



# Invitation to tender

## Attachment 2 – How to bid

### **RM6263 Digital Specialists and Programmes**

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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.
- 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 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 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 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
- 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 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:

Lot 1: 70%;

Lot 2: 60%;

The weighting for the price evaluation is:

Lot 1: 30%;

Lot 2 :40%;

## 8. **Award process**

### 8.1 What YOU need to do

- answer the quality questions in section B and section C of the quality questionnaire in the eSourcing suite in the technical envelope.
- Ensure you have answered the mandatory questions in section A and if bidding for Lot 2, section C.
- Complete the price matrix attachment 3 for the lot(s) for which you are bidding
- Upload your completed price matrix into the eSourcing suite in the commercial envelope to question PQ1.

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

1.	<p><b>Compliance Check</b></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><b>Quality Evaluation</b></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 suite.</p>
3.	<p><b>Consensus</b></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 for each lot you have bid for.</p>
4.	<p><b>Quality Threshold</b></p> <p>If you have received a zero for any of the quality questions we will reject your bid and you will be excluded from the competition. We will tell you that your bid has been excluded from the competition and why.</p> <p>Refer to table 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>

	They will calculate your price score using the evaluation criteria in Paragraph 11 – Price Evaluation.
6.	<b>Final Score</b> Your quality score will be added to your price score, to create your final score as illustrated in Paragraph 12 - Final decision to award.
7.	<b>Award</b> Awards will be made to the successful bidders following the standstill period, subject to contract.

## 9. Quality Evaluation

Question AQA1 and (if bidding for Lot 2) AQC2 are mandatory questions. If you Fail question AQA1 or (if bidding Lot 2) AQC2, we will reject your bid and you will be excluded from the competition.

If you score zero for questions AQB1 or (if bidding for Lot 1) AQC1 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.

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

When the consensus meeting has taken place and the final mark for each question has been agreed by the evaluators, your final mark for each question will be multiplied by that 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 tables A and B below for an example of how your quality score will be calculated.

Table A – Lot 1

Question		Question Weighting	Maximum mark available	Your final mark	Your weighted mark
AQA1	Capability Assessment Matrix (All Lots)	Pass/Fail			
AQB1	Social Value and Corporate Social Responsibility (All Lots)	20%	100	100	20.00
AQC1	Knowledge and experience in software development (Lot 1 only)	80%	100	100	80.00
<b>Quality score</b>					<b>100.00</b>
<b>Overall Quality score = Quality score (100.00) x Quality rating (70%)</b>					<b>70.00</b>

Table B – Lot 2

Question		Question Weighting	Maximum mark available	Your final mark	Your weighted mark
AQA1	Capability Assessment Matrix (All Lots)	Pass/Fail			
AQB1	Social Value and Corporate Social Responsibility (All Lots)	60%	100	100	60.00
AQC2	Agile delivery of specialist services (Lot 2 only)	Pass/Fail			
<b>Quality score</b>					<b>100.00</b>
<b>Overall Quality score = Quality score (100.00) x Quality rating (60%)</b>					<b>60.00</b>

## 10. Award quality questionnaire

10.1 The quality questionnaire is split into three sections:

- Section A – Mandatory Question
- Section B – Social Value Question
- Section C – Service Specific Questions

10.2 Please refer to Attachment 2c Award Questionnaire for the questions in full.

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

Section		Question Type	Marking Scheme	Question Weighting
<b>SECTION A – MANDATORY QUESTIONS</b>				
AQA1	Capability Assessment Matrix	Attachment	Pass/Fail	
<b>SECTION B – SOCIAL VALUE QUESTIONS</b>				
AQB1	Social Value and Corporate Social Responsibility	Text Box	100/75/50/25/0	Lot 1 20%, Lot 2 60%
<b>SECTION C – SERVICE SPECIFIC QUESTIONS</b>				
Lot 1: Digital Programmes				
AQC1	Knowledge and experience in software development	Text Box	100/66/33/0	80%
Lot 2: Digital Specialists				
AQC2	Agile delivery of specialist services	Option List	Pass/Fail	

## 11. Price evaluation

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

### 11.1 How to complete your pricing matrix:

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

- Your prices should compare with the quality of your offer.
- Your prices must be sustainable and include your operating overhead costs and profit.
- You should also take into account our management charge of 1% which shall be paid by you to us, as set out in the Framework Award form.
- You should have read and understood the information on TUPE in paragraph 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.
- Your prices submitted must :
  - exclude VAT.
  - be exclusive of expenses/travel and subsistence
  - be in british pounds sterling, up to two decimal places
  
- Pricing will be based on:
  - seven and a half (7.5) hour Working Day; and
  - the grade definitions are included within Attachment 3 Pricing Matrix
  - provide a price, where one has been requested, in the cells highlighted yellow

Optionally we have provided three columns with cells highlighted green for inserting the day rate prices for any non-UK locations. Please be sure to amend the [Locx] headings to include the geographic location from which the prices refer to. These cells will not be evaluated. However, the prices provided will be taken forward to populate Framework Schedule 3 – Framework prices and will be considered the maximum price for any further competitions in relation to the locations and roles tendered for. For the avoidance of doubt you are not obliged to insert day rates for non-UK locations, however failure to provide day rates in any of these columns will mean that you cannot offer this element in a Further Competition.

- Zero or negative bids will not be allowed. We will investigate where we consider your bid to be abnormally low.
- There is a day rate cap of one thousand pounds (£1000) applicable for the National (Q1) and National Home (Q2) Day Rates. **Any completed Attachment 3 Pricing Matrix which includes a figure which exceeds the Day Rate caps will not be considered and will be deemed non-compliant and will be excluded from the competition.**
- The prices submitted will be the maximum payable under this framework. Prices may be lowered at the call-off stage. Refer to Framework Schedule 3 – Framework Prices.

You must download and complete the pricing matrix attachment 3 for the lot(s) you are submitting a bid for.

- Do not alter, amend or change the format or layout of the Pricing Matrix Attachment 3.

## 11.2 Price evaluation process

This is how we will evaluate your pricing:

We will check you have completed all the yellow cells within the Pricing Matrix for each lot you are bidding for.

Failure to insert an applicable price may result in your bid being deemed non-compliant and may be rejected from this competition. Remember zero or negative prices will not be accepted.

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

The price evaluation will be evaluated using the methodology below:



$$\text{Score} = \frac{\text{Bidder Total Combined Price} - \text{Lowest Total Combined Price of all the bidder.}}{\text{Highest Total Combined Price of all the Bidder} - \text{Lowest Total Combined Price of all the bidder.}} \times 100 = \% \text{ of maximum mark of 100, rounded to 2 (Two) decimal places.}$$

The maximum mark achievable for PQ1 will be 100.

The mark achieved in response to question PQ1 will entitle the bidder to receive a mark which will be a percentage of the maximum mark available for this question. For example, for Lot 1, if a Bidder scored 100% they would score 30, if they scored 50% they would score 15.

The price mark is generated by using the formula shown above to compare against all compliant bidder's Total Combined Price which is generated by adding together all of the Combined Prices for question (as shown in the rate card tab of Attachment 3 Pricing Matrix). Using this, the price evaluation will be conducted for each bidder.

### 11.3 Abnormally low tenders

Where we consider any of the prices you have submitted to have no correlation with the quality of your offer or to be **abnormally low** or will ask you to explain the prices 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 for Lot 1:

Bidder	Quality score	Price score	Final score
	(Maximum score available 70)	(Maximum score available 30)	(Maximum score available 100)
Bidder A	70.00	30.00	100.00
Bidder B	60.00	15.00	75.00
Bidder C	50.00	12.00	62.00
Bidder D	70.00	0	70.00

Example for Lot 2:

Bidder	Quality score	Price score	Final score
	(Maximum score available 60)	(Maximum score available 40)	(Maximum score available 100)
Bidder A	60.00	40.00	100.00
Bidder B	50.00	20.00	70.00
Bidder C	40.00	10.00	50.00
Bidder D	60.00	0	60.00

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

We will offer the number of bidders a framework contract as set out in paragraph 3.1 of Attachment 1 – About the Framework.

The maximum number of bidders for lot 1 and lot 2 of this framework may increase where two (2) or more bidders have tied scores in last position 50th and / or where bidders are within 1% of the scores achieved by the bidder or bidders in 50th place or joint 50th place. See 12.2 below for further details.

#### 12.2 Reserved rights

We reserve the right to award a framework to any bidders whose final score is within 1% of the last position, the last position for lot 1 and lot 2 is 50<sup>th</sup> position.

##### **Example:**

If the bidder in 50<sup>th</sup> place, last position has a final score of 60.00

The calculation we will use is:

Lot 1 - 50<sup>th</sup> place bidders final score is 60.00

1% of 60.00 = 0.6

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

60.00 - 0.6 = 59.4

So any bidder whose final score is 59.4 or above will be awarded a lot 1 place on the framework.

#### 12.3 Intention to award

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

At this stage, a standstill period of ten (10) calendar days will start, the term standstill period is set out in regulation 87 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 that has not been challenged.

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

#### 12.4 Framework contract

You must sign and return the framework contract within 10 days of being asked. If you do not sign and return, we may 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:

- Insurance Certificates as per Attachment 2a – Selection Questionnaire part 7
- Cyber Essentials Plus Certificate as per Attachment 2a – Selection Questionnaire part 8