</p> <p>You must answer this question if you are bidding for Lot 2a and/or 2b.</p> <p>You must insert your response into the text fields in the eSourcing suite.</p>

In order to satisfy the requirement, your response must:

- a. Demonstrate how you have led, supported and delivered process and technology innovation in the public and/ or private sector, including your approach to allocation of responsibilities and delivery activities between collaboration partners.
- b. Demonstrate how you developed and maintained effective collaboration and/or partnerships with subcontractors/ecosystem partners and suppliers outside of your supply chain (i.e. potential competitor organisations) to the benefit of your customer, including how you overcame competing priorities and any tools and techniques used. Your response must demonstrate how you met this requirement specifically in the context of delivering outcome-based services under a Dev/Sec/Ops delivery model.
- c. Demonstrate how you overcame challenges in implementing innovations, including an assessment on the effectiveness of the methods used and how this influenced the outcome.

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 – 8000 characters including spaces and punctuation.

Is it at your discretion how to allocate the maximum character count (8000 characters) in your response.

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 boxes C1(i), C1(ii), C1(iii) and C1(iv) 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 D – Lot 3 ONLY

D1 - Innovation: Partnering and Collaboration

Requirement:

We require you to demonstrate how you have delivered, modernised and optimised critical applications or high priority services (i.e. services where outages have serious ramifications to the organisation's ability to deliver its core business), including how you collaborated with the buying organisation, ecosystem partners and other suppliers to ensure high levels of customer/ buyer satisfaction.

Examples can be provided from the private and public sector.

D1 Response guidance

You must answer this question if you are bidding for Lot 3.

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

In order to satisfy the requirement, your response must:

- Demonstrate how you have consistently delivered customer satisfaction against performance measures including how you have delivered SLAs and KPIs, for either a critical application or a high priority service, detailing the nature of the service, the targets that were set by the customer and how you met or exceeded them.
- Demonstrate how you effectively deployed modernisation and optimisation through management of the live service, describing how this directly delivered cost-savings and/or customer benefits above expectations.
- Demonstrate how you have replatformed, re-factored, remediated or re-formed applications to enable legacy services to transfer into or be emulated into cloud or other new environments without negative impacts on linked/integrated systems or business services.
- Demonstrate how you developed and maintained effective collaboration and/or partnerships with subcontractors/ecosystem partners and suppliers

outside of your supply chain (i.e. potential competitor organisations) to the benefit of your customers, including how you overcame competing priorities and any tools and techniques used. Your response must demonstrate how you met this requirement specifically in the context of delivering critical application and/or high priority services.

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 – 8000 characters including spaces and punctuation.

Is it at your discretion how to allocate the maximum character count (8000 characters) in your response.

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 boxes D1(i), D1(ii), D1(iii) and D1(iv) each box has a character count of 2,000 characters.

Marking Scheme 100/75/50/25/0

Marking scheme	Evaluation criteria
100	The bidder's response fully addresses all 4 of the component parts (a to d) of the response guidance above.
75	The bidder's response fully addresses 3 of the 4 component parts (a to d) of the response guidance above.
50	The bidder's response fully addresses 2 of the 4 component parts (a to d) of the response guidance above.
25	The bidder's response fully addresses 1 of the 4 component parts (a to d) of the response guidance above.
0	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 E – Lot 5 ONLY

E1 - Capacity, Technology Adoption Planning and Collaboration

Requirement:

We require you to demonstrate your capacity and capability to upskill employees across a range of professional capabilities in digital, data and technology ranging from legacy technology to a number of configurable technologies i.e.

Pegasystems CRM/AUI/DX-API, MS Dynamics/0365/Power Platform, Kong, Documentum, NICE AI, Hyperscience OCR, SAP ECC 6.0/S4HANA, and ServiceNow.

You must also demonstrate how you have provided and developed academy deployment services, where the academy cohorts are employed by you (either directly or under umbrella arrangements) and deployed based on a SFIA-mapped academy-level rate-card, into a customer organisation or multi-supplier portfolio arrangement, examined future planned technology adoptions and worked collaboratively with other suppliers.

Examples can be provided from the private and public sector.

E1 Response guidance

You must answer this question if you are bidding for Lot 5.

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 have provided rapid upskilling in configurable/low-code-no-code technologies to cohorts of employees for a large organisation, with a wide-ranging scale and delivery mission, detailing how you built digital, data and technology capacity by either upskilling existing talent or creating a new sustainable talent pipeline.
- b. Demonstrate how you have effectively provided academy deployment services and upskilling initiatives where the academy cohorts are employed by you (either directly or under umbrella arrangements) and deployed, based on a SFIA-mapped academy-level rate-card, into a customer organisation, or multi-supplier portfolio arrangement, with a wide-ranging scale and delivery mission.
- c. Demonstrate how you have examined future planned technology adoptions and developed an academy service and upskilling initiative for basic, intermediate and advanced levels of accreditation, for a large organisation, with a wide-ranging scale and delivery mission.
- d. Demonstrate how you have worked collaboratively with another supplier that is not part of your group of companies, to develop academy pipelines,

training content, deployment plans, capability build initiative and learning plans for a customer, whilst maintaining openness and transparency to enable collaboration.

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 – 12000 characters including spaces and punctuation.

Is it at your discretion how to allocate the maximum character count (12000 characters) in your response.

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 boxes E1(i), E1(ii), E1(iii), E1(iv), E1(v) and E1(vi) each box has a character count of 2,000 characters.

Marking Scheme 100/75/50/25/0

Marking scheme	Evaluation criteria
100	The bidder's response fully addresses all 4 of the component parts (a to d) of the response guidance above.
75	The bidder's response fully addresses 3 of the 4 component parts (a to d) of the response guidance above.
50	The bidder's response fully addresses 2 of the 4 component parts (a to d) of the response guidance above.
25	The bidder's response fully addresses 1 of the 4 component parts (a to d) of the response guidance above.
0	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.

10. Progressing to the ITT stage

- 10.1 In each lot, we will rank the Total Scores achieved by Bidders for the scored selection stage questions from highest to lowest.
- 10.2 In each lot, the highest ranked number of Bidders that corresponds to the number of places set out in the table at section 4 (“The restricted procedure”) of Attachment 1 – About the Framework will be successful and will progress to the ITT stage, so that:
- In Lot 2a, the highest ranked 10 Bidders will progress to the ITT stage.
 - In Lot 2b, the highest ranked 16 Bidders will progress to the ITT stage.
 - In Lot 3, the highest ranked 10 Bidders will progress to the ITT stage.
 - In Lot 5, the highest ranked 10 Bidders will progress to the ITT stage.
- 10.3 In each lot, the maximum number of Bidders that progress to the ITT stage may only increase where 2 or more Bidders have tied scores in last successful position (i.e. 10th position in Lot 2a, Lot 3 and Lot 5, and 16th position in Lot 2b).
- 10.4 We will tell you if you have been successful or unsuccessful via the eSourcing suite. We will send selection stage outcome letters to all Bidders who are still in the competition i.e. who have not been excluded.
- 10.5 At this stage, a voluntary standstill period of ten (10) calendar days will start. During this time, you can ask questions that relate to our decision on the outcome of your bid. We cannot provide advice to unsuccessful Bidders on the steps they should take and they should seek independent legal advice, if required.
- 10.6 If, during the voluntary standstill, we do receive a substantive challenge to our decision and challenge is for a certain lot, we reserve the right to progress to the ITT stage with successful Bidders for the lot(s) that have not been challenged.
- 10.7 Following the voluntary standstill period, if there are no substantive challenges to our decision, we will commence the ITT stage with the Bidders that are successful at the selection stage.